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RESEARCH ARTICLE

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EFFICIENCY AND EFFECTIVENESS OF THE QUALITY OF SERVICE OF EMPLOYEES IN PROVIDING SERVICES TO THE COMMUNITY. "DUARTE DA COSTA"

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ABSTRACT

Public service is part of an urgent activity for those who are responsible for holding the bureaucracy and politicians who hold power in public institutions to ensure good work performance, but also need support from the ability of employees to serve the community to achieve this goal. Therefore, civil servants need transparency, responsibility and accountability in achieving the goal of efficient and efficacy in public services. Service is an activity that is done to provide benefits to others, this activity occurs because there is interaction between the two parties or activities carried out by the organization to be a servant for others or those who are lucky. The quality of service should not be measured based on a person's thoughts by observation but can be measured through the community that has received services from the organization itself. This study uses a descriptive qualitative approach, collecting data through interview instruments, observation and documents, in order to find out the efficiency and efficacy, quality of the work of the administrative employees in providing services to the community of Ossu sub-district, Viqueque municipality, the data analysis of this research uses a data analysis model according to the model. interaction by Milles and Hubberman, Sugiyono's book, 2001: 247. The results of this study showed that, the administrative staff of the Ossu sub-district in providing services to the community, it can be said that the quality of their service is not maximized according to the needs of the community in administrative matters, because two administrative employees do not necessarily serve a large number of people. despite limited human resources and lack of training, the results of their work are of quality because they are supported by adequate facilities. From the results of this research, it is concluded that, lack of human resources, lack of training for civil servants, the condition of the subdistrict administration office that is severely damaged, civil servants who live far from where they work, a centralized political administration system, lack of public awareness, All of these matters have implications for the quality of work of civil servants in serving the community.

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INTRODUCTION

Holding power in public institutions to ensure and increase the provision of good services but also assist by the capacity of existing employees to serve society, To achieve this part, the public servants need to be accountable and accountable to achieve quality quality and efficient public services. Public transport is part of the process of completing through the activities of people who are directly the current concept in all institutions. Thus, public service involves a broader aspect of life. In state life, the government has the function of providing a variety of services that the community needs. What is now a problem of bias between the community and the government in local government is the area of public service, mainly in terms of the quality of services for local communities. It is interesting that there is still no solution to solve problems regarding the reduction in quality of public services. Thus, the community always issues the effectiveness of the work of employees as a state servant.

Further effectiveness is an assessment made in relation to the provision of individual services, groups, and institutions. As close to the expected or expected delivery, it becomes more effective to assess their work. Government institutions are required to be able to create a service that can support and improve the quality of employees' services efficiently and effectively in the Government Institutions. Thus, the service of civil servants, to import it better, can see the new context that is modern so that services have a competitive value to improve public activities. The services provided by the bureaucracy show that it is not a right because the government recruits them to provide services to the community, so as to establish a strong commitment to the public and also to be responsible for the needs and needs of the community and to establish creative models of services as well as efficiency and at the time set. Sinambela, (2006, hal. 5) (public service means the provision of services to the needs of the person or the community concerned with the institution in accordance with the rules of the foundation and means set) To think above to state that service is an activity that needs to be carried out by public servants to meet the needs of the community which is interested in the

institutions or civil servants in attending the community in accordance with the rules set. These activities are based on administration services that strive to need the hope and interests of the community to be better. The administration work to be good is to establish clear procedures and procedures in accordance with the knowledge that will establish a public administration that is fast and soft, serving the legitimate interests of citizens and the institutions of the State, which is the demand of the constitution and the purpose of the nation. This part is also written in the Statute of the Civil Service Law no. 8 / 1 / 1 de 16 de outubro. Article 1. Objectives, the main objectives of the Civil Service Statute are: (a). "The creation of a public administration in order to serve the nation, not to walk to anyone, to be soft and effective. (b) Define a legal framework for carrying out management and to employ human resources of civil servants. (c). Establish rules that promote values, such as integrity, merit, excellence in carrying out the duties that each person receives. And Article 20 of the application scope, (1). This Statute applies to public administration staff and agents who perform their duties in the public administration bodies and institutions, both abroad or abroad. (2) According to this diploma / decree, the public administration body is the ministries, the secretary of State, and the autonomous agencies that give their hands to serve, since they are the feet of the people.

From the eyes set out above, the employee group server who contributes to his or her ideas, strengths, and prioritises the highest interest in private interests, providing services to the community and among the employees. Serving society as a person or government official who is directly related to society, or working to meet society. On the other hand, it serves the country as a person or government official who works to serve the country. Thus, being a good member of the nation is not concerned about the interests or groups that place the highest but are concerned about the life of the nation. Quality service of civil servants for community service in the Ossu administrative post is the main factor to ensure efficient and effective management in order to improve an appropriate public service. Community service is the main and essential role of the government's image as a server to the state in improving the quality of services that are not away from the capacity possessed by employees. Implementation of community services is an effort by the state service, related to administrative goods and administrative services provided by the state service provider, through an effort to achieve the purpose, in accordance with the time set by both staff and institutions. The effectiveness of a means to achieve goals through school is a way that is correct from some alternatives, and then implement the work in a timely manner. Meanwhile, research to finalise work does not spend time, fast and satisfactory to achieve a goal using enough resources but achieves its maximum results. Thus, the efficiency that is closely linked to adequate time requires an employee to work at the maximum rate of the same cost.

The lack of facilities and human resources to support administrative activities in the Ossu administrative post is an issue for employees to carry out their duties to ensure quality and quality of services to an efficient and efficient community, in order to?? the objectives of the institution. On the other hand, the capacity of employees to manage administrative activities is also asked, which is less attention to by their superiors in relation to their knowledge or skills. Thus, in order to obtain good quality services for the staff of Ossu Administrative Post is the experience of capacity building human resources, human resource management is carried out to place employees in accordance with each other's knowledge and the facilities they have experienced in carrying out their duties well. In current times, the quality of service services for community services is a constant concern in public or private institutions. The quality of employees is seen from the effective and effective side. Effective and effective work effectiveness is a process of activities carried out by employees in an organisation or institution, providing services to the community or clients through administrative services, so that the work can meet the needs of the administration. The basis for the above arguments is to motivate the writer to conduct research on the efficiency and effectiveness of the quality of the work of the staff to provide services

to the community, in Ossu Administrative Post, Viqueque Municipality.

Problem Formulation: Based on the above problem, the writer's formulation is as follows:

How is the efficiency and effectiveness of quality services for community service in Ossu Administrative Post, Viqueque Municipality?.

