

Archipelagic Administration Public Service in Central Maluku

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ABSTRAK

Fokus penelitian ini adalah masalah pelayanan publik administrasi kepulauan di Kabupaten Maluku Tengah yang belum optimal dalam memenuhi tuntutan dan kebutuhan masyarakat untuk pelayanan publik yang efisien dan efektif. Selain itu, masalah utama bagi masyarakat adalah biaya operasional, transportasi, dan akomodasi yang diperlukan untuk mengakses pelayanan publik. Hingga saat ini, belum ada kebijakan atau tindakan pemerintah daerah yang efektif untuk memperpendek jangkauan kendali. Ini akan menjadi langkah strategis dalam administrasi kepulauan untuk memberikan pelayanan publik yang sesuai dengan kebutuhan dan tuntutan masyarakat Kabupaten Maluku Tengah. Tujuan dari penelitian ini adalah untuk menjelaskan bagaimana pelayanan publik ada dalam administrasi kepulauan Kabupaten Maluku Tengah dan mengidentifikasi aspek-aspek yang memengaruhinya. Dengan mempertimbangkan elemen kebijakan, rentang kendali, operasionalisasi, tanggung jawab, dan kualitas, pendekatan konseptualnya didasarkan pada masalah dan situasi nyata. Penelitian melibatkan 105 sampel, dan analisis kuantitatif dilakukan menggunakan tabel frekuensi. Hasil analisis diharapkan dapat menghasilkan sosiogram yang jelas dan relevan tentang pengembangan dan perbaikan pelayanan publik dalam administrasi kepulauan di Kabupaten Maluku Tengah. Penelitian ini juga diharapkan dapat memberikan bukti empiris yang bermanfaat untuk kemajuan ilmu pengetahuan dan peningkatan kualitas pelayanan publik di wilayah tersebut.

ABSTRACT

The focus of this research is the issue of public service administration of the islands in Central Maluku Central is less proficient in complying with the demands and requirements of the public for efficient and effective public service. Moreover, the main problem for the community is the operational costs, transportation, and accommodation required to access public services. To date, there has been no effective policy or action by the local government to shorten the range of controls. It will be a strategic step in the administration of the islands to provide a public service that meets the needs and demands of the community of Central Maluku Regency. The purpose of this study is to explain how public service is in the administration of Central Maluku and to identify the aspects that affect it. Considering policy elements, scope of control, operationalization, responsibility, and quality, its conceptual approach is based on real problems and situations. The research involved 105 samples, and quantitative analysis was done using a frequency table. The results of the analysis are expected to produce a clear and relevant sociogram on the development and improvement of public services in the administration of the islands in the Central Maluku Regency. This research is also expected to provide empirical evidence that is beneficial for the advancement of science and improving the quality of public service in the region.

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INTRODUCTION

The rapid progress in public sector development cannot be separated from the role of public administration as a driving force in accelerating development for the benefit of the public and supporting trusted public services within the area of public organizations (Bertelli & M. Riccucci, 2022). Public administration is required to address the truth of something transcendental and to resolve controversial issues that emerge in public life, thus encouraging public administration to enhance its ability to create more effective and efficient public policies to promote quality public services for the benefit of society (Saputra et al., 2023; Sulaiman et al., 2021).

The quality of public services in various areas of government and development, especially in government work units, has become a focal point (Ramadhan & Tamaya, 2021). As a result, it is expected that the public will receive services that are faster, more accurate, cost-effective, and satisfying. Moreover, public administration also provides input and recommendations and even actively participates in the overall governance and development of a nation, state, and region, which is the administrative area where public services operate (Lewaherilla, 2023; Saputra et al., 2023). Some areas need improvement in public administration processes, particularly regarding public service delivery to meet the needs of the public quickly, efficiently, and in line with public expectations (Puspita et al., 2023; Trischler & Charles, 2019).

Public service is not just a simple function but an essential obligation that a state must fulfill for every citizen, regardless of their geographical location or background. This commitment becomes even more pronounced in countries with an archipelagic administration, where the state holds the authority to regulate and oversee public services within its diverse administrative regions (Haqie et al., 2020). In such nations, the island regions under the state's jurisdiction have a unique responsibility to ensure that public services are not only accessible but also of the highest quality. Recognizing the specific needs and challenges of island communities, these regions must strive to develop and implement policies that cater to their distinct circumstances, fostering a sense of inclusivity and equitable access to services (Ali & Saputra, 2020). By focusing on the delivery of excellent public services, the island regions can contribute significantly to the overarching objectives of the state, thereby enhancing the overall well-being and satisfaction of their citizens (Ristiani, 2020).

