



Analysis of Service Levels in the Development of Infrastructure and Facilities against Minimum Service Standards in Supporting the Quality of Area Facilities Intanjung Piayu District, Batam City

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Abstract

The government has an important role in providing public services for its people. Every public service provider must have service standards. One form of standard public service is the service of developing facilities and infrastructure. Facilities and infrastructure development services can be divided into nine elements, namely service procedures, suitability of proposals, timeliness, complaint handling, implementing competence, provider competence, development quantity, development quality and development results. The research was conducted in Tanjung Piayu Village, Batam City by direct observation and filling out a questionnaire regarding community perceptions regarding facilities and infrastructure development services. Type of descriptive qualitative research. This study uses minimum service standards (SPM) and index analysis. The research sample was 80 respondents. The results of the research show that the facilities and infrastructure development services owned by respondents are considered to be in good condition, with a service unit IKM of 76.90. However, there is a mismatch between the results of the assessment and real conditions, there are three elements of services for the construction of facilities and infrastructure that are in poor condition, namely timeliness, service procedures, and construction quantity. So, There is a need for re-management of existing facilities and infrastructure development services in order to further improve the quality of public services provided.

Introduction

The government has an important role in providing public services to the community. Minimum Service Standards can be used as a benchmark in determining costs for providing services. For the public, Minimum Service Standards can be used as a reference regarding the quality and quantity of public services provided by the (regional) government. The existence of the state and government is proven by the implementation of public services. State goals such as people's welfare, order and development progress are easily achieved with good quality public services. Citizen satisfaction with government can be seen from satisfaction with the public services they receive. Therefore, public services are an important concern for the government. For the government to realize this, the quality of public services must be maintained in accordance with predetermined standards. In order to guarantee the quality of service according to user expectations, norms and criteria set out in regulations, a public service standard has been prepared (Muljana, 1993; Salam, 2023).

The aim of preparing public service standards is to provide services that can meet and satisfy the community and provide a focus on services to the community (Nugroho & Halik, 2016). Public service is serving the needs of people or communities or organizations that have an

interest in the organization, in accordance with the basic rules and procedures determined and aimed at providing satisfaction to service recipients (Hardiansyah, 2011). According to the State Administration Institute (2000), one of the public services is development services, which is a type of community service related to the provision of facilities and infrastructure to facilitate the community in carrying out activities as citizens. This service includes the provision of roads, bridges, ports, etc.

For a public service unit, public service standards are things that must be prepared, determined and implemented because these standards are a benchmark for providing services for implementers and service users (Manyathi et al., 2021). With the existence of public service standards, the hope of the community as service users to get the same service, wherever they live in Indonesia can be realized. This will of course affect the fairness and equality of public services received by the community.

Minimum Service Standards are provisions regarding the type and quality of Basic Services which are mandatory government affairs that every citizen has the right to obtain to the maximum (Jatmikowati, 2021). SPM is the minimum that must be implemented by the Regional Government for its people, so the SPM target must be 100% every year. The government prepares and determines the SPM to guarantee the constitutional rights of every citizen in obtaining access and quality of basic services to support the realization of people's welfare, which is the main objective of implementing decentralization in Indonesia. This is stated in PANRB Ministerial Regulation No. 14 of 2017 concerning Guidelines for Preparing Community Satisfaction Surveys (SKM) for Public Service Providing Units (Sidabutar Yuanita, 2021).

The purpose of this regulation is to measure the level of community satisfaction as service users and improve the quality of public service delivery, and encourage community participation as service users in assessing the performance of service providers. The quality of public services provided by the government experiences conditions of ups and downs or is dynamic. This happens in various countries, including Indonesia. The community as a party who wants to receive services certainly desires good and satisfying services (Diahloka & Shaleh, 2012).

Research regarding service standards for the development of facilities and infrastructure has been carried out by Pebriani et al. (2019) with the title Utilization of facilities and infrastructure in supporting the quality of public services at the Cimalaka District Office, Sumedang Regency, proving that the condition of the facilities and infrastructure owned by the Cimalaka District Office, Sumedang Regency assessed by employees as being in good condition, with a percentage of 75.18% (Pebriani et al., 2019). In reality, there are several facilities and infrastructure in poor condition, especially E-KTP recorders, computers and cleanliness. Apart from that, the assessment of service quality has been maximized, but there are still several aspects that need to be improved so that the quality of public services is more optimal. Especially in the aspects of facilities and infrastructure as well as smooth service procedures.