LITERATURE REVIEW

Foundament Theory: On the foundation of this theory, the writer took theories from the experts relevant to the variables contained in this research, as well as between the research topics and the theory, which must be in accordance with the reality.

Quality of Service Theory

Based on the foundation of the Quality Care Theory according to the following experts. Goetsh and Davis, (2008:5), Freddy Rangku (2009), Tjiptono (2001:23), Lupiyoadi (2006:18) Gilbert (2004:235), Zeithaml, Parasuraman and Berry (2009, p.26), Tjiptono (2008:p.7). Thus the researcher concluded that the quality of services is an activity that can benefit or result in a person or group through the work of a well-worked, accountable, diligent and guaranteed civil servant in accordance with the standard operational procedures. Public Service Theory; Public Service Moenir (2002: 26 27) is a "activity done by a person or group to provide services to others to be treated dignified and satisfied. Moenir (2002: 16) says that "the process of providing direct services to ?? the goals of others. Public service is a direct activity done by a person or group to benefit directly. Public service is a regular and ongoing activity to help others who engage in activities in the organisation and implementation of within society. "

According to the expert above, it is concluded that service is an activity that a person does to another person through such organisations or institutions as:

- a) Services are an issue or a lack of the way they provide services.
- b) Services are a lack of facility used by traders in contracting for the purchase and sale of goods.
- c) Medical assistance is the assistance received by a person in relation to the prevention, dignity and curative provision of health services.
- d) The same service is also public, or to many people.

Rtmianto (2005: 34) says: "Working is an activity that is carried out for others to benefit the beneficiaries in accordance with principles and responsibilities."

The principle of public service is that the public service is carried out by the student, such as the state, the economic development servant, an autonomous institution trusted by the state to provide services to everyone or to serve as a servant of the state. There are three (3) principles that are critical when performing public services:

1. The organisation implemented (penyelenggara).
2. The benefits.
3. The satisfaction that the beneficiaries receive.

Public service is usually seen as a representation of the existence of government bureaucracy, as it is directly contacted by the demands of the community. The public service philosophy placed the community as the subject of government administration. (Rachmadi, 2008). Before knowing the definition of the performance of a civil servant, perjisa first knows about public organisations. Public organisation means an organisation conducted by human governments. All activities that benefit a group or unit and offer sanctification even

though the outcome is not physically linked to a product (Sinambela, 2007).

Toha Sedarmayanti 2010:243) *Community Services is an effort made by an individual, group, or relevant institution to support the community in achieving the objective.*

Scianipar (1999) explains that "public services can be described as all forms of public sector services performed by the government apparatus sometimes in the form of goods and services, which correspond to the needs of the society and the legislative provisions that take place." (explains that public services can express any forms of public sector services implemented by the government apparatus in the form of goods and services that meet the needs of the community and based on the applicable provisions of the law. Ralph in Soerjono (2006: 22) stated that "the service of the community is a sections human group that has long lived and has worked together." (Community service each group and long-term staff together).

Public Service Theory: Rangkuti (2012: 13) says that "the level of service quality cannot be assessed from the company's point of view but must be viewed from the customer's point of view, therefore, in formulating service strategies and programs, companies must be oriented to customer interests by paying attention to service quality components".

Rsayid (2012: 58) says that "the strategy for improving the quality of public services: first is to institutionalize government organizations, second is through changing the attitude and character of bureaucratic actors as a new identity for government apparatus. And the third is designing the process of implementing government obligations, namely the strategy of implementing services. Quality is a dynamic condition that affects products, services, people, processes and the environment that meet or exceed expectations (Tjiptono, 2001). If the service they receive and feel (perceived service) is in accordance with what they say, then the perception of the quality of good service and satisfaction is likely to exceed consumer expectations, so the perception of the quality of service is better and the quality of service is better. On the other hand, if the service received or received is less than expected, it means that the perception of quality service is not good. Service is a dynamic condition in which there is an impenency of products, services, people, processes and the environment that is needed or beyond expectations, so giving a definition of service is an effort to meet the needs and needs of consumers. Public services can be defined as a process to meet the wishes and needs of the community by civil servants, especially for Government institutions such as the Ossu Administrative Post, who are responsible for providing good services to the community. For example: the entry letter, and the entry letter, the declaration letter. After the activities carried out need to be controlled in order to improve the quality of the services.

Community Service Theory

The definition of service according to Daviddow ho Utatal (2004:95) says that "service is any business that enhances customer satisfaction whatever enhances satisfaction".

Kotler (2002: 83) definition of service is "any action or activity that can be offered by a party to another party, which is basically intangible and does not result in any ownership. Its production can be linked or not linked to one physical product. Kotler (2002:83

Ralph (2006:22) states that society is any group of people who have lived and worked together for a long time.

The Theory of Administration Services

Simon (2010: 45) says that "administration is activities or groups of cooperation, to achieve a common goal."

White (2008: 87) defines "administration is a process that is common

to both government and private groups, both civil and military, both large and small in size".

Stantono (2008: 91) states that "a thing that is identified separately is offered to meet needs so that it can be understood that experience is a benefit provided by another party and usually does not materialize".

George (2018: 18) says that "administration is planning, controlling, organizing office work and mobilizing those who carry it out in order to achieve the goals that have been set.

Ulbertb 2018:19-20 states that "administration is part of the systematic preparation and recording of data and information both internally and externally with the intention of providing information and making it easier to retrieve both individually and as a whole."

Siagian (1990:12) defines "administration as the whole process of cooperation between two or more human beings who file for certain rationalists to achieve predetermined goals".

According to the expert's idea above, the writer has concluded that the administration service is part of the responsibility of the state's server to satisfy others or groups who work together according to their respective responsibilities in the administrative post. Administrative services are two or more people who work together to manage institutions or organisations to achieve their goals. In the Ossu Administrative Post, the administrative activities that are usually carried out and attended are: archive of letters in and out, family acts, voters, some issues related to society (idoso, scholarship, natural disasters). Administration is all the activities that exist, starting from the main work with its own competence, carried out by a group to achieve a certain goal or goal.

Quality Service Theory: Moenir (2008: 98) states "A work that is achieved by someone in carrying out the tasks assigned to him, which is based on skill, experience and sincerity". Mangkunegara (2003: 45) says that "the work results in quality and quantity achieved by an employee in carrying out their duties are in accordance with the responsibilities given to them". Sentono (2009: 67) states that "performance (performance) is the result of work that can be achieved by a person or group of people in the organization, in accordance with the authority and responsibility of each in the context of efforts to achieve the goals of the organization concerned legally do not violate the law and in accordance with morals and ethics. Tjiptono (2012: 57) defines that "service quality is something that is perceived by customers who will assess the quality of a service that is perceived based on what they describe in the form of other services that are better able to understand the specific needs of customers and provide better service".