In the context of archipelagic administration, the emphasis on providing top-tier public services becomes a strategic imperative. Efficient and effective public service delivery in island regions contributes not only to the satisfaction of the local citizen (society) but also aligns with broader national goals (Muliawaty & Hendryawan, 2020). The state, in governing these regions, should support and empower local authorities to create public service strategies that address the unique challenges posed by the geographical dispersion of islands (Cahyarini, 2021). This approach may encompass improved infrastructure, transportation systems, and responsive governance, ultimately contributing to the overall socio-economic development of the island regions. By recognizing public service as a cornerstone of governance, particularly in archipelagic settings, the state can create a more cohesive and resilient nation that values the well-being of all its citizens, regardless of their geographic location (Lewaherilla, 2023).

Moreover, public service, especially in the government institutions of Maluku, requires considering and taking into account the characteristics of the region as a priority within the scope of archipelagic administration. Public service should be seen as an increasingly essential part of the profession and a duty that needs to be fulfilled (Sahetapy et al., 2022). Every leader is increasingly challenged to deliver the best public services and address the needs and

concerns of the public, which requires high-quality public services amid growing demands for change (Mustanir & Latif, 2020). Furthermore, the public, as a key element being served, should provide effective oversight to drive efforts to enhance the quality of public services in the context of island administration in Maluku (Ekram et al., 2022).

The implementation of the administration has been ongoing for quite some time without direct attention from the general public. The fundamental issue lies in the centralization of the administrative process, which is not responsive to the unique demands of island regions (Renyut, 2023). Key challenges in public services for the island community include a vast geographical span, lengthy bureaucratic procedures, and the ineffectiveness of the system. Central Maluku has a geographically unique characteristic, comprising 18 districts (1. Amahai, 2. Banda, 3. Kota Masohi, 4. Leihitu, 5. Leihitu Barat, 6. Nusalaut, 7. Pulau Haruku, 8. Salahutu, 9. Saparua, 10. Saparua Timur, 11. Seram Utara, 12. Seram Utara Barat, 13. Seram Utara Timur Kobi, 14. Seram Utara Timur Seti, 15. Tehoru, 16. Teluk Elpa Putih, 17. Teluti, 18. Teon Nila Serua) spread across 35 small and medium-sized islands, with 14 inhabited islands. With such geographical characteristics, the issues in public service become a significant concern.

Additionally, the residents of Kota Masohi and the nine adjacent districts (1. Amahai, 2. Seram Utara, 3. Seram Utara Barat, 4. Seram Utara Timur Kobi, 5. Seram Utara Timur Seti, 6. Tehoru, 7. Teluk Elpa Putih, 8. Teluti, 9. Teon Nila Serua) can easily access public services. In contrast, the other eight districts (1. Banda, 2. Leihitu, 3. Leihitu Barat, 4. Nusalaut, 5. Pulau Haruku, 6. Salahutu, 7. Saparua, 8. Saparua Timur) face difficulties due to the separated and distant control range, hindering quick and accurate accessibility to public services.

Despite the ongoing trend of decentralization, the challenges persist in the realm of public service administration. The situation is particularly pronounced in the Central Maluku Regency, where local government policies intended to enhance public services have fallen short of meeting the community's expectations for effectiveness and efficiency (Haning, 2019). The decentralized structure, while designed to empower local authorities, has not adequately addressed the concerns of the public, leading to a noticeable gap in the provision of essential services (Hadi et al., 2020). Furthermore, the community has voiced grievances over the elevated operational costs associated with accessing public services, including substantial expenditures on transportation and accommodation, highlighting the pressing need for a comprehensive reevaluation and improvement of the existing administrative framework (Hajar et al., 2021).

In light of these challenges, a concerted effort is essential to revamp the public service process in Central Maluku Regency (Salam, 2021). Local authorities must engage in a thorough examination of existing policies to identify and rectify the shortcomings that hinder the delivery of efficient and effective services. Moreover, addressing the public's concerns about escalating operational costs and accessibility is crucial for fostering a system that genuinely caters to the needs of the community (Akay et al., 2021). By promoting transparency, accountability, and responsiveness, local governments can bridge the gap between decentralization goals and the actual experiences of the residents, ultimately creating a more inclusive and accessible public service system in Central Maluku Regency (Oktaviani & Setyaherlambang, 2021).