The results of Harahap & Burhanudin (2019) research entitled Identification of infrastructure service levels based on minimum service standards in Kiaracandong District, Bandung City, relate to the problem of inadequate and minimal infrastructure services in meeting and serving community needs. Kiaracandong District is included in the high-density population classification, with damaged and congested road network infrastructure. There are still several locations of inundation with quite long durations, there are still people who don't have private septic tanks, there are still people who don't get waste transportation services, and there are still people who don't get clean water network services either with piped or non-piped systems (Harahap & Burhanudin, 2019).

Lauma et al. (2021) also researched the Analysis of Infrastructure and Facilities in Lolak District, Bolaang Mongondow Regency, the results of the analysis stated that the availability of infrastructure in the form of roads, drainage and clean water was adequate, but waste needed additions such as rubbish trucks or rubbish carts that carried the rubbish to the landfill. , and the provision of education and health facilities does not meet standards (Lauma et al., 2021).

Tanjung Piayu Village is located in Sei Beduk District, Batam City. Administratively, Sungai Beduk District is divided into 4 (four) sub-districts with a total area 120,674 km² and the water area of Sungai Beduk District is 14,227 km². The largest sub-district is Mangsang sub-district with an area of 56,581 km², while the smallest sub-district is Duriangkang sub-district with an area of 9,999 km².



Figure 1. Map of the Sungai Beduk District Area

Table 1. Area in Sungai Beduk District

No	Ward	Land area (Km ²)
1	Tanjung Piayu Village	42,093
2	Duriangkang Village	9,999
3	Mangsang Village	56,581
4	Mukakuning exit	12,001
Amount		120,674

Source: Profile of Sungai Beduk District in 2022

The population in Sungai Beduk District is quite large, namely around 120,674 people. Tanjung Piayu sub-district has the second largest population, so it must be supported by infrastructure and facilities that meet required standards by paying attention to quality and quantity aspects by means of maintenance, repair, and procurement of environmental infrastructure and facilities. The condition of existing infrastructure and facilities in Tanjung Piayu Village is still inadequate, for example road access and drainage are still badly damaged, and drainage is not yet optimal.

Based on the description above, the researcher intends to make an analysis of the level of service for the development of infrastructure and facilities based on minimum service standards as an effort to increase the availability and quality of environmental infrastructure to meet service satisfaction for the community which is expected to provide appropriate recommendations for the government to meet the availability and improve the quality of facilities. and environmental infrastructure in accordance with standards.

Based on the above phenomena, the proposed problem formulation is: (1) What is the level of service for the development of infrastructure and facilities based on minimum service standards? Tanjung Piayu Village, Batam City?; (2) How to analyze the index of 9 (nine) service elements development of infrastructure and facilities?

Literature Review

Minimum Service Standards

Minimum Service Standards can be used as a reference regarding the quality and quantity of public services provided by the (regional) government (Saputra et al., 2024). Based on Minister of Public Works Regulation No. 1 of 2014, various types of infrastructure can be identified, including:

Road Network

Roads are a form of transportation infrastructure that is above ground level, below ground and water surface, and above water surface including complementary buildings and equipment to fulfill traffic development except railways, truck roads and cable roads. Roads are needed in all aspects of life. Community activities are greatly influenced by the existence of roads to make activities easier, be it goods, services or government activities, including the national defense and security system.

Wastewater Network

Sanitation is an effort to ensure and improve environmental health in a residential area, including the collection, processing and disposal of wastewater, rainwater/drainage and rubbish. An adequate residential wastewater management system facility is a unified physical (technical) and non-physical (non-technical) system in the form of a local processing unit (septic tank/communal MCK) and/or in the form of a centralized processing system (flow of wastewater from the house connection via a network piping which is then processed at wastewater treatment plants both on a regional scale and on a city/regional scale).

Drainage Network

Drainage is infrastructure that functions to channel excess water from an area to receiving water bodies. Drainage is drainage infrastructure in urban areas that functions to manage/control surface water (rainwater runoff) so that it does not cause problems with inundation, flooding and drought for the community and is beneficial for environmental sustainability.

Waste Network

Waste management is defined as all activities related to controlling the generation of waste, collection, transfer and transportation, processing and final processing/disposal of waste, taking into account environmental health factors, economics, technology, conservation, aesthetics and other closely related environmental factors. with community response.

