



## Quality of Service for Civil Servant Pension Proposals Entering the Retirement Age Limit in North River Upper District

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<http://dx.doi.org/10.47814/ijssrr.v6i4.1073>

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### **Abstract**

This study aims to analyze the quality of civil servant pension proposal services that reach the Retirement Age Limit at the North River Upper District Personnel, Education, and Training Agency. The problems to be studied are the procedure for proposing pensions for Civil Servants who reach the Retirement Age Limit (BUP) and the obstacles faced in the pension proposal service procedures. The method used in this study is a qualitative research method using a descriptive type of approach. The type of qualitative research using a descriptive type approach is "problem-solving procedures that are investigated by moving, describing the current state of the subject, the object of research (a, community institutions and others) based on the facts that appear. The results showed that the quality of civil servant pension proposal services that reached the Retirement Age Limit (BUP) at the Personnel, Education, and Training Agency of Hulu Sungai Utara Regency in terms of the dimensions of Tangibles, Reliability, Responsiveness, Assurance, and Empathy has been good and strives to improve the quality of service in terms of pension proposals.

**Keywords:** *Quality; Service; Retirement*

### **Introduction**

Law Number 5 of 2014 concerning the State Civil Apparatus in Article 11 states that State Civil Apparatus Employees are in charge of implementing public policies made by the Civil Service Supervisory Officer in accordance with the provisions of laws and regulations, providing professional and quality public services, and strengthening the unity and unity of the Unitary State of the Republic of Indonesia.

Civil Servants are entitled to salaries, benefits, facilities, leave, pension guarantees, old-age guarantees, protection, and competency development. Thus every civil servant who stops working is entitled to pension guarantees and old-age guarantees. Civil servants are provided with pension

guarantees in the event of death, at their own request with a certain age and length of service, reaching the retirement age limit, streamlining of organizations or government policies that result in early retirement or physical and/or spiritual incompetence so that they cannot carry out their duties and obligations.

In Government Regulation Number 11 of 2017 Jo Government Regulation Number 17 of 2020 concerning Civil Service Management in article 239 paragraph (1) it is stated that civil servants who have reached the Retirement Age Limit are honorably dismissed as civil servants. The Retirement Age Limit as referred to in paragraph (1) is 1) 58 (fifty-eight) years for administrative officials, young expert functional officers, first expert functional officers, and skilled functional officers; 2) 60 (sixty) years for high-ranking officials and intermediate functional officers; and 3) 65 (sixty-five) years for civil servants who hold the principal expert functional officers.

Dismissal as a civil servant is a dismissal that results in the person concerned losing his status as a civil servant. One of the reasons a person is dismissed as a civil servant is because the person concerned has entered the Retirement Age Limit. Every civil servant who retires will get a Pension Decree as proof in writing that the civil servant has obtained his pension rights. This Pension Decree is obtained after fulfilling administrative completeness and going through applicable standard operating procedures.

The Education and Training Personnel Agency of Hulu Sungai Utara Regency as a regional apparatus was formed by the Regent Regulation (PERBUP) of Hulu Sungai Utara Regency Number 38 of 2018, namely concerning the Position, Main Duties, Functions and Job Description of the Personnel, Education and Training Agency of Hulu Sungai Utara Regency dated March 5, 2018. The Education and Training Personnel Agency of Hulu Sungai Utara Regency as an institution that has the main task and function in managing personnel management, tries its best to carry out its duties as a service provider in the field of staffing, such as civil servant pension proposal services.

The Hulu Sungai Utara Regency Government through the Education and Training Personnel Agency has tried to improve services to the community, one of which is to provide pension proposal services for Civil Servants who do not understand the conditions that must be completed in terms of completeness of administrative files by forming services in the *Front Office*. This can be seen from the existence of a special service and consultation room located on the ground floor of the Personnel, Education, and Training Agency, making the service process easier.

