

Poor Public Service In Empathy And Responsiveness: Impacting On Public Trust Towards Future Generations At West Lombok Regency

Buruknya Pelayanan Publik Dalam Hal Empati Dan Daya Tanggap: Berdampak Pada Kepercayaan Masyarakat Terhadap Generasi Mendatang Di Kabupaten Lombok Barat

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ABSTRACT

*This research aims to evaluate the good governance implementation in two of regional work units (Health Department and Education-Culture Department). As well as providing recommendations for parts of the service that must be improved to give public trust in their services on the service dimensions, namely Tangible, Empathy, Assurance, Responsiveness and Reliability. Level of service was measured using the perceptions of service users who had finished receiving various sorts of services, including 106 respondents from two government agencies. The data was analyzed by IPA technique with a questionnaire with 14 public service indicators to respondents. **Findings.** The result of this investigation that the public services of Health Department represented the quality of service on Tangible of 72,64%, Empathy of 37,74%, Assurance of 73,59%, Responsiveness of 56,61% and Reliability of 82,08%. While The public services of Education-Culture Department represented the quality of service on Tangible of 77,36%, Empathy of 46,23%, Assurance of 80,66%, Responsiveness of 40,06% and Reliability of 81,14%. This research reveals the need of regional government of West Lombok to improve the quality of services, especially responsiveness and empathy. These two dimensions can influence public trust in the government's performance in serving the community*

Keywords: Public satisfaction, Service Quality, Service Quality, Low Empathy, Low Responsiveness; Public Trust

ABSTRAK

Penelitian ini bertujuan untuk mengevaluasi penerapan good governance di dua satuan kerja perangkat daerah (Dinas Kesehatan dan Dinas Pendidikan dan Kebudayaan). Serta memberikan rekomendasi bagian pelayanan yang harus diperbaiki untuk memberikan kepercayaan masyarakat terhadap pelayanan mereka pada dimensi pelayanan yaitu Tangible, Empathy, Assurance, Responsiveness dan Reliability. Tingkat pelayanan diukur dengan menggunakan persepsi pengguna layanan yang telah selesai menerima berbagai macam layanan, termasuk 106 responden dari dua instansi pemerintah. Data dianalisis dengan teknik IPA dengan kuesioner dengan 14 indikator pelayanan publik kepada responden. Temuan. Hasil dari penelitian ini menunjukkan bahwa pelayanan publik Dinas Kesehatan menunjukkan kualitas pelayanan pada Tangible (Bukti Fisik) sebesar 72,64%, Empathy (Empati) sebesar 37,74%, Assurance (Jaminan) sebesar 73,59%, Responsiveness (Daya Tanggap) sebesar 56,61% dan Reliability (Kehandalan) sebesar 82,08%. Sedangkan pelayanan publik Dinas Pendidikan-Kebudayaan merepresentasikan kualitas pelayanan pada Tangible sebesar 77,36%, Empathy sebesar 46,23%, Assurance sebesar 80,66%, Responsiveness sebesar 40,06% dan Reliability sebesar 81,14%. Penelitian ini menunjukkan perlunya pemerintah daerah Lombok Barat untuk meningkatkan kualitas pelayanan, terutama daya tanggap dan empati. Kedua dimensi ini dapat mempengaruhi kepercayaan masyarakat terhadap kinerja pemerintah dalam melayani masyarakat.

Kata Kunci: Kepuasan Masyarakat, Kualitas Pelayanan, Kualitas Pelayanan, Rendahnya Empati, Rendahnya Daya Tanggap, Kepercayaan Masyarakat

1. Introduction

The administration of regional government entered a new era when Law Number 32 of 2004 was replaced by Law Number 23 of 2014. The spirit of Law No. 23 of 2014 is to maximize the role of regional government that are able to carry out their authority with a basic service

orientation, not just power. Under these circumstances, whether approved or not, local residents need to participate in monitoring of government operations based on public services. Therefore, in this Law, chapter XV regulated community participation. The community participation was aimed to encourage and to increase the level of public awareness of the implementation of public services provided by the regional government. This situation will certainly be a catalyst for local governments to provide the best public services. The existence of Law No. 23 of 2014 concerning Regional Government will be able to improve the regional government of administration system.