Clean Water Network

The clean water network system was created to meet the clean water needs of the residents of a city or community. Raw water sources can come from springs, lakes, rivers or deep groundwater. The water is then processed at a water treatment plant so that it meets the clean water standards issued by the Minister of Health and then distributed to consumers.

Infrastructure

According to Jayadinata (1992), infrastructure is a very important potential factor in determining the direction and future development of a region, because development will not

be successful and run well without adequate infrastructure support. City infrastructure is a public facility that is the main support for the implementation of a process or activities in the city that will ultimately determine the development of the city. Thus, city infrastructure is a public facility that is the main support for the implementation of a process or activity in the city, which will ultimately determine the development of the city (Wahjoerini et al., 2022).

The function of infrastructure is to serve and encourage the realization of an optimal residential and business environment in accordance with its function. Efforts to improve the environment require a balance between levels of community needs.

Infrastructure is a public facility which is the main support for the implementation of a process or activity in the city which will ultimately determine the development of the city. The provision of infrastructure aims to support public activities so that they can run according to plan. Infrastructure aims to ensure that spaces designated for public activities can function properly. The provision of infrastructure also aims to ensure that the social and economic activities of the community can be accommodated well (Masfar et al., 2023).

Means

Facilities are activities or spaces that serve individual needs in the living environment, where these facilities are considered producers which are then used by consumers, namely the residents around the location of the facility. According to the spatial planning dictionary, facilities are networks and/or buildings that provide services with certain functions to the community or individuals in the form of ease of living for the community and government. Means is one of support.

Physical in development terms includes government facilities and infrastructure such as roads, bridges, markets, agriculture and irrigation. These physical conditions can be in the form of geographic location and natural resources. The geographical location of a village really determines the acceleration of development. Its location is strategic, meaning it is not difficult to reach due to its geographical relief. The speed of the development process and development of a sub-district is also largely determined by the intensity of its relationship with the outside world, human mobility and culture will accelerate the development of the village itself (Sutianto et al., 2023).

According to Muljana (1993), development carried out by the government is generally infrastructure or infrastructure, namely physical buildings or institutions that have other activities in the fields of economics, social culture, politics and defense and security. Natural resources found in each village. Where a village has more natural resource wealth than other villages, so that developing or in the process of village development will be much better than villages that have little natural resources, or none at all.

Methods

The type of research used is quantitative research with a descriptive approach. The author uses quantitative methods to analyze how to analyze services for the development of residential environmental facilities and infrastructure in Tanjung Piayu Village, the reference for which is based on PANRB Ministerial Regulation No. 14 of 2017 concerning Minimum Service Standards (SPM) uses service quality standards of very good, good, poor and not good.

The descriptive method was used to analyze the questionnaire which was carried out using a frequency distribution based on a Likert scale to identify elements that were not effective. The sample used was 80 people. The data collection method uses a survey method, namely an investigation method carried out to obtain facts from existing symptoms looking for factual information.

Table 2. Service Quality Standards

Category	Evaluation
A (Very Good)	88.31 – 100.00
B (Good)	76.61 – 88.30
C (Poor)	65.00 – 76.60
D (Not Good)	25.00 – 64.99

Source: PANRB Ministerial Regulation No. 14 of 2017

Table 3. Likert Scale

Category	Evaluation
Very good	4
Good	3
Not good	2
Not good	1

Source: Sugiyono (2022)

Results and Discussion

Analysis of service levels for infrastructure and facilities development based on minimum service standards DiTanjung Piayu Village, Batam City.

Infrastructure level analysis based on minimum service standards in Tanjung Piayu Village, based on data processing from questionnaires measuring 9 service elements, as follows:

Results of respondents' answers

Table 4. Average value of respondents' answers

Service Elements	Average value
Service Procedures	223
Suitability of Proposal	252
Punctuality	244
The handling of complaints	247
Implementing Competency	255
Provider Competency	249
Development Quantity	243
Development Quality	247
Development Results	257

Table 5. Average Value Per Element

Service Elements	Average value	Average Value Per element
Service Procedures	223: 80	2,788
Suitability of Proposal	252: 80	3,150
Punctuality	244: 80	3,050
The handling of complaints	247: 80	3,088
Implementing Competency	255: 80	3,188
Provider Competency	249: 80	3,113
Development Quantity	243: 80	3,038
Development Quality	247: 80	3,088
Development Results	257: 80	3,213

