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| **PUBLIC SERVICE QUALITY (STUDY ON TASPEN SERVICES AT THE PURWOKERTO BRANCH POST OFFICE)**  **1 Ajeng Sabina Firstania, 2Andri Trianfano, 3Johar Ma’muri**  1,2,3FISIP, Universitas Wijayakusuma Purwokerto  1 [sabinafusta@gmail.com](mailto:sabinafusta@gmail.com),2 [andritianfanofisip@gmail.com](mailto:andritianfanofisip@gmail.com), [3johar.mamuri@gmail.com](mailto:3johar.mamuri@gmail.com) |
| **ABSTRACT** |
| This research is entitled "Quality of Public Services (Study of Taspen Services at the Purwokerto Branch Post Office)". This research was carried out at the Purwokerto Branch Post Office. The research method used is descriptive qualitative. Determining informants used the Purposive Sampling method. The analysis of research results uses an interactive analysis model. Based on data analysis and discussion of research results, it can be concluded that the quality of public services in taspen services at the Purwokerto branch post office is not yet completely good, this is because there are still various obstacles that occur, especially related to the limited facilities and infrastructure supporting the services available, and there are still There are several types of services that are not fully understood by the public, resulting in long service times or failure to achieve service time targets. |
| **Keywords;** Services, Public, Taspen |

1. **INTRODUCTION**

In line with the development of science and technology, as well as entering the era of globalization, developments in the field of communication cannot be avoided, and human needs in the field of communication are getting bigger and wider, not limited to just one region. The communication facilities offered are numerous and give people the freedom to choose the type of communication, one of which is postal services.

Postal services are a means of communication for the general public that is quite effective and does not require too much money. So that postal services have long been a means of communication that is widely used by the public, before the emergence of other means of communication such as telephone and internet communications.

But even now postal services are still the people's choice as a means of communication both within the country and abroad. Postal services are not only limited to sending news, postcards and packages of goods, but postal services also provide money transfer services which are better known as postal money orders, marketing correspondence equipment such as stamps, envelopes and so on.

Along with the development of information technology, PT Pos Indonesia (Persero) is collaborating with PT Taspen (Persero) in pension payments. Pension recipients are individuals or their heirs who receive or receive compensation for work carried out in the past, including individuals or their heirs who receive old age benefits.

To make it easier for retirees to collect their pension money, PT Taspen (Persero) appointed PT Pos Indonesia (Persero) as an assisting agency in pension payments. Every year, the allocation of pension payments increases significantly. Several factors influence the increase in pension money, such as the increase in the number of recipients due to entering retirement age, the increase in the basic civil servant pension which is in line with the basic salary of civil servants.

Apart from that, the payment of honorary funds in accordance with PP Number 24 of 2008 concerning the Honorary Fund for Veterans of the Republic of Indonesia also contributed to increasing the allocation of pension funds. So it is necessary to have adequate systems and procedures for the implementation of systematic and integrated distribution of pension funds. The distribution of pension funds must be carried out quickly and safely, as well as with comfortable service and supported by a technological information system, thereby facilitating administrative accountability. Based on the description and explanation above, it is important to conduct research with the title "Quality of Public Services (Study of Taspen Services at the Purwokerto Branch Post Office)".

1. **METHOD**

This research was carried out at the Purwokerto Branch Post Office, Banyumas Regency. The targets in this research were taspen service officers at the Purwokerto branch post office and the Banyumas Regency community. The research method used in this research is a qualitative research method which is an approach that has a tendency to apply open question methods, emerging approaches, textual or image data (Creswell, 2014). The informant selection technique in this research used a purposive sampling technique. The data analysis method used is the interactive analysis model from Miles, Huberman and Saldana (2014) which consists of data collection, data condensation, data presentation and verification and drawing conclusions.

1. **RESULT AND DISCUSSION**

Based on the conclusions of the research results, it is known that the establishment of a civil servant retirement program is stipulated in government regulation No. 9 of 1963 concerning civil servant learning and government regulation No. 10 of 1963 concerning insurance savings and civil servants. At that time, PN Taspen obtained its own office on Jl Merdeka No. 64 Bandung. Furthermore, with the existence of government regulation No. 25 of 1981 concerning Social Insurance for Civil Servants, a process of merging civil servant welfare programs was carried out which consisted of the Old Age Savings and Pension programs which were managed by PN Taspen.