Good governance practices are fundamental to the design and implementation of democratic national policies in the era of globalization. The good democracy situations were characterized by the reinforcement of society control toward government administration, while the phenomenon of globalization was represented by interdependence among nations, especially in the restraint of economic policy and business activities. Good governance was a “*mantra*” uttered by many people in Indonesia since 1993. The word governance represented a new ethic that expressed rational, professional and democratic, regardless of whether it was spoken in the World Bank office in Washington, USA or in a shabby NGO office on the outskirts of Jakarta (Heryanto, 2014).

The public services that needs government attention are community health centers and also Education-Culture Department. Community health centers are one of the first health facilities visited by the society that organizes public service activities which are the first choice for the people in general. Health needs influenced society's choice of health care facilities that provide the best services for them (Sani, 2022). Education is an interesting thing to research, because education is a basic right of citizens which is also the foundation for the growth and development of a nation. The problems of ignorance, poverty and underdevelopment of this nation are caused by the government's weak attention to the education sector. Education can be made a cornerstone in the development process to become a more advanced Indonesian nation (Kalenge, 2015). In realizing good governance to carry of public services, local governments must provide broad opportunities for the community to gain access to public services based on the principles of equality, transparency, accountability and justice. Bureaucratic neutrality must be maintained as a public servant and understood correctly so that politicization of the bureaucracy is minimized.

One of the guidelines for assessing public satisfaction with the performance of local government services is Decree of the Ministry of State Apparatus Empowerment (*Menpan*) Number 25/M.PAN/2/2004 concerning General Guidelines for Preparing a Community Satisfaction Index (CSI) for Government Agency service units. The *Menpan* Decree stipulates 14 items to assess each service unit provided by the government (Suandi, 2019). Analysis of the Community Satisfaction Index (CSI) must always be carried out periodically. This means that at each certain time period must be done of an analysis of community satisfaction with the services provided.

According to the study has been done by (Coghlan & Brydon-Miller, 2014) on public services in two agencies such as education and health departments that shown some parts of services such as follow-up of complaints remained low. Moreover, the existence of discriminatory practices happened in the agencies although the percentage was under 5%. However, in 2020 and 2021 the West Lombok Regency Government won an award from the Indonesian Ombudsman delegation of West Nusa Tenggara on category of compliance with public service standards guided by Law No. 25 of 2009 concerning public services (Wijanarko, 2024). The implementation of Law No. 25 of 2009 must be maintained by the regional government of West Lombok, especially in the important sectors of education and health services. The achievements of regional governments must also be implemented well in two of the public service sectors as previously mentioned.

Based on the description above, it is necessary to assess the government's performance in implementing good governance in these two sectors, especially at community health centers and education and culture services. This research focuses on 14 public service indicators based on Decree of the Ministry of State Apparatus Empowerment Number 25/M.PAN/2/2004 concerning General Guidelines for Preparing a Community Satisfaction Index (CSI) on Government Agency service units which are categorized into five service dimensions namely Tangible, Empathy, Assurance, Responsiveness and Reliability as the properties of good public services.

Literature Review : Good Governance Implementation in Any Sectors of Public Services

An activities by workers that can be felt emotionally by impacting on feelings of indulgence, comfort, joy and emotional satisfaction is called service. Referring to Law Number 25 of 2009, Governments must provide the best services to ensure that communities have access to goods, services and administrative needs (UU RI No. 25 Tahun 2009 tentang Pelayanan Publik, 2009). In this law it is stated that there are six aspects in the implementation of public services including a) Implementation of services; b) Management of public complaints, c) Information management, d) Internal monitoring, e) Education to the public, f) Consultation services. The concept of public services put forward by experts and statutory regulations, there are three important elements in public services, namely, the first element, namely the provider, organizer, implementer of services, in this case focusing on services provided by the government, both central and regional governments (Djadjuli, 2018). While Bharata (2003) in (Suryantoro & Kusdyana, 2020) stated that in the process of public services there are four important elements, namely Service Provider, Service Recipient, Type of Service and Customer Satisfaction. In addition, The Principles of public service according to Decree of the Minister for Administrative Reform (*Menpan*) Number 63/Kep/M.PAN/7/2003 concerning General Guidelines Implementation of Public Services includes Transparency, Accountability, Conditionality, Participation, Equality of Rights and Balance of Rights and Obligations (Purwanto et al, 2022).