To date, there has been no effective policy or action taken by the local government to shorten the control range, which is a strategic step in island administration that supports public services in line with the demands and needs of the entire community in Central Maluku Regency. Therefore, this article aims to describe the existence of public services in island administration in Central Maluku Regency and reveal the dimensions influencing public

services in island administration in Central Maluku Regency.

Literature Review

The research by Pambudi & Hidayat (2022) examines the performance of public service supervision within national priorities. They highlight the role of the Ombudsman of Indonesia in promoting improvements in public services, including prevention and issue resolution. In this context, Presidential Regulation No. 18 of 2020 obliges the Ombudsman of Indonesia to support national priorities by handling public complaints and assessing the compliance of public service institutions with service standards. This research analyzes performance from 2015 to 2021, focusing on issues that affect the achievement of development planning targets. The results provide recommendations for improvements in regulations, institutional arrangements, funding, technical implementation, and regional aspects. Overall, this research underscores the importance of the Ombudsman's role in ensuring professional, fair, equitable, effective, authoritative, and high-quality supervision of public service delivery for the future of Indonesia (Puryatama & Haryani, 2020).

The research by Sari & Pratiwi (2021) discusses the importance of innovation in enhancing public services in Batam. They emphasize that innovation is a key factor in supporting economic growth and regional competitiveness. Sustainable innovation is necessary to build economic advantages through competitive products and commodities. This study focuses on the development of regional innovations that can enhance public service accessibility according to the requirements of the people in Batam. The research results indicate that the Batam government has implemented service-based regional innovations in various departments of city administration. The implementation of these innovations has been gradual and continuous. Thus, this research highlights the significance of innovation in the context of public services to support economic development and regional growth in Batam.

The research by Ikhsan et al., (2020) discusses the implementation of dynamic governance in the management of the public service mall in Batam. As a center of industry and investment, Batam has challenges with complex and slow licensing processes, which resulted in a decrease in foreign investment in 2019. This study aims to understand how dynamic governance is applied in the operation of the public service mall in Batam. The research uses a qualitative approach and analyzes the changes that have occurred. The research results indicate that the implementation of dynamic governance in the public service mall of Batam has enabled dynamic governance through proactive thinking, rethinking, and cross-thinking that influences the institutions, structures, and programs chosen by stakeholders. The Public Service Mall in Batam can review various ongoing strategies and programs.

The research introduces novelty by focusing on Central Maluku, an island region with unique challenges in public service administration. Unlike previous studies that concentrated on different regions or contexts, this research provides a comprehensive exploration of island administration aspects, encompassing the specific challenges faced by island regions in delivering effective public services. Our conceptual approach forms the foundation,

considering dimensions such as policies, jurisdiction, operationalization, responsibilities, and quality, offering a deep understanding of key factors influencing public service administration in island regions. The use of a sample of 105 individuals and quantitative analysis provides robust empirical support for our findings, addressing gaps in previous research related to the lack of focus on island regions, limited understanding of island administration, and the absence of empirical data. By identifying these gaps, our study not only offers a deeper insight into island administration and public services in Central Maluku Regency but also contributes to relevant research literature.

RESEARCH METHODS

Research Design

This research design adopts a quantitative approach (Bauer et al., 2021; Leavy, 2022) with a focus on public administration services in the Central Maluku Regency. The applied research type is descriptive research, aiming to systematically describe observed phenomena. Through a quantitative approach, this research seeks to measure and analyze various variables related to public services in the context of island administration. The primary research object is the Central Maluku Regency, an island region with unique challenges in delivering public services. Within this framework, the research will identify, describe, and analyze various aspects related to island administration that influence public services (Farrizqy et al., 2023). Using the quantitative method, this research will collect data from 105 respondents or participants, which will serve as the basis for scientific analysis and findings. The research aims to provide a deeper understanding of public services in island regions, particularly in the Maluku Tengah Regency, contributing valuable insights for policy development and public administration improvements in that area.

Research Location

This research was conducted in Central Maluku; the choice of this research location was based on the following considerations:

1. The substantive issue of public services administration in the island region of Central Maluku
2. The location's geographical coverage falls within the scope of island administration, and it was considered feasible in terms of the efficient utilization of time, resources, and costs throughout the research process.

Population and Sample

The population in this study includes public organizations with authority and the community involved in public services in Central Maluku Regency. Due to the large size of the population, a purposive sampling method was employed. The units of analysis comprise the Department of Population and Civil Registration of Central Maluku Regency and several sub-regency offices in the area. Respondents for this study consist of the Heads of the Department of Population and Civil Registration of Central Maluku Regency, the Heads of Banda, Salahutu, Leihitu, and Saparua Sub-Regency Offices, as well as 25 individuals from the community in each of these sub-Regencies. In total, there were 105 individuals included in the study sample.