TASPEN as a State-Owned Enterprise (BUMN), has successfully carried out its government duties well, namely in organizing the Civil Servant Social Insurance Program which consists of the Civil Servant Fund Program (PNS) and Old Age Savings (THT). This is in accordance with Government Regulation Number: 25 and 26 of 1981 which aims to improve the welfare of Civil Servants when entering retirement or retirement. The following is an analysis of research results based on each aspect:

1. Aspects of Physical Evidence (Tangible)

Taspen's type of service regarding the availability of facilities and infrastructure and also the appearance of its employees is quite good, although there are still deficiencies in the facilities and infrastructure due to the absence of CCTV, suggestion boxes, queue numbers, opening/closing hours that are not set, resulting in retirees arriving too early or even too late. afternoon in collecting pensioner's salary.

2. Reliability Aspects

The punctuality of service is in accordance with the schedule that retirees understand, the employee's performance has met the SOP standards determined in serving the applicant's request, the employee is responsive, patient and good at providing service. Employees also have clear service standards in accordance with SOPs, the way employees socialize technical and administrative requirements has also been adjusted to the needs of retirees. The reliability of officers in providing services is based on educational competence and the skills possessed by officers. This is in accordance with the results of previous research conducted by Deni Satriadi (2014:37) education is an element of core values, where the higher a person's level of education, the easier it is to apply the job, because the knowledge they have is more

Taspen and Pos Indonesia are working together to digitize pension services and financing, payment of old age savings, pensions, work accident insurance and death insurance through accounts. The following is data on the number of taspens at the Purwokerto branch post office:

Table 1. Data on the number of Taspen at the Purwokerto Branch Post Office.

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Retirement Group | Number of people | |
| Alone | Widow/Widower |
| 1. | TNI / Polri | 86 | 120 |
| 2. | Veteran | 28 | 10 |
| 3. | Sipil Pusat | 41 | 4 |
| 4. | PT. KAI | 4 | 3 |
| 5. | Hakim | 1 | 4 |
| 6. | Pens. Daerah | - | 107 |
| 7. | Pens. Pusat | - | 226 |
| 8. | Pens. Dini | - | 7 |
| 9. | Pbt Antaran (gaji di antar) | 56 (mix) | |
|  | **Total** | 697 | |

Source: Taspen data at Purwokerto Branch Post Office, 2022.

Based on the data in table 1 above, it is known that the total number of taspen at the Purwokerto branch post office reached 697 people with group coverage including TNI/Polri, Veterans, Central Civil, PT. KAI, Judges, Regional Pensioners, Central Pensioners, Early Pensioners, and Pbt Delivery, the number of taspen is then classified according to their status, which includes self-ownership status or widow or widower status.

3. Responsiveness Aspect

Responsiveness can be seen that Taspen employees at the Purwokerto Branch Post Office have responded well to retirees who request services. Every time there are residents who need services or there are retirees who come into the Taspen room, of course the employees always respond well and are ready to accommodate the aspirations of retirees. However, the speed of the service process depends on whether or not there are employees serving and also depends on the type of service requested. Sometimes the employee at the counter is not in the room, so the service can be a little delayed.

4. Guarantee Aspects (Assurance)

In the service process, the officers are quite good and provide punctuality, but it depends on the type of service because there are several types of services that are complicated to complete so that the completion takes a little longer than the specified time and requires waiting from Central Taspen to update the data. There is a fee charge for salary delivery which is adjusted to the agreement of the retiree and the employee delivering the pension is also adjusted to the proximity of the location/address.

5. Aspect of Empathy (empathy)

In the service, Taspen retirees at the Purwokerto Branch Post Office have served with a friendly attitude and courtesy. Serve without discrimination in the sense of being kind to everyone and if there is a queue for service then it will be according to the queue, not prioritizing certain people and putting the interests of service users first before personal interests.

1. **CONCLUSION**

Based on the results of the research and discussion above, it can be concluded that the quality of public services in taspen services at the Purwokerto branch post office is not yet completely good, this is because there are still various obstacles that occur, especially related to the limited facilities and infrastructure supporting the services available, as well as There are still several types of services that are not fully understood by the public, resulting in long service times or failure to achieve service time targets.

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