Public service as a reflection of behavior form to the public to fulfill the fundamental needs and administrative services as states in constitution of Republic Indonesia of 1945. Based on MENPAN decision no. 63/ KEP/ M. PAN/ 7/ 2003 concerning Guidelines General Implementation of Public Services grouping three types of services from government agencies and state-owned enterprises (BUMN)/ municipally-owned corporations (BUMD), namely as follows: Administrative Services, Goods Services and Services. Regional government administration activities must be accompanied by the provision of services to the basic needs of the community, both in administrative services, goods services and services. Associate with the role and function of public services, it was inseparable from the constitution (*Pasal 5 of Undang Undang Dasar Republik Indonesia Nomor 25, 2009*) which hold the three main services of goods, service and administrative services that are organized according to definite characteristics, criteria and mechanisms in constitution. The forms of services were social needs, knowledge needs, health needs, fuel needs and the other related sector (Winarno & Retnowati, 2019). Public service is also the most crucial part in reforming the level of social life in community. This is also an integral part of improving public trust in government agencies or private companies (Sancoko, 2017).

To understand how the implementation of good governance has been carried out by an agency, it can be analyzed using the Importance Performance Analysis (IPA) of Public Services method. IPA of public services is a technique used to compare the level of interest and public assessment of the performance of government public services (Pratiwi & Hendrawan, 2018). In this method, it is necessary to measure the level of conformity to find out of the community satisfaction of the performance of the local government, and assess the government officials

insight in the services provided to the community (Nugraha et al., 2014). There are several steps in operating the Importance Performance Analysis (IPA) method, namely ;

- a) As a quantitative measurement scale indicator for the level of importance according to public perception and the real level of performance of a service expressed on a Likert scale. This scale allows respondents to reveal the intensity of their emotions towards the quality of policy products in public services by ensuring the total score of each indicator from variables X and Y, then multiplying all data frequencies by their weights. The approximation of importance level of each attribute is acquired by adding up the results of multiplying the scores for each scale by the number of respondents who chose the liket scale.
- b) The total score is divided by the number of respondents. The results are a point average (X) for performance and a value average (Y) for importance.
- c) Created a Cartesian diagram which is a shape divided into four parts bounded by two perpendicular intersecting lines. Next, a comparison of the number of point with the number of respondents was carried out (Husna & Syaodih, 2022). **Figure 1.** Cartesian Importance Performance Analysis diagram (Husna & Syaodih, 2022)

An other strategy to assess the quality of work practice in public services can be determined by the Customer Satisfaction Index (CSI) method to further emphasize how an agency performs of good governance in regional government. CSI is used to define the level of public satisfaction by observing at the level of importance of public service performance attributes. The level of service satisfaction is simplified into five principle dimensions, namely Tangible, Reliability, Responsiveness, Assurance and Empathy (Dani & Syaifullah, 2023). These five principles are explained further as follows ;

1. Tangible : the quality of service that can be enjoyed by the eye, such as buildings, service posters, service equipment, personnel and cleanliness of service premises (Gumilang et al., 2020).
2. Reliability : the ability to deliver promised services consistently and accurately. This dimension is related to promises to complete work as desired by consumers, handling consumer complaints, appropriate service performance, providing appropriate service times and demands for recording errors (Gumilang et al., 2020).
3. Responsiveness : Ability to help and provide services quickly and accurately, and responsive to the wishes of the community. This term is also related to the sincerity of officers in serving the community.
4. Assurance : This dimension is the etiquette of service activities / Image agency which is related to the reputation of the agency providing the service. This includes the courtesy and trustworthy nature of employees or medical personnel, freedom from danger or risk or doubt and the appearance of the employee (Nugraha et al., 2014).
5. Empathy : This dimension shows a firm but friendly attitude in providing services to the community. This empathy dimension includes, among others; providing individual attention to consumers, timely service for all consumers, officers given special attention to consumers, good service stuck in the consumers feeling and officers understood the customers with special needs.