Table 6. Weighted Average Value

Service Elements	Average value Per element x 0.111	Weighted average value
Service Procedures	2.788 x 0.111	0.309
Suitability of Proposal	3.150 x 0.111	0.350
Punctuality	3.050 x 0.111	0.339
The handling of complaints	3.088 x 0.111	0.343
Implementing Competency	3.188 x 0.111	0.354
Provider Competency	3.113 x 0.111	0.345
Development Quantity	3.038 x 0.111	0.337
Development Quality	3.088 x 0.111	0.343
Development Results	3.213 x 0.111	0.357

Calculation of Index Values

Calculating the satisfaction index value is carried out in accordance with PERMENPAN RB NO.14 of 2017. To simplify the interpretation of IKM between the range 25-100, the weighted average value is converted to a base value of 25.

Next, the Community Satisfaction Index (IKM) conversion value is adjusted to the service quality category based on the index shown in table 7.

Table 7. Community Satisfaction Index (IKM) Conversion Value

No	Service Elements	SMI Interval Value	Conversion Interval Value	Value Weight	Service Piayu Village
1	Service Procedures	2,788	69.7	C	Not good
2	Suitability of Proposal	3,150	78.75	B	Good
3	Punctuality	3,050	76.25	C	Not good
4	The handling of complaints	3,088	77.2	B	Good
5	Implementing Competency	3,188	79.7	B	Good
6	Provider Competency	3,113	77,825	B	Good
7	Development Quantity	3,038	75.95	C	Not good
8	Development Quality	3,088	77.2	B	Good
9	Development Results	3,213	80,325	B	Good
Service Quality = 76.90 (Good Category)					

Based on table 7, the interval, conversion and service weight values above, the facilities and infrastructure development services in Tanjung Piayu Village obtained conversion values (69.7), (78.75), (76.25), (77.2), (79.7), (77.825), (75.95), (77.2), and (80.325). Then the weight values are (C), (B), (C), (B), (B), (B), (C), (B), (B). With categories (Not Good), (Good), (Not Good), (Good), (Good), (Good), (Not Good), (Good), (Good).

Index analysis of 9 (nine) service elements development of infrastructure and facilities.

Results of analysis of each element of the Community Satisfaction Index towards Infrastructure and Facilities Development Services in Tanjung Piayu Village, Batam City, as follows;

Service Procedure Index Analysis

Service Procedures in point No. 1, the results of calculating community satisfaction with Service Procedures in Tanjung Piayu Village are as follows:

The average value of the Service Procedure elements = 223

$$\text{Average value per element} = \frac{\text{sum of values per element}}{\text{Number of Respondents}}$$

$$\text{Average value per element} = \frac{223}{80}$$

$$\text{Average value per element} = 2,788$$

$$\text{SME Value of Service Requirements Element} = 2.788 \times 25 = 69.7$$

Based on the calculation of the elements of Service Requirements in accordance with PERMENPAN RB No.14 of 2017, it can be concluded that community satisfaction with the elements of Service Requirements for the construction of facilities and infrastructure in Piayu Village received a score of 69.7 in the "Poorly Good" category.

Analysis of the Suitability Index of the Proposal

The suitability of the proposal is in point no. 2, the results of calculating community satisfaction regarding the suitability of the proposed service for the development of facilities and infrastructure in Tanjung Piayu Village are as follows:

The average number of values for elements of suitability of the proposal = 252

$$\text{Average value per element} = \frac{\text{sum of values per element}}{\text{Number of Respondents}}$$

$$\text{Average value per element} = \frac{252}{80}$$

$$\text{Average value per element} = 3,150$$

$$\text{IKM value of elements of Suitability of Proposal} = 3,150 \times 25 = 78.75$$

Based on the calculation of the elements of suitability of the proposal in accordance with PERMENPAN RB No.14 of 2017, it can be concluded that community satisfaction with the elements of suitability of the proposal for facilities and infrastructure development services in Piayu Village received a score of 78.75 in the "Good" category.