Hasibuan (2009:90) states that "work is a number of physical and mental activities carried out by someone to do something work".

Atmósudirdjo (2007:49) says that "work is the overall implementation of physical and spiritual activities carried out by humans to achieve goals".

Based on the ideas of the experts above, the researchers concluded that the quality of work comes from the results of the work carried out by each employee or group in accordance with the tasks assigned by the superior of the base for their skills, knowledge, experience and responsibilities, in order to achieve the goals of the organization or state institution. The researchers observed that these theories were very relevant to the tasks carried out by the administration staff in the Ossu Administrative Post. In order to improve the quality of service of staff as an agenda of the preparation of the reform of bureaucracy that is timely with the reality of the condition of the fact that the quality of service of the community is strong, through behaviour and character as well as in accordance with existing regulations and responsibility for the service itself. Work is also a professional activity generated by human resources, as well as an important pillar that benefits a certain institution or organisation. It is further intended

to say that the outcome of the work is a seed that is stored and a spirit that works in the institution where we work.

Efficiency and Work Effectiveness Theory Public servants: Work efficiency is "the best ratio between a job and the results achieved by that work (Efficiency is the best comparison between a job and the results obtained from the job). Non-observation of other factors that influence a job is the best comparison between the effort and the outcome of the job, namely determined by how the activity is carried out. Therefore, overall work efficiency is carried out in a way that makes it possible to achieve a better comparison between effort and outcome which is more efficient work performance. The efficiency of public services in the organization of the state of Dwiyanto, dkk (2008: 76) The efficiency of public services is the best comparison, between the input and output of the services; ideal., an advance to become an efficiency of the bureaucracy that makes the services possible to arrange the input of services, prices and time to reduce the price of those who need to be attended by the public service. The efficiency of the input part is also used to see how the access to services is easy to provide quality services, mainly from the price and time aspects. Public access to services is seen to be efficient when the public has clear assurance or information regarding the price of services. States that "effectiveness and effectiveness are the use of resources, facilities and infrastructure in a certain amount that is consciously determined beforehand to produce a number of fixed jobs in a timely manner.

Gibson (2007:4) says that "effectiveness is the achievement of goals from joint efforts. The degree of target achievement shows the degree of effectiveness

Gie (1981:109) says that "effectiveness means that an effect or result is desired in a production. Every work that is efficient, of course, also means effective, because seen from the results, objectives or consequences that have been stopped from the action, the maximum quality or quantity has been achieved" Tjokroamidjojo (1989; 2010) states that "effectiveness is so that administrative services achieve more results as planned, achieve the desired goals and be more productive".

states that "effectiveness and effectiveness are the fulfillment of needs through the activities of other people directly, the emphasis on the definition of service above is the service provided and concerns all efforts made by a person in order to achieve goals in order to get satisfaction in terms of meeting needs".

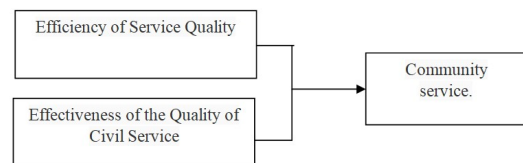
Effectiveness is as follows: "Communication whose process achieves the planned objectives in accordance with the budgeted costs, the specified time and the specified number of personnel. While at the same time, society is increasingly demanding the effectiveness of the work of civil servants, some civil servants are assisted in autonomous regions who work at the provincial and district/city levels which have districts to sub-districts. The sub-district apparatus is the closest representative of the people in realizing government policies, both at the central and regional levels.

Regarding effectiveness, it is said that "effectiveness is a judgment made in relation to individual performance in groups and organizations. Civil Servant as an individual is an actor in individual effectiveness. The perspective on effectiveness is divided into three levels and the most basic part is individual effectiveness. The effectiveness of a group will be determined by individual effectiveness and organizational effectiveness depends on group effectiveness. In other words, the organization will be effective if individuals (Civil Servants) are also effective."

Widjaja (2015: 67) argues that, "Employees are physical and spiritual (mental and mind) human workers who are always needed and therefore become one of the main capital in cooperative efforts to achieve certain goals (organization). And Employees are people who are employed in a particular agency, both in government agencies and in business entities.

Who said that, "Employees are people who do work in exchange for services in the form of salaries and benefits from the government or private bodies. And also workers are, "Those who are directly driven by a manager to act as executors who will carry out work so as to produce the expected works in an effort to achieve organizational goals that have been set". Based on the above experts' ideas, the writer concluded that effectiveness and effectiveness is an activity that supports resources, facilities for the work of employees to achieve goals, which is the basis for collective efforts or services to provide satisfaction to the community / clients at the time of their determination. Effective and effective work is a process of activities carried out by employees in an organization or institution to provide services to the community or clients through the administration services, in order to meet the needs of the community or the public. According to the ideas of the experts above, the researcher makes his conclusion that the work of a staff is an activity carried out by a person or group to achieve the objectives of the institution. To achieve the objectives of the work, according to the placement of the staff of the base for their area of knowledge, experience, therefore the work that the staff assumes in carrying out with their full knowledge and responsibility to achieve the will of the institution. The work of a staff is a task for a person who is agumi or employed through the full range of skills and responsibilities so that the entire activity is achieved in accordance with the target.

Conceptual framework: In part the conceptual framework is written, divided into 3 variables namely the efficiency of the quality of work and the effectiveness of the quality of employees becomes the dependent variable in community services as the independent variable that is influenced by the dependent variable 2. From this conceptual framework the theories of the relevant experts with the 3 variables are taken with the conceivable and the conceivable foundation on which the theoretical foundation above is based, the research title is the basis of the conceivable framework scheme as below:



Quality of work is a measure of the effectiveness and efficiency of work, which is carried out by human resources or other resources in order to?? the objectives well and provide benefits.

Staff means a state server is a person or individuals who attend the selection and follow the tender through a written exam or test, oral according to the skills or skills of each person, then the basis for the work agreement for the person giving the job. Public services are public activities that serve many people or society with an interest in the organization of existing regulations.