The quality of services provided by the government for the community can be assessed by referring to *Menpan* number 25 of 2004 concerning General Guidelines for Preparing a Community Satisfaction Index (CSI). The following table can illustrate how good the quality of a local government's service is to the community by asking questions about 14 public service indicators to respondents who are or have been served in a government agency (MENPAN, 2004).

Table 1. Perception Value, CSI Interval, CSI Conversion Interval, Service Quality and Service Unit Performance

Perception Value	CSI Interval	CSI Conversion Interval	Service Quality	Service Unit Performance
1	1,00 – 1,75	25 – 43,75	D	Unsatisfied
2	1,76 – 2,50	43,76 – 62,50	C	Less satisfied
3	2,51 – 3,25	62,51 – 81,25	B	Satisfied
4	3,26 – 4,00	81,26 – 100,00	A	Very satisfied

Source : Menpan Number 25/M.PAN/2/2004

The concept of quality is a measure of organizational success not only in business organizations, but also in government organizations or institutions as public service providers. The government is required to continuously conduct surveys regarding the public's desires and assessments of the services provided. Moreover, quality is an important topic in providing services. The state and government system are the foundation of citizen services in obtaining guarantees for their rights, therefore improving the quality of services will be important (Sancoko, 2017). Other research concludes that there is an influence of the remuneration system with salaries on service quality (Angliawati, 2016). Similar research was conducted by (Siallagan, 2014) in Sitolu Ori North Nias District, which found that one of the causes that influences service quality is the remuneration factor received by employees. These studies prove the influence of compensation on quality of public services.

2. Research Method

The sampling technique of respondents was nonprobability sampling by used quota sample and incidental sample. The sample members (respondents) were service users from West Lombok Regency Government agencies. Level of service measured through the perceptions of service users who finished receiving services with various types of services with a number of 106 respondents in two Government agencies. These agencies were Health Department and Education-Culture Department. Data collection on public satisfaction with services in government agencies was conducted by a questionnaire with 14 public service indicators in accordance with the Minister of Administrative and Bureaucratic Reform Number 25/M.PAN/2/2004 concerning General Guidelines for Preparing a Community Satisfaction Index (CSI) for Government Agency service units. The 14 indicators were made in the form of questions, including:

Table 2. 14 public service indicators of questions

No	Question Items	Service Dimensions
1	What do you think about the similarity between service requirements and the type of service?	Tangible
2	What do you think about the comfort in service unit areas?	
1	What is your opinion about the reasonableness costs of services?	Reliability
2	What do you think about the suitability of the fees that have been determined?	
1	How do you understand the simplicity of service procedures in this unit?	Responsiveness
2	What do you think about the accuracy of implementing the service time schedule?	
3	What do you think about the time speed of service at this unit?	
4	What do you think about the discipline of officers in providing services?	Assurance
1	What do you think about the clarity and certainty of officers who provide services with type of service?	
2	What do you think about the officers' ability to provide services?	

3	What do you think about the security of services in this unit?	
4	What do you think about the responsibilities of officers in providing services?	
1	What do you think about the politeness and friendliness of officers in providing services?	Empathy
2	What do you think about fairness in getting services?	

3. Results and Discussions

Results

The respondents in this research were the people of West Lombok who used services at two regional work units (*Satuan Kerja Perangkat Daerah/SKPD*) in West Lombok. The two SKPDs are the Health Department and the Education-Culture Department with the 53 of respondents for each SKPD. Statistical data analysis for validity and reliability tests on the questionnaire in this study was carried out using SPSS 26 software. The response and absorption of public information towards public services at two SKPDs in West Lombok regarding services were described as follows.