Timeliness Index Analysis

Timeliness is contained in point No. 3, the results of calculating community satisfaction with the timeliness of services for the construction of facilities and infrastructure in Tanjung Piayu Village are as follows:

The average value of the Timeliness element = 244

$$\text{Average value per element} = \frac{\text{sum of values per element}}{\text{Number of Respondents}}$$

$$\text{Average value per element} = \frac{244}{80}$$

$$\text{Average value per element} = 3,050$$

$$\text{SME value of Timeliness element} = 3,050 \times 25 = 76.25$$

Based on the calculation of the Timeliness element in accordance with PERMENPAN RB No.14 of 2017, it can be concluded that community satisfaction with the Timeliness element

of facilities and infrastructure development services in Piayu Village received a score of 76.25 in the "Poorly Good" category.

Complaint Handling Index Analysis

Complaint Handling is contained in point No. 4, the results of calculating community satisfaction with Complaint Handling for facilities and infrastructure development services in Tanjung Piayu Village are as follows:

Total value of Complaint Handling elements = 247

$$\text{Average value per element} = \frac{\text{sum of values per element}}{\text{Number of Respondents}}$$

$$\text{Average value per element} = \frac{247}{80}$$

$$\text{Average value per element} = 3,088$$

IKM value for the Complaint Handling element = $3.088 \times 25 = 77.2$

Based on the calculation of the Complaint Handling elements in accordance with PERMENPAN RB No.14 of 2017, it can be concluded that community satisfaction with the Complaint Handling elements of facilities and infrastructure development services in Piayu Village received a score of 77.2 in the "Good" category.

Implementation Competency Index Analysis

Implementing Competency is in point No. 5, the results of calculating community satisfaction with the competency of implementing facilities and infrastructure development services in Piayu Village are as follows:

Total value of service requirement elements = 255

$$\text{Average value per element} = \frac{\text{sum of values per element}}{\text{Number of Respondents}}$$

$$\text{Average value per element} = \frac{255}{80}$$

$$\text{Average value per element} = 3,188$$

Value of IKM Implementing Competency element = $3.188 \times 25 = 79.7$

Based on the calculation of the Implementing Competency elements in accordance with PERMENPAN RB No.14 of 2017, it can be concluded that community satisfaction with the Implementing Competency elements of facilities and infrastructure development services in Piayu Village received a score of 79.7 in the "Good" category.

Provider Competency Index Analysis

Provider Competency is contained in point No. 6, the results of calculating community satisfaction with the competence of providers of facilities and infrastructure development services in Piayu Village are as follows:

Total value of service requirement elements = 249

$$\text{Average value per element} = \frac{\text{sum of values per element}}{\text{Number of Respondents}}$$

$$\text{Average value per element} = \frac{249}{80}$$

$$\text{Average value per element} = 3,113$$

$$\text{SME Value of Provider Competency Element} = 3.113 \times 25 = 77.825$$

Based on the calculation of the elements of Provider Competency in accordance with PERMENPAN RB No.14 of 2017, it can be concluded that community satisfaction with the elements of Competency for Providers of facilities and infrastructure development services in Piayu Village received a score of 77.825 in the "Good" category.

a. Development Quantity Index Analysis

Development Quantity is contained in point No. 7, the results of calculating community satisfaction with the Quantity of Development of facilities and infrastructure development services in Piayu Village are as follows:

$$\text{Total value of Development Quantity elements} = 243$$

$$\text{Average value per element} = \frac{\text{sum of values per element}}{\text{Number of Respondents}}$$

$$\text{Average value per element} = \frac{243}{80}$$

$$\text{Average value per element} = 3,038$$

$$\text{IKM value for the Quantity of Development element} = 3.038 \times 25 = 75.95$$

Based on the calculation of the Development Quantity element in accordance with PERMENPAN RB No.14 of 2017, it can be concluded that community satisfaction with the Development Quantity element of facilities and infrastructure development services in Piayu Village received a score of 75.95 in the "Poorly Good" category.

Development Quality Index Analysis

Development Quality is contained in point No. 8, the results of calculating community satisfaction with the Quality of Development of facilities and infrastructure development services in Piayu Village are as follows:

$$\text{Total value of service requirement elements} = 247$$

$$\text{Average value per element} = \frac{\text{sum of values per element}}{\text{Number of Respondents}}$$

$$\text{Average value per element} = \frac{247}{80}$$

$$\text{Average value per element} = 3,088$$

$$\text{IKM value for the Quality of Development element} = 3.088 \times 25 = 77.2$$

Based on the calculation of the Development Quality elements in accordance with PERMENPAN RB No.14 of 2017, it can be concluded that community satisfaction with the Development Quality elements of facilities and infrastructure development services in Piayu Village received a score of 77.2 in the "Good" category.