RESEARCH METHODOLOGY

Approach and Types of Research: The approach and type of research is a step or way used by the writer to carry out research in order to find data, collect data that the case study is qualitative and descriptive in nature, the researcher also provides a definition that means of effort so that new things can be found or generated in order to detect a fact that is used in a scientific method.

research is "scientific activity intended to develop and enrich the repertoire of knowledge, a scientific activity contains three requirements namely: carried out purposefully, planned and systematically".

From the opinion above it can be concluded that research is a basic activity that needs to be considered in depth, including using the procedure to find and present problems including solving problems.

In this research the writer uses a qualitative descriptive method to find out the concept of a problem that describes or write down the condition of the research object at this time. Based on the facts or things that exist, as a qualitative tool through further interviews, observations and documentation, in order to see the quality of the public prosecutor's services with the administrative procedures for carrying out administrative services in the Ossu Administrative Post, where daily administrative services are carried out in the Ossu Administrative Post, Viqueque Municipality.

Approach and type of research is one way that researchers use to conduct research in order to find and collect data. Accurate data intended to be developed and examined by science. Thus the method used for this research is qualitative descriptive research method. This means to find the concept of a problem that describes or write down the condition of the research object at the present time. Based on the facts or things that exist, as a qualitative tool through interviews, observations and further documentation, in order to see the quality of the public prosecutor's services with the administrative procedures for carrying out administrative services in the Ossu Administrative Post, Viqueque Municipality.

Approaches: The data accumulation technique is an important step in the scientific method, because the data accumulation technique is a systematic and standard process for collecting the necessary data, in general the data accumulation needed in this research, the researcher uses the data accumulation as follows:

The Research Method is a way that researchers use to conduct research in order to find and collect data. Accurate data to examine from science. That way the research method explains again about the lack of research. The difference between the research procedures is greater for the tools used to measure and collect data from the research results. This is why the research method accumulates two parts: procedures and techniques. Therefore, the research method is an important step in determining the success of the problem-solving process as well as the use of a lack or some of the existing processes to obtain data to generate, generate new things and to establish facts that actually exist.

Type of Research

The types of qualitative research are developed to join with the disciplines of science using this method in the type of investigation, as well as various ideas about qualitative research methods. In terms of generation, according to the African idea (2010: 67) different research methods research and data collection techniques.

Subject and Research Objectives

Moleong (2010:132). States that "the subject of research as informed, means the person to provide information about the situation and conditions of the research site. With this definition it is defined that the subject of research is a person who can observe the target of research. "

The basis for the definition of this research was that the subject of this research was the person who provided information through the interview conducted by the researchers. These are in the following table:

Nu	Informant	Total
1	Post Administrator	1
2	Administration staff	1
3	Community	3
4	Village Chief	1
	TOTAL	6

In this research table the writer chose Mr. Administrator do post as the first informant because he was the leadership of maxism who was more familiar with administrative activities, each division of staff in the Ossu administrative post. The writer also interviewed two administrative post staff to obtain data on the difficulties that have

been infected by their part in providing services to the community the writer also took data from a village chief regarding the quality of the services implemented by the administrative post staff. Finally the writer took some information from the two community representatives regarding their satisfaction of the services offered by the staff of the Ossu administrative post, Viqueque Municipality. Sugitono, 2009, 215 stated that "in qualitative research the population's synergy was not used but the social situation or social situation was named, which consists of three elements, namely, the location, the actors, and the activity of the synergic intersection." Sugiono (2009: 216) stated that "the sample in qualitative research is not named as a respondent, but as an interviewed, or participant," ?? through a friend or staff in the research. Similarly, the sample is not called a statistical sample but a sample theory, because the objective of the qualitative research is to produce or obtain theory to determine the sample in the qualitative research at the time of the researchers in the field and During the start of the research.

Objec of research: The object of research is a point of attention for a research. The point of attention is a substance or subject that can be addressed through relevant theory namely the theory of service to the post administration. The reason for using the object is that the source of data from this research is to obtain a more clear view of the service in the administration directorate in each division. This research data source is from oral data and stred data. Oral data is obtained from staff and communities in the Ossu Administrative Post which are observed directly in the research field. Written data are also obtained from documents written in Ossu Administrative Post such as image and video as well as files in the research area.

Primary data sources: Primary data is data obtained directly from the administration of a Ossu administrative post where the researcher made observations and interviews directly on the object observed at that time. In this research the researchers took data from each side so that the answers were: Post Administrator and staff in the Ossu administrative post.

Moleong, (2010: Words and acts as a source of data obtained from the field with observations or interviews. The researcher used this data to obtain direct information on how the importance of the quality of the work of public servants in the Ossu Administrative Post. In this research the research was subject to research on purposive sampling techniques with efforts including some characteristics to meet the needs of the researcher.

Secondary data Source: Secondary data are data obtained from book sources and various other sources consisting of private letters, daily books, meeting acts, legal documents from the Moleong Government instance, 2010: The secondary data is also the same as the journal, The researcher used this secondary data to strengthen and complete the information collected through direct interviews. The secondary data used in this research is obtained from the article Administration of Ossu Post, Municipality of Viqueque.

Data collection techniques

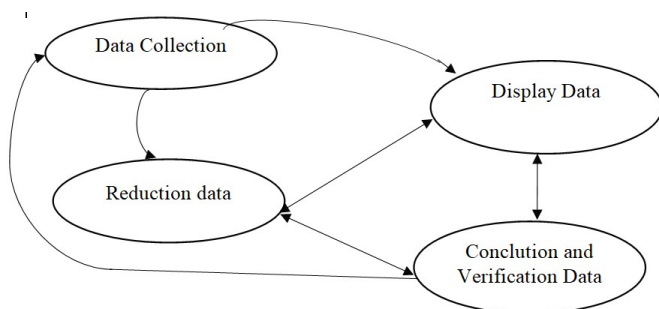
Observation techniques: It was observed that the writer conducted a thorough observation at the research site on the quality of the work of the company, to carry out administrative services. The writer tool is used as a lack of observation, this method is used to observe and can be seen directly for administrative services in Ossu Administrative Post. Direct observation is a means of collecting data that is used to see it on its own and not to use other tools to observe it. Observation is one of the most important means for research. This observation is used because of various reasons. Moleong, (2010: 242) This observation is a systematic way used for research on the importance of the quality of public service in providing services in the administration. The objective is to use the observation method to write something, carry out changes, and so on regarding the importance of the quality of public service in providing services to the disministration of the Ossu Administrative Post. In this observation the researcher sought and observed the quality of administrative

services through the quality of the work of the public servants of the Ossu Post Administration, Viqueque Municipality.