Table 2. Community Response to Health Department Services

No	Assessment category								Service Dimensions
	Qty	Unsatisfied	Qty	Less satisfied	Qty	Satisfied	Qty	Very satisfied	
1	1	1,89%	12	22,64%	38	71,70%	2	3,77%	Tangible
2	3	5,66%	7	13,21%	39	73,58%	4	7,55%	
1	0	0,00%	9	16,98%	44	83,02%	0	0,00%	Reliability
2	2	3,77%	8	15,09%	43	81,13%	0	0,00%	
1	0	0,00%	11	20,75%	41	77,36%	1	1,89%	Responsiveness
2	1	1,89%	27	50,94%	23	43,40%	2	3,77%	
3	1	1,89%	16	30,19%	13	24,53%	23	43,40%	
4	0	0,00%	3	5,66%	43	81,13%	7	13,21%	
1	1	1,89%	10	18,87%	42	79,25%	0	0,00%	Assurance
2	2	3,77%	14	26,42%	37	69,81%	0	0,00%	
3	0	0,00%	14	26,42%	39	73,58%	0	0,00%	
4	2	3,77%	11	20,75%	38	71,70%	2	3,77%	
1	3	5,66%	22	41,51%	28	52,83%	0	0,00%	Empathy
2	1	1,89%	24	45,28%	12	22,64%	16	30,19%	

Based on the data above, the performance of the Health Service has basically fulfilled the standard services, however there are several parts that need to be improved, especially in the dimensions of empathy and responsiveness.

Table 3. Validity Testing with Pearson Correlation in Community Response to Health Department Services

Service Dimensions	Question item	Pearson Correlation	Criteria of <i>r</i> Table	Validity
Tangible	1	0,947	>0.2262	Valid
	2	0,963		valid
Reliability	1	0,967		Valid
	2	0,981		valid
Responsiveness	1	0,776		Valid
	2	0,916		valid
	3	0,945		Valid
	4	0,715		valid
Assurance	1	0,922		Valid
	2	0,949		valid
	3	0,939		Valid
	4	0,954		valid
Empathy	1	0,952		valid
	2	0,979		Valid

Table 4. Reliability Testing with Cronbach's Alpha in Community Response to Health Department Services

Service Dimensions	Cronbach's Alpha	Criteria of <i>r</i> Table	Reliability
Tangible	0,898	>0,600	Reliable
Reliability	0,927		Reliable
Responsiveness	0,842		Reliable
Assurance	0,954		Reliable
Empathy	0,893		Reliable

Concerning to the results of statistical tests on the community's response to the Health Service, it can be declared valid and reliable. This can be seen from the results of correlation analysis with Pearson correlation and reliability with Cronbach's alpha which has agree with the data acceptance criteria. The validity value must exceed 0.2262 due to 53 sample respondents. Meanwhile, reliability has also comply the requirements, namely the Cronbach's alpha value exceeds 0.600 with 53 sample respondents , which means the data produced from this research is reliable or acceptable.

Table 5. Community Response to Education-Culture Department Services

No	Assessment category								Service Dimensions
	Qty	Unsatisfied	Qty	Less satisfied	Qty	Satisfied	Qty	Very satisfied	
1	1	1,89%	7	13,21%	42	79,25%	3	5,66%	Tangible
2	2	3,77%	1	1,89%	40	75,47%	10	18,87%	
1	1	1,89%	5	9,43%	44	83,02%	3	5,66%	Reliability
2	1	1,89%	7	13,21%	42	79,25%	3	5,66%	
1	0	0,00%	3	5,66%	45	84,91%	5	9,43%	Responsiveness
2	1	1,89%	39	73,58%	9	16,98%	4	7,55%	
3	1	1,89%	16	30,19%	11	20,75%	25	47,17%	
4	0	0,00%	2	3,77%	39	37,58%	12	12,64%	
1	0	0,00%	5	9,43%	43	81,13%	5	9,43%	Assurance
2	0	0,00%	5	9,43%	47	88,68%	1	1,89%	
3	0	0,00%	5	9,43%	41	77,36%	7	13,21%	
4	0	0,00%	7	13,21%	40	75,47%	6	11,32%	
1	1	1,89%	13	24,53%	35	66,04%	4	7,55%	Empathy
2	2	3,77%	15	28,30%	14	26,42%	22	41,51%	

The same results were also obtained in the Education-Culture Department specifically towards a lack of empathy and responsiveness to the services provided. Public perception of the service remains deficient, especially regarding ensuring timely completion of services and fairness or undiscriminating. In addition, the politeness of officers in providing services remained low..