The Civil Service, Education and Training Agency of Hulu Sungai Utara District has made a circular to Civil Servants who will enter the Retirement Age Limit (BUP) 1 (one) year before the Civil Servant carries out his retirement by containing the necessary documentation requirements so that prospective retirees before completing and sending the proposal file to check the file first and if there are still errors then the time to make repairs is still long until before the Civil Servant enters the Retirement Age Limit so that the issuance of the Pension Decree does not experience delays.

These mistakes always occur every year and require the issuance of a Pension Decree to be delayed. If there is incorrect data on prospective retirees such as misnames and so on, the Education and Training Personnel Agency of Hulu Sungai Utara Regency immediately notifies prospective retirees to immediately complete supporting files such as CPNS appointment certificates, CPNS decrees, civil servant decrees, Last Rank decrees and New NIP Conversion Decree and other supporting data to be corrected data.

On this basis, it can be seen that the services carried out during this period by the Staffing, Education, and Training Agency of Hulu Sungai Utara Regency still need to be addressed in order to create a good pension proposal service and the mistakes that occur can be minimized.

## **Research Methods**

This research uses a type of descriptive research with a qualitative approach, namely, "problem-solving procedures that are investigated by moving, describing the current state of the subject, the object of research (a, community institutions and others) based on the facts that appear. According to Sedarmayanti and Syarifudin (2002: 33) qualitative research is research carried out on natural object conditions, researchers as key instruments, data collection techniques are carried out in combination, the resulting data is descriptive and data analysis is carried out inductively and this research emphasizes the meaning of generalizations.

The location in this study is the Department, Education and Training Agency of Hulu Sungai Utara Regency located at Jalan Basuki Rahmat No. 04 Amuntai, Tel (0527) 62731 Fax (0527) 61098, Murung Sari Village, Central Amuntai District, Zip Code 71414 South Kalimantan Province. The focus of this study is Service Quality seen from the service benchmarks according to Zeithaml, et.al (1990: 119), which includes Tangibles; reliability; responsiveness; assurance; and empathy.

## **Discussion**

According to Tjiptono (2012: 4) *service can be* viewed as a system consisting of two main components, namely *service operations* that are often invisible or unknown to the customer (back office or backstage) and *service delivery* that is usually *visible* or known to customers (often called *the front office* or *frontstage* ). Explicitly, Sianipar (1999:23) explains that "public services can be expressed as any form of public sector service carried out by the government apparatus in the form of goods and services, which are in accordance with the needs of the community and the provisions of the applicable legislation". Widodo (2001: 269) defines public service as providing services for the needs of the community who have an interest in that person in accordance with the main rules and procedures that have been set.

Public Services according to Law Number 25 of 2009 are activities or series of activities in order to fulfill service needs in accordance with laws and regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers. Public service providers hereinafter referred to as organizers are any state organizing institutions, corporations, independent institutions formed under the law for public service activities, and other legal entities formed solely for public service activities.

In this law, there are public service standards that must be met by the government as a public service provider, both central and local governments. Service standards are benchmarks that are used as guidelines for service delivery and a reference for assessing service quality as an obligation and promise of the operator to the community in the context of quality, fast, easy, affordable, and measurable services.

In the development to create quality services, several supporting aspects are needed, including advances in communication and information technology, with the development of information technology in services resulting in extraordinary *changes*. To create quality services, service providers must have benchmarks or basics in carrying out their service processes.

According to Lupiyoadi (2001: 148) states that the quality of service is how far the difference between the expectations and the reality of the customers for the service they receive. The quality of service can be known by comparing customers' perceptions of the service they actually receive with the actual service they expect. The quality of service is the main thing that the company takes seriously, which involves all the resources owned by the company.