Operational Definition of Variables

Archipelagic Administration Public Service is a service that is focused on the interests of the island community based on the characteristics of the administrative area and its environment, according to the expected requirements. Its operationalization includes 1) policy; 2) scope of control; 3) operationalization; 4) responsibility; and 5) quality. Its orientation is towards achieving results by meeting the expectations of island communities.

Types and Sources of Data

In this research, the author used two types of data classified by their sources, as follows:

1. Primary data, which is data obtained directly by distributing questionnaires to respondents regarding Island Administration Public Service in Central Maluku Regency,
2. Secondary data is data obtained not directly from respondents but rather data that has been processed, such as tables, research reports, documentation, and other data related to the research on the Island Administration Public Service in Central Maluku Regency.

Data Collection Techniques

The field study in this research involves three methods of data collection, as follows:

1. Questionnaire: Using written questions distributed to respondents to gather information about public service administration in the Maluku Tengah Regency. Questionnaires were chosen because they allow respondents to provide written answers to preformatted questions. The results will be analyzed in the form of ordinal data with a range from 1 to 3.
2. Observation: This involves direct observation of the situations and behaviors that occur during the research. This observation aims to record events and understand the surrounding context. Observation is used to find meaning in the field situation related to public service administration in the Maluku Tengah Regency.
3. Documentation: This involves collecting data from various written sources, such as records, official documents, books, newspapers, magazines, meeting minutes, and others related to this research. This data will be used to support and strengthen the research findings regarding public service administration in the Maluku Tengah Regency.

Data Analysis Techniques

The data analysis technique used is quantitative, specifically univariate analysis. This kind of analysis is used to summarize a set of measurement data in such a way that it transforms the data into useful information (Lumbanraja, 2020). In univariate analysis, only one variable is processed. This analysis is achieved through a categorical frequency distribution. Frequency distribution tables were used to obtain and calculate the research data. The results were presented in percentages, calculating the average percentage of answer scores. The interpretation was done to assess the strength of the support for each item or question, referring to the standard percentage measurements (Kern et al., 2019).

Furthermore, data conversion and interpretation were performed to make decisions based on values in determining priorities (Puryatama & Haryana, 2020). This demonstrates whether the subjects chosen are suitable or not using sociometric calculations, specifically the calculation

of the Index of Preferred Status (ISP) (Bauer et al., 2021). The sociometric technique is expected to produce a clear and accurate sociogram for follow-up actions that contribute to strengthening public administration services in the Maluku Tengah Regency if the research data supports such a direction and provides concrete empirical evidence as a valuable scientific contribution (Umam & Adianto, 2020).