Table 6. Validity Testing with Pearson Correlation in Education-Culture Department Services

Service Dimensions	Question item	Pearson Correlation	Criteria of <i>r</i> Table	Validity
Tangible	1	0,899	>0.2262	Valid
	2	0,929		valid
Reliability	1	0,980		Valid
	2	0,982		valid
Responsiveness	1	0,778		Valid
	2	0,876		valid
	3	0,883		Valid
	4	0,813		valid
Assurance	1	0,921		Valid
	2	0,930		valid
	3	0,951		Valid
	4	0,781		valid
Empathy	1	0,916		valid
	2	0,966		Valid

Table 7. Reliability Testing with Cronbach's Alpha in Education-Culture Department Services

Service Dimensions	Cronbach's Alpha	Criteria of <i>r</i> Table	Reliability
Tangible	0,798	>0,600	Reliable

Reliability	0,960	Reliable
Responsiveness	0,818	Reliable
Assurance	0,885	Reliable
Empathy	0,832	Reliable

To ensure that the results of the questionnaire were valid, a statistical analysis was also conducted on the Education-Culture Department. The results showed the validity and reliability of the data in Pearson Correlation value criteria namely 0.2262 for validity and Cronbach's Alpha 0.600 for reliability surpassed.

Based on the research results from the two SKPDs above, it suggested that the quality of public services in the 2 dimensions of public services classified as unsatisfactory. This can be confirmed from the CSI Conversion Interval value laying at a percentage under 62.5%. It is categorized as service quality of C or low priority referring to the Cartesian diagram.

Discussions

In Indonesia, procedures were often complicated, and even though community needed simple, hassle-free services, they were often complaints about the time services. This implies that the services given by government agencies, especially these two agencies need to be escalated. Considering from the pattern of implementation, public services in Indonesia still have various weaknesses, including: (1) less responsive, (2) less informative, (3) less accessible, (4) lack of coordination, (5) bureaucratic, (6) less willing to listen to complaints/suggestions/aspirations from the community, and (7) inefficiency. considering from the human resources side, the main weaknesses are related to professionalism, competence, empathy and ethics. considering from the human resources side, the main weaknesses are related to professionalism, competence, empathy and ethics. In addition, several opinions considered that the weakness of government officials' human resources in providing services is caused by a low and inappropriate compensation system (Mahsyar, 2011).

In the practice of public services carried out by government agencies, there has actually been a decline, especially in the dimensions of empathy and responsiveness. This is caused by the alteration in the values believed by society. The author believes that the high-rise role of information technology in industry era 4.0 actually provides services that are increasingly responsive and increasingly simplified. This statement has implications for the unpreparedness of government agencies in the eastern region regarding the shift in times that are all connected to the internet. This opinion is in line with research conducted by (Arifin et al., 2020) The e-government system implemented in Surabaya has had a positive impact but the lack of socialization by the government has caused the system to be less than optimal. Electronic-based services should be extended to remote corners of the country so that responsive services can be implemented.

Based on the results of the analysis of the two government agencies showed that services provided in two service dimensions, namely empathy and responsiveness, remained to be unsatisfactory. The dimension of responsiveness services required to be increased due to accompanied by technological advances, but government agencies were unable to adapt toward the digital era. Transformations in technology and the swift tides of information have forced government to make procedures of public services that can converge the necessity and demand of community for simplify the public services in government agencies so that they perceive satisfied with what they have got from the government. Empathy is a dimension binding to the capability of government staffs to appreciate and respond well to community necessity, desires, and feelings as customers. it is also contain of the ability of the officers to pay attention fully and respect to customer demand, and turn up a kindly and attentive attitude towards community as customers. (Tijjang, 2023). Meanwhile, on the empathy dimension, the author concludes that it

was bad especially in question item (2) about undiscriminating. In fact, this is still a polemic in providing public services. Inadequacy of fair attitudes in service or discrimination against customers due to the influence of insiders (*orang dalam*) lead to the empathy dimension as the level of service quality to be at the lowest if compared to other dimensions.