To determine the quality of pension proposal services at the current North Hulu Sungai Regency Personnel, Education and Training Agency, researchers choose to use theories or indicators of service quality according to Zeithaml, et al (1990) to find out the quality of service that is felt clearly by service recipients, there are indicators of service recipient satisfaction measures located in five dimensions of service quality, *namely Tangible, Reliability, Responsiveness, Assurance, and Empathy.*

### **Tangibles**

Tangibles (direct evidence) are the quality of service in the form of employee appearance in serving, the comfort of a place to perform services, ease in the service process, the discipline of employees in performing services, ease of access in service applications, and use of tools in service. If this dimension is felt to be good then the service is good and feels satisfaction.

The appearance of employees is one of the indicators assessed in the quality of service. The appearance of employees relates to the wearing of attributes or uniforms. The cleanliness and neatness of the uniform are things that deserve attention. Employees have looked clean and tidy and have worn uniforms in accordance with established rules.

Based on an interview with Mr. Syarifuddin, he said:

*"In my opinion, the appearance of employees is good according to the daily service clothing regulations, the discipline of officers in providing retired services is good to be consistent with working time in accordance with the applicable working hours provisions, the comfort of the place is good, clean and comfortable there is a place to wait, the ease in the service process is good because there is no need to deliver the proposal file again because it has gone through the pension link, ease of access or consultation related to proposal services can be done through WA or come to the office, the completeness of facilities and infrastructure is also good because maybe every employee is given a computer or laptop to facilitate tasks." (Interview, October 26, 2021)*

From the results of the interview above, the author can conclude that the facilities in the civil servant pension proposal service (PNS) are good, this can be seen from the appearance of the employee is good, the comfort of the place to do the service is good with the provision of seats, the ease in the service process is good with the availability of officers on guard and also services can be done by telephone or WA, The discipline of officers/apparatus in carrying out services is good according to working hours.

### **Reliability**

The dimension of reliability (reliability) is related to the ability and reliability to provide reliable services, namely the accuracy of employees in serving, having clear service standards, the ability of employees to use tools in the service process, and employee expertise in using the tool in the service process.

BKPP has clear service standards in the pension proposal process using Standard Operating Procedures (SOPs) in service. This SOP serves as a guideline in working from work procedures to service procedures.

The ability and expertise of employees in using tools are very decisive in the process of pension proposal services because they are input through the SAPK and Docudigital applications, therefore employees on duty must understand telecommunications. If employees are able to use tools in the retirement proposal process, the service will be faster because it does not only rely on people who can use the tools.

This is supported by the results of an interview with Mr. Abd. Razi revealed that:

*"The ability of officers to provide reliable services is good, officers who work on pension proposals before inputting will be checked first before inputting so that pension proposal data does not occur errors because there are some data on staffing documents that are different from SAPK application data.*

*(Interview, December 13, 2021)*

Based on the results of the interview above, the author can conclude that this dimension of reliability, namely related to the accuracy, service standards, abilities, and expertise of employees is good where the proposed data that has been entered on the link will be checked again so that there are no shortcomings and errors in the input process, service standards are also clear that they will go through several stages until the issuance of a pension decree, The ability and expertise of employees are good because employees understand how to use computers.

### **Responsiveness**

The dimension of responsiveness includes responding to every applicant who wants to get service, doing services quickly, precisely, and meticulously, doing services in a timely manner, and responding to any complaints or questions. Ability to assist and provide services quickly and precisely, and be responsive to the wishes of service recipients. The responsiveness shown by officers or employees who provide services is one of the important aspects of providing satisfaction.

The service procedures that everyone who needs services must go through are quite easy and simple, not convoluted, easy to understand, and implement both by the community served and the officers who provide services. Responsiveness can foster a positive perception of the quality of services provided. This dimension emphasizes the attention and speed with which employees are involved in responding to requests, inquiries, and complaints of service recipients.

Based on the results of an interview with Mr. Yusuf the Head of the Sub-Division of Discipline, Dismissal, and Pension, he explained that:

*"The employee's response to the pension proposal is good enough, the employee's responsiveness is good, we just convey what we want to know, so the employee will swiftly give and explain it."*

*(Interview, October 26, 2021)*

Based on the results of the interview above, the author can conclude that the employee's response in serving complaints is good, where if there are things that need to be asked, you can come to the office or consult via telephone or WA chat.