RESULTS AND DISCUSSIONS

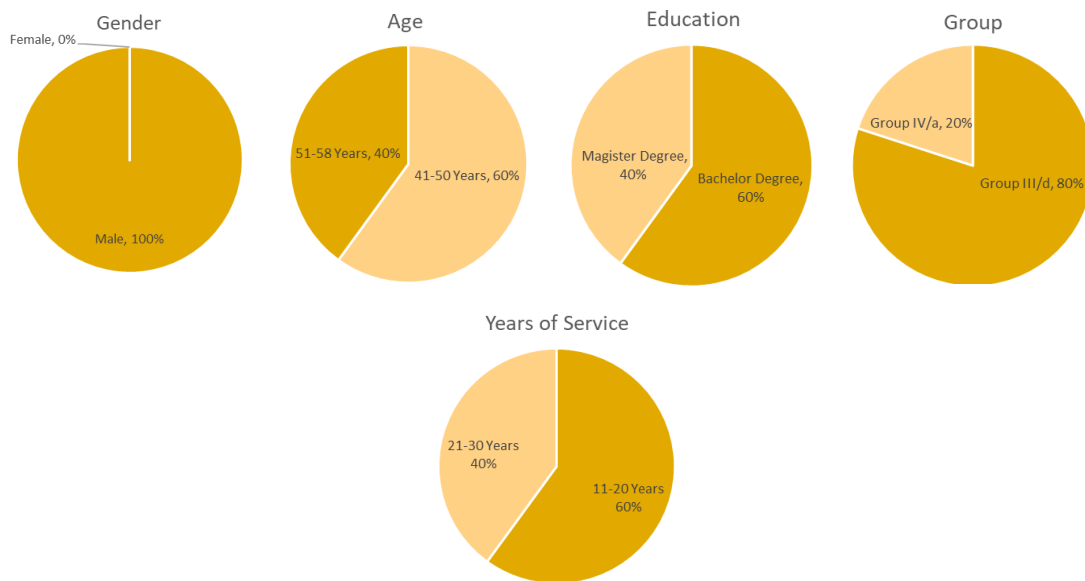
Diversity of Central Maluku

Geographically, Central Maluku Regency spans an extensive area of 275,907 square kilometers, with marine areas constituting 95.80% and land areas 4.20%. Seram Utara District dominates with 61.86% of the regency's total area, while Kota Masohi District holds the smallest portion at 0.32%. Comprising 18 districts, 190 villages, and six urban areas, the regency is bordered by the Seram Sea to the north, the Banda Sea to the south, the West Seram Regency to the west, and East Seram Regency to the east. Astronomically situated between 2°30' S–7°30' S and 250°E–132°30' E, it encompasses 49 islands, 14 inhabited and 35 uninhabited. Topographically diverse, the terrain features plains, coasts, hills, and mountains, housing two plains, three mountains, two lakes, and 161 rivers. Climatologically, the region experiences a tropical rainforest climate with a pronounced monsoon, characterized by high annual rainfall. The demography of Central Maluku Regency in 2021 included a population of 424,730, with a density of 37 people per square kilometer. The most populous districts are Salahutu, Leihitu, and Amahai, while Kota Masohi exhibits the highest population density at 979 people per square kilometer. In terms of employment, the regency had 273,234 working-age individuals in 2021, with agriculture, forestry, plantations, fishing, and animal husbandry as the predominant employment sector, followed by trade, hotel, and restaurant sectors, and community services.

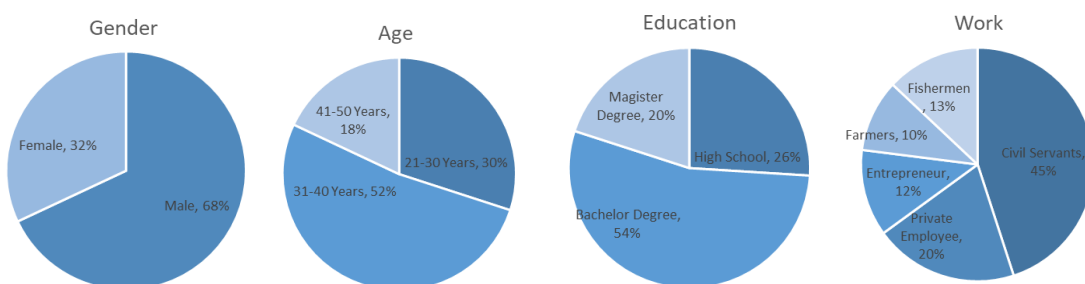
Characteristics of Respondents

Respondents are individuals who provide responses or feedback in a research study. They serve as a source of information that supports the research. Respondents in research are subjects who function as sources of responses based on structured questions (Widanti, 2022). The characteristics of research respondents are the criteria assigned to the research subjects, ensuring that the information source in the research is targeted accurately. Respondent characteristics in the research are based on various factors, such as gender, age, education, social status, occupation, years of service, etc. Consequently, the respondent characteristics in this study, based on the collected data, are directly converted into percentages, as outlined in the matrix below.

Figure 1.
Characteristics of Respondents
 Respondent (Head of Service/Office)



Respondent (Community)