Another View On The Bad Influence Of Empathy And Responsiveness On The Next Generation

Based on the research results, we have deep perspective for this situation. If the dimension of empathy did not increase by the government in providing public services, it will have an impact on the lack of public trust in the government's performance, especially for the Gen Z generation expecting transparency without practice of discrimination. The occurrence of discrimination will result in social inequality which will be collisions with decreasing public trust in the government. According to (Ranchordás, 2022) Empathetic attitude is related to making decisions regarding the needs of citizens equipped with a more complex understanding. Moreover, currently society in the era of society 5.0 requires leaders possessing capacity to identify, to recognize and to overcome the suffering of others in order to administer govern their country satisfactorily. This must be implemented in government agencies under the leadership of the current government (Segovia-Nieto & Ramírez-Velandia, 2019).

Previous research in 2014 (Alex Wagaman & Segal, 2014), the government's attitude towards students had a real impact on government interventions in political activities including government performance assessments. Currently, students are filled with Gen Z. The number of Gen Z dominates more than other generations. The government's performance assessment will be influenced by the assessment of Gen Z, especially since Gen Zs have better access to information technology than other generations. Gen Z's high level of knowledge in accessing information technology, especially on social media, causes the susceptibility of government to be assessed by Gen Z. Regularly the judgment consist of the hate speech. This phenomenon is a situation frequently accepted by Gen Z as a form of perspective on the values to be convinced by them (Arifina, A.S. & Zahra, 2021). The high consumption of social media and use of gadgets by Generation Z influences their behavior. They got information and news more quickly through their gadgets. However, the information and education they obtain by surfing the internet is often indicated as a hoax. According to (Halim et al., 2024) they spent 11 hours a day to use their gadget. Various kinds of visual images that have been edited and that often contradict the theory they have consumed. However, they believe it to be valid information. rapid flow of information will be a time bomb for the government as a policy maker. Because complaints from the citizen will viral faster through stories on social media regarding service experiences that have been obtained from government agencies as example that occurred at the Tanjung Marulak Community Health Center, Rambutan District, Tebing Tinggi City. The public services provided by officers at the Tanjung Marulak Community Health Center are a reflection of the poor quality of service in the empathy dimension. The lack of professionalism of community health center officers caused the society to experience unpleasant incidents from public services provided by the government. The incident occurred because the patient did not bring a BPJS card. However, by bringing an ID card (*KTP*), patients can be served, said the head of the community health center (Regina, 2024).

The service dimensions of empathy and responsiveness which are still not optimal are the result of service administration malpractice. The malpractice of public service was caused by the desires of publics in administration process acquired a fast, simple, clear and transparent. The desire and reality in the public service administration process is the opposite, namely rambling, rambling, slow and unclear of the process. The public service process is still not optimal, resulting in discrimination against certain groups of societies. Malpractice that commonly occurs is bribery and gratification through insiders. Today, insiders are a trend that has both pro and con. Insider is something that is very popular with generation Z who have a

negative attitude towards the presumption of their inclinations towards instant gratification, mental health, idleness, and entitlement (Setiadji et al., 2023). However, many people in Generation Z are against this insider culture. because this culture is a violation of the rights of Indonesian citizens who have equal opportunities in the fields of education and employment.

The role and influence of Gen Z in changing trends in public services, especially in government agencies, must be refinement immediately. Generation Z is a group of individuals who will become leaders and be very useful in the future in socio-economic growth, if they receive a proper education. Generation Z is also believed to be able to give birth and creating other generations with increasingly higher competitiveness (Bakar et al., 2022). This generation confers a big impact on the sustainability of government policies, especially in public services. In addition, the role of Generation Z in supporting the SDGs through the development of a green economy is very important and must be accepted as a shared responsibility starting from providing the best service to their needs through services provided by the government (Sukeni et al., 2023).

4. Conclusions

The performance of government employees needs to be improved. Enhancement is deported by implementing new policies to achieve the dimensions of responsiveness and empathy in public services. This policy improvement is focused on monitoring of the government officers based on an orientation in the public interest and not group interests. If public services are poor in these two important dimensions, then public trust will shift from the government to the private sector.

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