Interview: Collect data used to obtain direct information from informants. The interview is used to find out the problem of the respondent in more detail and the total cleanliness based on the respondent the information obtained depends on the interviewee or the respondent. The interviewer as an official collected an information that is expected to be able to ask clear questions to stimulate the respondent to answer all the questions and write down all the information correctly. Interview is a conversation with specific proposals. The conversation took place with two people, the interviewer (interviewer) who asked questions and the interviewee (interviewee) who gave the answer to the interviewer (Moleong, 2010: In this research, the researcher used a semi-structured interview. This type of interview requires that the interviewee create a structure and draft the main points formulated, not the following questioner experience (Moleong, 2010: The purpose of this method is to obtain clear and concrete data on how the quality of service of staff in the Ossu Administrative Post. The researcher conducted a study here, namely the process of conducting interviews and interview content to maintain planning points to be fully researched. The interviewer's questions should be ordered in number. Interviewees respond in real context. The researcher uses a semi-structured interview (interviewer em Indepth interview) using the main interview guide, questions are developed together or questions then the respondent responds who occurs an interview that interacts between the researcher and the informant. The interview conducted a record of the data obtained and confirmed.

Documentation Tehnic: Documents such as records of phenomena that have been carried out, documents can be in the form of written or momental literature from some people. This technique is to support the researcher in how much data is collected in accordance with the issues examined. This method is used by the researcher to collect data through written reports available and the researcher can only use them as needed. Sugiyono 2015, p. Documents may be moderate in writing, designing, or working. Dania 2009, 79 states that "the study of documentation as a complete collection of required documents such as data components corresponds to research problems, such as mapping, statistical data, total and name of the Post Leadership, employee data, administrative data, graphs, data, photo letters and Nst acts." Documentation taken from researchers and data formats on the quality of the work of civil servants to carry out administrative services in the Ossu Administrative Post on good administrative services is required by law.

Data analysis Tehnic: Data analysis techniques such as data- Data analysis begins with a complete examination of the available data from various sources, such as interviews, observations described in research notes, private documents, legal documents, photos, and others. After reading, studying, and re-reviewing, the next washing is the reduction of data carried out in an important way. Process with questions that need care.



Data Analysis Model in accordance with the interaction model of Milles and Hubberman in the book Sugiyono, 2001: 247.

Data Collection: Data collection means that all data put together is an interview technique, documentation and observation to collect and group it qualitatively. Data analyser techniques are a process in data

analysis that is used in accordance with the data collection process, so that data analysis can help design data forecasting according to the facts that exist, with the relevance of the problem to be researched. With the principle that the data obtained from the research results is a data collected, an analysis is carried out in accordance with the quality that is carried out continuously in the field with the data collection process along with the To explain in detail the techniques of data analysers through the above qualitative analysis, Arikunto (2012: 10) explains the following: In this way the researcher summarizes the data analyser using a qualitative descriptive model.

Data Reduction: The data we collect from the research site with the most amount, so it is necessary for the researchers to write carefully and in detail. Over time the researcher went down to the field, with an increasing amount of data being generated and difficult. This requires the original data analysis through data reduction. Sugiyono, 2015, 247. In his book qualitative research method, "data reduction means making a conclusion, choosing something that is primary, focusing on what is important, seeking title and form. Thus the data that has been reduced or reduced provides a more clear picture, and it is easier for the researcher to collect the following data, and look for more if necessary. " In this data reduction, the researcher will be mixed with the objectives to be achieved. The main objective of qualitative research is the data obtained. Data reduction is a process of sensitive thinking that requires creative thinking or analysers and broad thinking with a very high and creative analyser.

Data Display or Presentation Data: In qualitative research, data presentation can be done in the form of brief explanations, structures, relationships between categories, fluctograms and similar types. According to the idea of With the presentation of this data, it is easy to understand what happens, the next work plan, the basis for what we can understand, After the data is reduced, the next stage is to present the data. In qualitative research, data presentation can be carried out in the form of a brief description, figure, relationship between categories, flowchart and taste. Sugiyono, 2015:

Verification Data: In the beginning, there will be a conclusion but it will be clear for a long time because the data obtained will be too much to support. The verification can be carried out briefly, in a way that collects new data, taking into account the results of the research that responds to the focus of the research based on the results of the data analysis, the analysis is presented in a descriptive way the research objectives with reference to the research explanation. All the research data collected, reduced, and later works were in hand and verified. Sugiyono (2015, hlm. 252) states that the conclusion in qualitative research is something new that has not yet been done. New things that were found as a description of an object were not very clear but even later made the research more clear which was found as an integrative relationship. The main objective at this stage is to reach out to the research analyser who has already done the research, so one of the problems in this study is to find out where the research is carried out.

RESULT AND DISCUSSION

The over view of administrative post Ossu: The Post of Administration of Ossu, while researchers conducted research in the research site, is located between the mountains of the Forgiven World, located between the municipalities of Baucau and the Municipality of Viqueque. The Administrative Post of Ossu has ten sucos, 58 villages and a total population of 32.500, the majority of the population lives in agricultural life, the potential sector that supports the development of existing activities is activities in the agriculture, economy, business, public services and community tourism sectors. The majority of agricultural outcomes are corn, rice, camels, nuts, farine trees, peanuts, NST talas.

Geographical: Geographically, the Ossu Administrative Post has an area of more than 392 km 2The area or 60% of the mountain and 40% of the top and the area with the following boundaries:

1. The North Party is bound by: Municipality of Baucau
2. The South is bound by: Viqueque Administrative Post
3. The West is bound by: Administrative Post of Vemasse Municipality of Baucau
4. The East side is bound by: Uato-Lari Administrative Post.

Iklim conditions: Based on the position of the Ossu Administrative Post's tropical climate or cold and hot, cold during the year or hot climate from August to November and during the rainy season from December to July.