Source: Data Processing Results, 2023

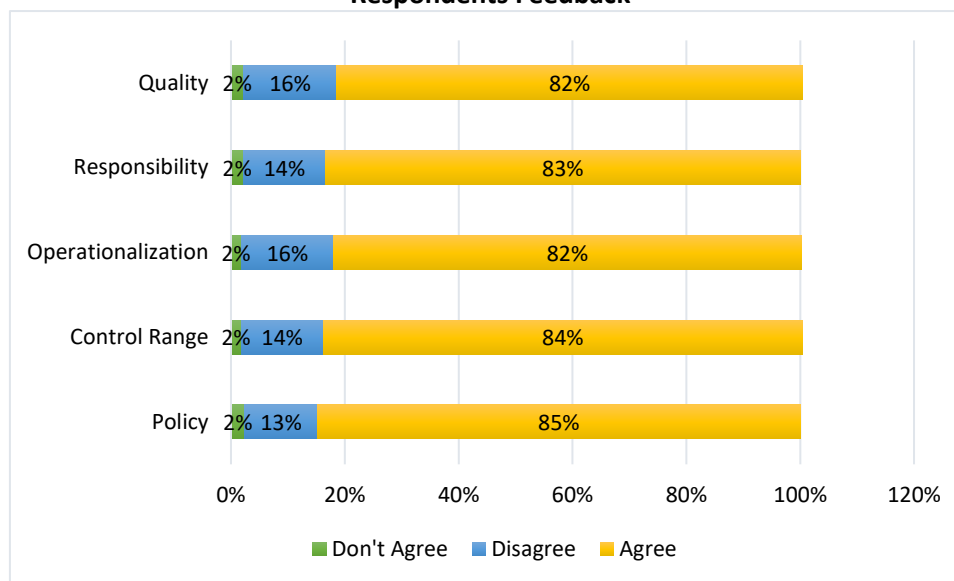
The converted data illustrates that respondents from the heads of departments and offices, namely the Department of Population and Civil Registration, the Banda Subdistrict Office, Saparua Subdistrict, Salahutu Subdistrict, and Leihitu Subdistrict, are all males (100%). Among them, 60% are aged 41–50 years, and 40% are aged 51–58 years. Regarding their educational background, 40% have a bachelor's degree (S1), and 60% hold a master's degree (S2). In terms of their job positions, 80% belong to grade III/d, and 20% are in grade IV/a, with work experience ranging from 11–20 years for 60% and 21–30 years for 40%.

Additionally, respondents from the community sector consist of 68% males and 32% females. Their age distribution is as follows: 30% are aged 21–30 years, 52% are aged 31–40 years, and 18% are aged 41–50 years. As for their educational qualifications, 26% have completed high school (SMA), 54% hold a bachelor's degree (S1), and 20% have a master's degree (S2). In terms of their occupations, 45% are civil servants (PNS), 20% are private employees, 12% are entrepreneurs, 10% are farmers, and 13% are fishermen.

Respondents Feedback

Respondents' feedback on public services in island administration is the result (output) of a process conducted by its dimensions, which include policies, the scope of control, operations, responsibilities, and quality, serving as the measures in the analysis. Thus, respondents' feedback pertains to public services in island administration in Central Maluku Regency as per the data converted directly into a percentage matrix below.

Figure 2.
Respondents Feedback



Discussions

Based on Figure 2, respondents' responses to archipelagic government administration public services in Central Maluku Regency can be described as an achievement manifested from respondents' various responses to the dimensions of archipelagic administration public services that are measured in percentage terms. It can be seen that the majority of respondents showed a high level of approval of the policy dimensions, span of control, operationalization, responsibility, and quality in archipelagic administrative services in Central Maluku Regency. In this case, as many as 85% of respondents agreed with the policies implemented, while those who disagreed 13% and only 2% disagreed. So did the span of control, where 84% of respondents agreed, 14% disagreed less, and only 2% disagreed. While in operationalization, there was a respondent agreement rate of 82%, 16% disapproved, and only 2% disagreed. Respondents' responses to public service responsibilities were also high, with 83% agreeing, 14% disagreeing, and only 2% disagreeing. In terms of quality, 82% of respondents agreed, 16% disagreed less, and only 2% disagreed. Overall, the positive response of respondents reflects the high percentage of achievement of island administration public services in Central Maluku Regency.

First, the high percentage of respondents' support for the policy contributed positively to the public service of the island administration. Public service policies must be able to provide more professional public services and vice versa public services are very dependent on policies that can support and realize them systematically (Chakim, 2022; Rengifurwarin, 2023). If the policies realized by local governments are concentrated on the needs of meeting the demands of the archipelago administration public services, it will achieve the desired results from the

policies implemented. It was revealed that the ideal policy for local governments in supporting archipelagic administration services is a policy focused on public services oriented towards archipelagic administration by considering geographical conditions and regional characteristics, which aims to facilitate and accelerate administrative services and target the demands, interests, and needs of island communities in Central Maluku Regency.

Second, the high percentage of respondents' support for the span of control contributed positively to the public service of the island administration. Range of control is important because it affects effectiveness and impacts flexibility and communication within the organization's services. The well-implemented span of control management is very supportive of public services (Nasudin, 2022; Pattimukay, 2023). If the span of control management is effectively driven by local governments, the problem of the span of control that is an obstacle in the public service of the island administration can be overcome. It was revealed that the span of control in the archipelagic administration public service can be overcome by the local government by reactivating the management of the span of control effectively, considering the distance of inter-island services that are far from the district city to shorten the range of services and equalize fair service units/services for the community and can realize efficient inter-island public services in Central Maluku Regency.