### **Assurance**

The assurance dimension includes the knowledge, ability, decency, and trustworthiness that employees have, free from danger, risk, or doubt. Officers provide timely guarantees in service, guarantees of legality in service, and guarantees of certainty of costs in service. It is normal for every agency to maintain imagery because basically once you make a mistake, the good name will be lost.

To provide timely guarantees in the issuance of pension decrees in the circular, it has been written that the process of sending pension proposals is carried out for at least 6 months so that there is no delay in issuing pension decrees because there are some incorrect or different staffing data and require determination from the Central BKN.

The guarantee of legality in the pension proposal will be issued a pension decree sent to the SAPK application which will be printed and signed by the PPK or the Regent. If the pension decree already exists, it will be used for the disbursement of Old Age Savings (ENT) funds and pension salaries.

To ensure certainty of costs in proposing pensions or other staffing problems, that is, there is no charge for each type of service. With the guaranteed cost, employees who propose pensions are not worried if they have to pay fees because they are not charged.

## **Empathy**

This dimension is related to the friendliness and concern of employees in providing services. Employees who are friendly and communicate well will be one of the supporting factors for service users to give a good assessment of the services provided. Empathy is the firm but attentive attitude of employees towards the recipient of the service.

The empathy dimension includes putting the interests of the applicant first, serving with a friendly attitude, courtesy, and non-discriminatory (discriminating), and serving and appreciating each applicant.

The top priority in service is the satisfaction of service users. All service-related needs must be given top priority and must be in accordance with what is required by service users. If the service user does not feel that they come first, it will cause complaints and give a bad impression to the service officer.

Hospitality is needed by employees in carrying out a service process. Being friendly means being kind and appealing to the language. If the service employees are friendly, it will give a good assessment from service users. In addition to being friendly, an attitude of courtesy is also needed in service, by being polite service users will feel valued and respected, an attitude of respect can be done by asking what is not understood or not understood in terms of proposing a pension, providing explanations related to the needs of service users, and trying to meet the needs of service users.

The existing service system in BKPP in pension services does not discriminate against staffing groups, all proposals are carried out according to the pension TMT. Based on an interview with Mr. Syarifuddin, he stated:

*"The employee in charge of handling the pension behaves in a friendly manner and responds to any questions and provides explanations as to what is required." (Interview, October 26, 2021)*

Based on the results of the interview above, the author can conclude that the employee served kindly and politely, responded, and gave explanations well.

## **Conclusion**

To determine the quality of pension proposal services at the current North River Upstream District Personnel, Education and Training Agency, researchers chose to use the theory or indicator of service quality according to Zeithaml, et al (1990) on five dimensions of service quality, namely *Tangible, Reliability, Responsiveness, Assurance, and Empathy*.

Based on the results of the discussion that the researcher has stated, it can be concluded that the facilities in the civil servant pension proposal service (PNS) are good, this can be seen from the appearance of employees is good, the comfort of the place to do services is good with the provision of seats, the ease in the service process is good with the availability of officers on guard and also services

can be done by telephone or WA, The discipline of officers/apparatus in carrying out services is good according to working hours.

In the dimension of reliability, which is related to accuracy, service standards, employee abilities, and expertise are good where the proposed data that has been entered on the link will be checked again so that there are no shortcomings and errors in the input process, service standards will also clearly go through several stages until the issuance of a retirement decree, the ability and expertise of employees are good because employees understand that they will use computers. Meanwhile, the response of employees in serving complaints is good, where if there is anything that needs to be asked, you can come to the office or consult via telephone or chat WA.

Based on the dimensions of timely guarantees, legal guarantees, and cost guarantees have all been carried out by BKPP for punctuality has been notified through a circular, and fees are not charged in their management. And from the dimension of friendliness, employees serve with kindness and courtesy, respond, and give explanations well.

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