Demografi Condition

The Classification of Population

Nu	Name of Village	Sub Village		Man	Women	Total
1	Ossu Cima	7	817	2.159	2.100	4.259
2	Ossorua	7	604	1650	1503	3153
3	Uabubo,	6	702	1.856	1.606	3.456
4	Nahareca	5	412	1.163	1007	2.170
5	Loi-hunu	5	514	1.003	910	1.913
6	Builale,	5	468	1.003	884	1.871
7	Uaquia,	6	361	806	756	1.556
8	Liaruca	5	395	790	708	1.498
9	Uaibobo	6	358	860	707	1.567
10	Boilo	5	502	1.100	929	2.029
	Total	57	5.133	12.390	11.110	23.500

Data Sources: Administrative Post Ossu 2019

Presentation and Data Analysis: The presentation of this research data is based on the research results obtained by the researchers in the research field through a method of direct interviews conducted with six informants, namely: a post administrator, an administrative staff (CDO), a village chief representative of the administrative post, a language representative and two community representatives, this research was conducted in the Ossu administrative post, Viqueque Municipality in 2020. The objective of the presentation of the results of the investigation was to describe the opinions of the informants regarding the quality of the work of the administration staff in order to provide efficient and efficient community service in the Ossu Administrative Post, Viqueque Municipality, with the audio recording that the researcher reproduces in written form as follows:

Quality of employee service: Mr. Administrator is the most familiar with the quality of the work of the staff of the administration post of Ossu, as he has been working for 16 years in the administrative post, along with other staff to provide services to the ten suco communities with 58 villages in Ossu administrative post, almost every day the staff always provide administrative services to the communities where the experts are helping even with limited resources.

The researcher then reproduces an interview with Mr. Augusto Sousa at the age of 53 to answer the following questions in full form:

The Ossu administrative post comprises 58 sucos with a total population of 23.500, 5500 families. I was the administrator of the post receiving the office and competence for five years, previously I became an official of the local government working almost 16 years. There is only two post administration staff, I am an administrator with general functions for all areas and CDO staff. In fact, the structure of the administrative post representing the central government has five people: one administration one finance, one local development officer, one rural development officer, but only one staff. We look at the two categories of administration and the other of development, as I see it as an administrator who makes a day-to-day job, sees its efficiency and effectiveness as a civil servant who has to enter and leave work on working hours., always submit to the civil service law but there are also a number of limitations because our civil servant is limited to serving the community. " 34)

Based on the opinion of Mr. Augusto de Sousa above, the researchers concluded that the structure of administrative staff of the

administrative post is not complete in accordance with the decree-law 9 / 2009, which can be used in the administrative post.

Performance Assessment: In order to ensure the quality of the work of the staff in providing quality services to the community, the superior must value the provision of subordinate services through performance assessment, which is a way to motivate the staff to do good services to the community. In accordance with the basis of a question, the researcher reproduces the opinion of Mr. Administrator do post through the results of a complete interview: In relation to the performance assessment, my performance assessment comes from the municipal administrator, which has been seen by a number of parties, always gives a very good value as well as I evaluate my staff if there is something that is bad or is not in accordance with the rules of the law of public service, as the authority or superior always gives attention to the attention and corrects if it is wrong that they commit it, it is my responsibility. (data source: interview data, 24 / 10 / 2020, at 10pm.) 34) "

Based on Mr. Augusto's opinion on the performance assessment, the writer gave his opinion that the administrative staff of the Ossu administrative post have fulfilled their duties under the law on civil service, Law no. / 2004, of 16 March Articles (40 to 48), regarding the duties of the staff. There are other menus that Mr. Administrator uses to call attention to his subordinates who do not comply with the rules as the responsibility of maxism always approach and communicate with employees who do not comply with the rules.

Coordination lines for administration: In order to? a good service to the community, "As local leaders, they have full responsibility and duty for the administrative activities of the village, suu, monisipiu, monisipiu as well as national leaders, so they can focus on the plans and programmes that come from the central government through the President of the municipality in relation to the data collection programmes for the community decrees to obtain identity documents such as, electoral, family cards, family acts and certificates of RDTL as well as the data collection programmes for the community and the decrees to obtain identity documents such as electoral, family cards, family acts and certificates of RDTL as well as the government's office and the government's office. 24 / 10 / 2020, at 10pm. 34)

Coordination lines between leadership: Services are one of the activities carried out for others to benefit the beneficiaries in accordance with the principles and responsibilities of the state server so that local governance leaders with experience centres work together, especially between Suco leaders and post administrators because they are closer to the community and better know the needs of the below, in relation to the coordination lines between Suco leaders and post administrators, Mr. Michael da Costa Melo, chief of Suco Loi-huno, stated that:

"The coordination line between suu leadership, Sub-Village and Administrator is always going well, we always contact each other to participate in meetings in suco, administrative posts and municipalities to discuss the central government plans and programmes related to suco administration and development. on the part of the administration such as community data collection that has been achieved to obtain electoral cards, payment to the idoso, the recent Covid 19 subsidy, the natural disaster etc on suco development is the PNDS programme. Based on the opinion of Mr. Administrator and Chief of Suco above, the researcher concluded that in order to?? one of the most important goals, it is necessary to work together between the leaders of the suco level and the administrative post with a good coordination line, linked to the administration always contact each other so that it is not difficult for the community as beneficiaries of the central government programme.

Facilities and Infrastructure: The community's perception of the cashity of services is also seen from the tax facilities that provide support to staff services such as: infrastructure, equipment, furniture and transportation that provide support to administrative services to ensure the quality of services to the community's demands. Facilities

and infrastructure are also an important part of the community service system, because adequate facilities will be used to meet their own challenges. This problem has always been a problem that occurs in many countries around the world including Timor-Leste, especially in the Ossu administrative post, and the presence of the central government is very necessary to invest and improve good facilities and infrastructure in the administrative post. The results of the research conducted with the informant through the interview method with the Administrator of the Ossu administrative post stated that:

"in terms of facilities and equipment, we have a postugese time administration building, in severe conditions during the rainy season, vehicles and, a motorcycle, computer, printer and mobilizers, some of these goods are assisted by the Government and NGOs." (viewer 24 / 10 / 2020, 10 hours). 34) Based on the opinion of Mr. Administrator regarding the above post administration facilities, according to direct observations from the researchers in the field there are sufficient facilities to provide support to the staff in providing services to the community but the condition of the efficiency of the administration is that the experts are given the attention of the central government.

The Type of Administration Service: The purpose of this investigation was to identify what types of services were carried out by the staff of the Ossu administrative post administration department to the community during this period. Mr. Francisco de Fátima, 34 years old, as the CDO "which attended the community almost every day stated that:

"The day-to-day administrative activities we attended were the same, making a letter of recommendation to the communities where the electoral card, AI and RDTL were lost so that they could be new in the municipality, and the services were slow and timeless. Other services were natural disasters that affected ten sucos, when the natural disaster occurred to treat the emergency took time because we were only implementers. For example, as the earth ran away, fire ate the house, the wind. These natural disasters have three (3) categories: Kaman, Naton and toddlers. "Lisevista, 28 / 11 / 2020, at 9.43 hours.

