ABSTRACT

Analysis of the perception of provincial governments’ units on the service of programs at the Secretariat of Inter-municipal Cooperation Forum (Mitra Praja Utama)

The objectives of this research are to 1) to examine the perception of the provincial governments’ units on the quality of program management services at the Secretariat of Inter-municipal Cooperation Forum (Mitra Praja Utama), 2) to analyze the level of appropriateness between job performance and need/interest on the quality of services and 3) to formal alternative recommendation for the Secretariat interested parties/stakeholders.

The method of this research is census provincial government of Java, Bali, Lampung and Nusa Tenggara Barat. The processing techniques used in this study are Servqual, descriptive statistic, importance-performance analyses and cartesius diagram are Friedman test and Wilcoxon signed rank test. The result of Servqual analyses show that; the maximum score job performance assessment is the appearance of staff performance 3.37 and the minimum score of job performance assessment is the punctuality 2.73. The service on program condition show the lowest level in performance 60.80%, while the staff appearance shows the highest level of performance (82.78).

The study recommends for the Secretariat of Mitra Praja Utama to develop the three main aspects, namely organizational structure, technology and Human Resource Management (HRD). This world improve integrated services which covers public policies, general strategies and service strategies, to improve services for meeting the demand of interest parties. The main reason is that the service quality is still far from the expectation of interest parties. Finally the Secretariat showed reform and adjust the objective of organization, job performance standardization and capability of staff based on the present condition.