Third, the high percentage of respondents' support for operationalization contributes positively to the public service of the island administration. The operationalization of service delivery carried out adheres to minimum service standards to meet the needs of the community (Amarato, 2021). If the operation of archipelagic administration public services is carried out by local governments by minimum service standards, it can realize the welfare of the island community. It was revealed that in the archipelagic administration public service, the local government conducts operationalization referring to minimum service standards, which realize and implement services by standard operating procedures and expedite the process by considering and overcoming obstacles and striving for the achievement of adequate administrative services in Central Maluku Regency.

Fourth, there is a high percentage of respondents support the responsibility of making a positive contribution to the public service of the island administration. The government carries out its responsibility to ensure the availability of a certain level of services for its citizens. The government is obliged to serve every citizen to fulfill their rights and needs, improve quality, and ensure the provision of public services by the principles of good public administration (Hufron, 2020). If the local government carries out its obligations and responsibilities properly in meeting the interests of the archipelagic community directed at the required public services, the expected goals in archipelagic administration services will be achieved. It was revealed that the responsibility of local governments in archipelagic administrative services adhere to the provisions and instructions in carrying out their duties and functions, providing procedural administrative services, completing administrative services on time, and reporting the results of work that has been achieved and does not rule out the possibility of being published transparently to the island community in Central Maluku Regency.

Fifth, the high percentage of respondents' support for quality contributes positively to the public service of the island administration. The quality seen from good and excellent service will be felt by the community if the agency that provides these services can serve politely and professionally with quality service standards, Good procedures, smooth, safe, and orderly, there is certainty of cost and time, and law for the services that have been provided (Rianti et al., 2019). If the local government can realize services that are of standardized quality, the community will feel satisfaction from good and professional services and there will be public

trust as service users to reuse these services. It was revealed that the quality manifested by the local government in archipelagic administration services is aimed at the completeness of adequate facilities and infrastructure as well as responsive administrative services in responding to service users in a friendly and empathetic manner, in addition to displaying qualified products/services and bringing satisfaction that meets the expectations of the island community in Central Maluku Regency.

Assessment and Priority Determination

Based on the average achievement results from the policy, control range, operationalization, responsibility, and quality dimensions, an assessment is conducted to determine the follow-up priorities based on the percentage of the average achievement (CRr) and socio-metrically converted results according to the Index of Preferred Status (ISP) as outlined in the matrix below.

Table 1.
Assessment and Priority Determination

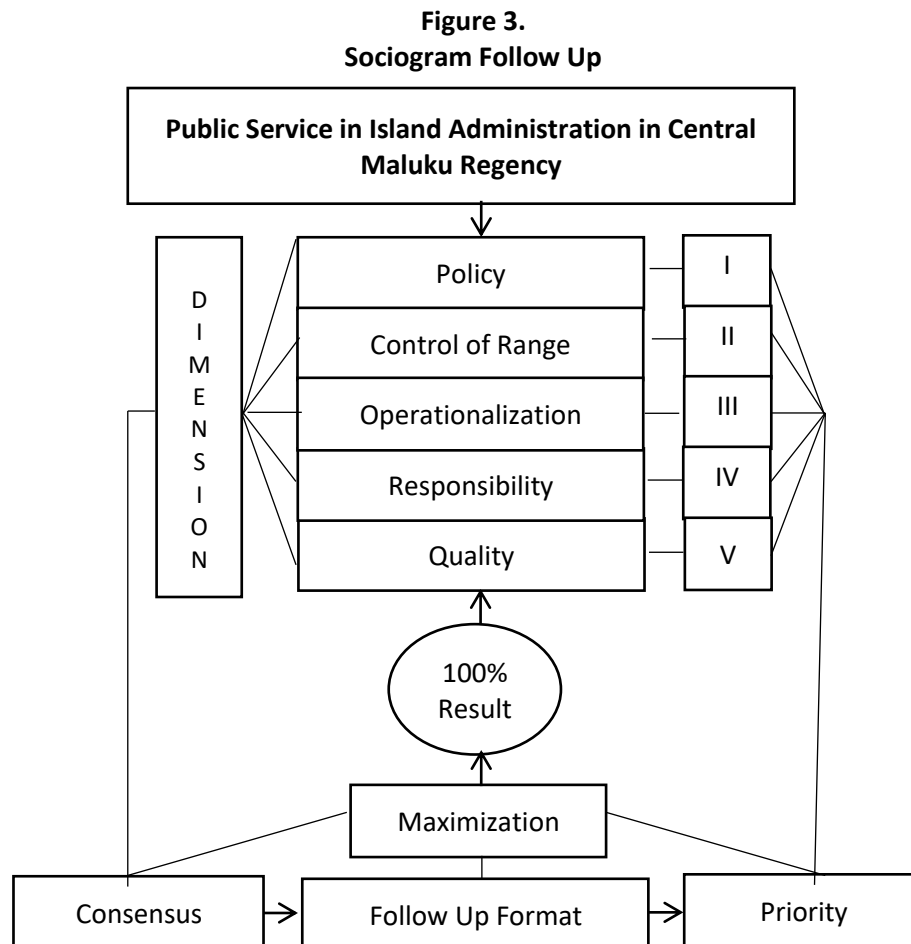
Public Service in Island Administration in Central Maluku Regency			
Policy Dimension			
CRr Value	Assessment	Sociometric Conversion	Priority
84,8%	Very Strong	ISP 0,415	I
Control Range Dimension			
CRr Value	Assessment	Sociometric Conversion	Priority
84,2%	Very Strong	ISP 0,411	II
Dimensi Operasionalisasi			
CRr Value	Assessment	Sociometric Conversion	Priority
84,0%	Very Strong	ISP 0,409	III
Dimension of Responsibility			
CRr Value	Assessment	Sociometric Conversion	Priority
83,4%	Very Strong	ISP 0,408	IV
Quality Dimensions			
CRr Value	Assessment	Sociometric Conversion	Priority
81,8%	Very Strong	ISP 0.400	V