From the opinion of Mr. Francisco above, the researcher concluded that the type of services that are usually carried out by administrative staff of the administrative post to meet community needs is the type of administrative services that they always serve efficiently and effectively.

Difficulties infected by employees: The issue of infrastructure and human resources has been discussed by the staff of the Ossu administrative post. Given the reality of APA Ossu, the condition of the administrative post building is poor and lack of human resources to ensure the quality of efficient and effective services to the community, According to Mr. Francisco de Fátima 34 as CDO said:

"In the Administrative Post the difficulty we infected was the condition of the building that could not provide security to the staff in the rainy season, this condition was presented to the central Government both through meetings as well as through proposals without answers, another problem was the increase in the volume of work but the lack of staff and the lack of capacity building or training for us and ultimately the community's awareness is not yet mature, they don't want to wait long or to be able to process their documents quickly. 8 / 11 / 2020, at 9.43pm. This means that the condition of the admission building makes it difficult for the staff in the rainy season to be able to provide training related to their area of knowledge and to increase the quality of their services in an efficient manner.

The Quality Service: Administration in the Ossu administrative post is a direct activity carried out by the staff based on the trust that the people give through (Efcutive and legislative) the purpose is to provide good services to the community that are of quality and fair to everyone to be satisfied, through the quality of good services so that everyone can be satisfied with the results of the service itself. However, in practise a community in Uabobobo Village is not satisfied with the quality of the services provided by the administrative staff of the administrative post, depending on the

results of the interview by Mr. I am saddened that only two staff are able to provide quality services to the ten suco communities. Many times they have never come down to the base to meet the needs of the community, I give an example so far that many students have reached their age to obtain an electoral card, but until now there has been no information to the community, as well as natural disaster services, in a village household it has affected natural disasters the wind has broken down a comfortable type of house in the past year, and the community has been in the post of administration but until now no response has been received from the head of the village even though the data has been taken. (viewer 27 / 10 / 2020, 10. 11). Based on the opinion of Mr. Luis, the researcher linked to the teacher, Sinambela (The quantity of staff greatly influences the quality of services in the Ossu Administrative Post, Viqueque Municipality.

Benefits of services: Any activity of administrative services, whether or not they are the community and they are the beneficiaries and owners of the services offered by the bureaucracy, have their own benefits and can be tried by the state servant. The results of the research with the informant show that there are benefits from the services provided by the APA staff to the community, as I know that the community can obtain or access the documents that the community needs from the services of the staff of the Ossu administrative post administration, as I know that the community can obtain or access the documents that the community needs such as the electoral office, the electoral office, the electoral office, the office (view 26 / 10 / 20202, at 9.30pm.). Based on the opinion of the writer above, A.S. Moenir (2002: 16) stated that the process of providing direct services to other people. Public services are direct activities carried out by a person or group for the benefit of others directly. Public services are a regular and continuous activity to help others who are involved in the institution and are implemented in the community. In relation to the teacher's opinion and with the results of the interview the researcher concluded that service is an activity carried out by someone through the organisation and institution to provide results or benefits to others, even though there are difficulties in the process of service that is asked by the informant.

Employee discipline: During the service process the work discipline of the expert civil servant is also not secret to the public, if it is disciplined by the civil servant. This has been a culture of bureaucracy and has long been a virus that has long been and has not yet been committed and easy to find in government administration institutions. From the results of the research obtained by the researchers in the Ossu administrative post the municipality of Viqueque, through the method of interview and direct observation by the researchers found that there are employees of the Ossu administrative post administration who have not yet carried out their duties with maxism in accordance with the law of the civil service and. / 2008, of 16 December article 40-48 on the duty of the staff as agents of the public administration. The results of the interview were as well as that of Mr. Joao Oktavio Ximenes, 53 as a whole, as a whole. Recently I went to Ossu Administrative Post to handle my documents relating to my lost electoral card, waiting until 10: 00 o'clock one of the administrative staff only came to security and sent us to wait, in fact the working hours began at 08: 00 o'clock until 17: 00 o'clock because the CDO staff and the Post Administrator lived far from the workplace, waiting for ten o'clock I only returned home. Based on the opinion of Mr. Joao, the researcher borrow some of the opinions of Mahmudi (2010: 98), that the activities carried out by the state server in the government institution or organisation to?? the objective of achieving the objective of the experience of the various determinants in the form of activities (processes) such as efficiency of the bureaucracy and work discipline, linked to the results of the interview by Mr. Joao's writer to analyse that work discipline is a

determining factor for any service activity carried out by the state server, in order to provide success to the organization and provide benefits to other beneficiaries. If the failure is that all services will be distributed and the community will also be too tired even though the decree to obtain them shows a negative image and gives a bad message to the community as beneficiaries.

Research Results Analysis: The analysis of the results of this research is based on the research results presented by the researchers in the section of the presentation of the data above. In the analysis of the data the writer also raised theories from the opinions of the experts and some laws to strengthen the opinions of six informants, which are linked to questions and answers from the interviewer and interviewer. The following are:

Public Service Statutes of the Law no. 8 / 2004 of 16 June. Article 1. The main objectives of the civil service statute are: (a). "The creation of a public administration, in order to serve the Nation, does not run out to anyone, and is quickly soft and effective. (b) Define a legal framework for carrying out management and employment of human resources public functionalism. Establish rules that promote values, such as integrity, merit, excellence and carry out the tasks that each person receives. From the above eyes it is shown that the server of the group of staff who contributes their ideas, full strength with professionalism, skills and knowledge, honesty and prioritises the general interest that is the highest in the private interest. Moenir (2008: 98). " (A work result is carried out by a person in carrying out tasks assigned to the basics of skills, experience and honesty. Mangkunegara (2003: 45) states that the quality and quantity of work results achieved by employees and the performance of their functions related to the responsibilities assigned.

Quality of Service Staff: The quality of the work of the staff according to Mr. Augusto de Sousa that the staff of the Ossu administrative post enter the work hours and out hours to provide an efficient and efficient service, means that the quality of the administrative staff, administrative posts have positive results, because they use sufficient resources but provide good results even though they are not maxistic and look at the performance assessment results obtained and the work experience they have is also a measure of the quality of the work carried out by the staff. According to the owner of Moenir (2008: 98) the quality of the work is "a work result that is a result of the quality of the work carried out by the staff.

Performance Evaluation: According to the results of the interview on the performance assessment according to Mr. Augusto de Sousa's opinion that his performance assessment comes from the municipality and that he always has a very good result so that he makes it back to his employees, this result is seen from a number of things. This means that employees do their duties with responsibility, loyalty to superiors, hardness, On the other hand, a complaint from the community named Luis Oliveira was saddened for the work of the staff in providing services to them, both opinions were against each other.