Development Results Index Analysis

Development Results are contained in point No. 9, the results of calculating community satisfaction with the Development Results of facilities and infrastructure development services in Piayu Village are as follows:

The average value of the elements of Development Results = 257

$$\text{Average value per element} = \frac{\text{sum of values per element}}{\text{Number of Respondents}}$$

$$\text{Average value per element} = \frac{257}{80}$$

$$\text{Average value per element} = 3,213$$

Value of IKM elements of Development Results = $3.213 \times 25 = 80.325$

Based on the calculation of the elements of Development Results in accordance with PERMENPAN RB No.14 of 2017, it can be concluded that community satisfaction with services in Piayu Village in the service procedure element received a score of 80.325 in the "Good" category.

Minimum Service Standards Comparison Matrix (SPM)

Based on all the results of the analysis carried out, several types of infrastructure were obtained that met minimum service standards and those that did not. For more details, see Table 8. Based on the table, it can be seen that there are six types of facilities and infrastructure development services in Tanjung Piayu Village that have met the minimum service standards and three types of facilities and infrastructure development services in Tanjung Piayu Village that have not met, according to Batam City SPM Draft.

Table 8. Comparison of Community Satisfaction Standards (IKM)

Minimum Service Standards (SPM)			
No	Service Elements	PERMENPAN RB No.14 of 2017	Draft SPM Batam city
1	Service Procedures	It's fulfilled	It's fulfilled
2	Suitability of Proposal	It's fulfilled	It's fulfilled
3	Punctuality	It's fulfilled	It's fulfilled
4	The handling of complaints	It's fulfilled	It's fulfilled
5	Implementing Competency	It's fulfilled	It's fulfilled
6	Provider Competency	It's fulfilled	It's fulfilled
7	Development Quantity	It's fulfilled	It's fulfilled
8	Development Quality	It's fulfilled	It's fulfilled
9	Development Results	It's fulfilled	It's fulfilled

The next step is to provide recommendations or suggestions regarding types of infrastructure services that do not meet minimum service standards.

Service Procedures

Based on the results of the analysis that has been carried out, in terms of implementation patterns, public services have various weaknesses, including being less responsive, less informative, less accessible, less coordinated, bureaucratic, less willing to listen to complaints/suggestions/aspirations from the community, and inefficiency. In this regard, efforts that can be made to improve the quality of public services are: Revitalization,

restructuring and deregulation in the field of public services; Increased professionalism of public service officials; and Corporatization of public service units. By implementing public service standards well, it is hoped that the implementation of public services can produce public satisfaction as parties who receive the service.

Punctuality

Timeliness means that the implementation of services in the community can be completed within the specified time period. Based on the results of the analysis that has been carried out. Although, documents have been prepared regarding standard operational service procedures, service quality standards, competency standards for service officers, service infrastructure standards, and others, but these have not been carried out consistently and sustainably. The impact on project work is not on time. Efforts made are to provide training to sub-district employees to better understand project completion times.

Development Quantity

Based on the results of the analysis carried out, the road network in Tanjung Piayu Village does not yet meet the minimum service standards, because there are still some areas that have not been cemented. This is due to the condition of the roads which are still damaged and the width is insufficient (narrow), thus causing population mobility to be disrupted. Therefore, it is necessary to repair damaged roads and widen the roads. The condition of the drainage network does not yet meet minimum service standards, where the percentage reduction in inundation area is still in the process of being completed. There are still inundations that have not been handled. Therefore, it is necessary to take further action, namely by repairing drainage channels which have insufficient depth and height to be able to accommodate water when it rains for a long duration, so that the reduction in the area of inundation can be overcome.

Conclusion

Based on the discussion in this research, the researcher concluded several research results as follows: (1) The existing condition of facilities and infrastructure development services in Tanjung Piayu Subdistrict is generally in good condition, however there are several types of infrastructure that need attention from the government, such as the road network, because there are damaged and unrepaired roads with insufficient width; (2) From the results of the analysis carried out, it can be seen that there are 3 types of infrastructure that do not meet minimum service standards, namely service procedures, timeliness and construction quantity.

Based on the results of the research, researchers can provide suggestions, namely that Tanjung Piayu.

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