Source: Data Processing Results, 2023

According to the assessment and priority determination, it shows that the policy dimension in island administration public services is rated as very strong with a sociometric index of 0.415 and is established as the top priority. Then, the control range dimension in island administration public services is also rated as very strong with a sociometric index of 0.411 and is set as the second priority. Similarly, the operationalization dimension in island administration public services is also rated as very strong with a sociometric index of 0.409 and is established as the third priority. Additionally, the responsibility dimension in island

administration public services is also rated as very strong with a sociometric index of 0.400 and is set as the fourth priority. Likewise, the quality dimension in island administration public services is also rated as very strong with a sociometric index of 0.408 and is established as the last priority.

In summary, when displayed in a sociogram, the follow-up will appear as follows:



Therefore, as a follow-up in island administration public services in Central Maluku Regency, consensus and mutual agreement are needed in decision-making based on the established priorities. This should be an ongoing process to achieve the desired goal, which is the effective and efficient governance of island administration public services in Central Maluku Regency.

CONCLUSION

Public services in island administration in Central Maluku Regency are concentrated on public service policies in a general context. Therefore, it is essential to have a specific orientation towards island administrative services that take into account the geographical conditions and regional characteristics to facilitate and expedite administrative services that align with the interests and needs of the community.

Effective management of control ranges is crucial, especially considering the long distances between the islands and the regency's central town. This necessitates shortening the reach of inter-island administrative services and delivering fair and equitable service products for the community.

In terms of operationalization, it is essential to maximize efficient inter-island public services by adhering to minimal service standards in inter-island administrative services, always based on Standard Operating Procedures (SOPs). This helps streamline operational processes and overcome challenges in inter-island administrative services.

Responsibility is portrayed as a fundamental and vital aspect in achieving adequate operational results by adhering to regulations and instructions, carrying out duties and functions in providing procedural inter-island administrative services, ensuring timely completion, and reporting on work outcomes.

Quality is of utmost importance and should be realized by focusing on the completeness of facilities and infrastructure for inter-island administrative services. This includes creating responsive services that are friendly and empathetic towards users and offering service products that meet the expectations of the community, ensuring their satisfaction.

Thus, it is evident that the existence of public services in island administration in Central Maluku Regency is very much oriented toward the community's interests and significantly influenced by the dimensions of policy, control range, operationalization, responsibility, and quality. It can be clearly stated that the operational hypothesis in this study has been confirmed as a scientific fact.

Recommendations

Theoretically and practically, the results of this research synergize, are well-structured, and have implications for the follow-up of public administrative services in island regions in Central Maluku Regency. They prioritize specific policies as the priority, control ranges as the second priority, operationalization as the third priority, responsibility as the fourth priority, and quality as the last priority. It is crucial to ensure that these priorities are maximally implemented to achieve the desired objectives.

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