Coordination lines of administration: According to Mr. Administrator, the coordination line was carried out and attended meetings at the aldeia, suco, administrative post, municipality and national level to collect on community needs at the base and to succeed in government programmes to find solutions to community social problems. Mr. Michael's opinion on local leadership working relationships has been good because they are working together to cooperate with each other to discuss community demands through meetings. In connexion with the opinion of Mr. Administrator and Chief of Village, some of the opinions of two scholars, Hadari Nawawi (2003: 5) stated that "the administration is an activity carried out to work together between groups to?? the goal." and Akadun (2009: 36) further reinforced that administration is an activity carried out by the state server to strengthen the working relationship between the established groups to?? the goal. This means that to achieve an objective of expertise in working together between the local government and the central government. through this research the

writer identified that there is a good will from local leaders to cooperate through direct communication.

Facilities: In order to improve the quality of staff service to ensure the quality of good services to the community, the facility is also an indicator used by experts to measure the quality of services. Mr. Administrator's view of the facility is sufficient to provide support to the staff and further states that these facilities come from the central government and NGOs. This shows that these employees have the capacity and knowledge to use.

Service Quality: The quality of services offered by the Ossu administrative post administration staff according to Mr. Luis Oliveira as a very mini-beneficiary community is saddened with the quality of services offered by the staff because there are important issues for the communities in the sucos and villages that have never come down, and the staff are limited, not perpetuating the community's demands without responsibility for their duties. The writer is linked to some theories related to the research results through the data presented in the data presentation section of the database for the opinion of Mr. Luis Oliveira by the wise owner of Lovelock (in Widodo, 2001: 272), according to which there are five principles that must be given by state servants so that the quality of service can be achieved: 1, Tangible (terjemah), namely physical capacity, equipment, membership, and communication goods 2. Reliable (handal) capacity makes a promised service with a time determinant, 3. Responsibility (pertanggungjawaban), is a sense of responsibility for the quality of service, 4 (jaminan), is knowledge, behaviour, and employee capacity, 5 (empathy), is the attention of a person in providing services to the client.

Challenge: Mr. Augusto stated that as a civil servant we also have weaknesses in performing the work. Mr. Joao Oktavio Ximenes is a distance of Administrative Officer less than 17 km from the workplace. Mr. Filomeno Guterres There were also difficulties in service due to limited human resources, and all services were unmaximist due to only two staff. and Mr. Francisco de Fatima added that the difficulties we infected were limited human resources, less capacity building or action forum. The conditions of the building also difficulty the work of the staff these difficulties as part of the central government's responsibility in relation to decree-law no. 9 / 2018 covering the structure of the administrative post in the administrative post Ossu is actually five administrative staff but in reality only two but the volume of work planned for the capacity building of the central government to local administrative staff is very low, socialisation of the law on public service is very little attention, the centralised policy system does not give the local government the competence to describe especially issues such as the lack of staff to provide services to a large number of population budget planning, building maintenance,

Enclosed

Conclusion

The basis for the results of the investigation on the quality of the administration staff's advance in the Ossu Administrative Post is as follows:

1. The community's perception that benefits from the services of the Posto Administrativo Ossu staff can be said to be insufficient. And some aspects will need to be improved, such as awareness, fair time and easy access.
2. Community assessment of the quality of employee service can be said to be good, when viewed from the factors that are easy to understand and implement, the employee has responsibility for the resolution of the services related to service. The existence of sufficient facilities can provide support for employee service activities to serve the community and serve the country.
3. Community assessment of public services has the highest value which has an influence on factors such as the long-term

bureaucracy process, and the administration system is not clear, the time to finalise the administration joint over the promised time, the lack of human resources of the staff supporting the administration of the Ossu Administrative Post.

4. According to the researchers analysis, the opinion of E1, E2, the director and the opinion of E3, E4, E5 and E6 on the efficiency and effectiveness of the quality of the service of administrative staff who provide community services.

Suggestion

The basics of problems in the research site on the quality of community services in the administration of the Administrative Post are suggested by the staff for the following:

1. It is necessary to increase the target of services and to easily obtain services and improve the administrative criteria needed by the community.
2. Capacity building of the Ossu Administrative Post staff is needed in order to improve community service.
3. Improve the quality of employees' work through training or training.
4. The budget for the rehabilitation of the administrative building of the Osso Administrative Post is needed so that it does not harm their work to serve the community.
5. It is necessary to increase quality human resources to support the administration of the Ossu Administrative Post, in order to ensure good quality of services to the community.
6. Through the findings of the researchers, the Government of Timor-Leste, through the Ministry of Social Solidarity, would like to be able to respond quickly and softly to the proposals of Community Leadership and not to make it difficult to provide services to the communities who are victims of natural disasters victims of natural disasters, through Suco, Sub-Village and Ossu Administrative Post.

Implication : The research findings learned and analyzed by the researcher that there are also implications that become a question to suggest to the local governance leadership and central governance leadership the quality of service to the community by the unexperted state server through their services, where the researchers have four implications:

Implication Theory: There are theoretical implications Through the quality of services and services to the community by the administration staff in the ossu administrative post, administration services to the communities that deal with their personal documents, such as the electoral, bi, RDTL ceremony, family cards and social assistance services to the communities affected by natural disasters and the beneficiaries of the subsidy (individu, scholarship, covid-19 subsidy recently etc...) by the post-administrative ossu administrative staff in cooperation with the suco administration and providing quality services to the communities who are very needed for assistance. Thus the community is satisfied with the quality of services offered by local staff and leaders. According to the theory of scholars such as Goethsh and David (2008: 51), the quality of service is an activity that is carried out, both in the community, to produce and create in order to benefit others. In addition, he stated that services are activities that are carried out to benefit other people's activities because there are two parties or activities that are carried out by the organisation to become a server for others or beneficiaries. Based on the opinion of the two experts the services carried out by the administrative post administration staff always provide beneficiaries to the masker community in some failures, especially in terms of quality of services and services to the community.

Implication Practic: Through the results of the research on the efficiency and effectiveness of the quality of the service of the administration staff to carry out community services in the ossu administrative psotu which is a good tip for the central local government so that in the future it can strengthen and strengthen the

quality of service and quality of service of the administrative post staff through adequate capacity building or training, facilities and equipment in order to provide quality, efficient and efficient services to ensure the needs of the community.

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