

## Analysis of Administration Services in the Regional Office of the Ministry of Religion, Aceh Province

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### Abstract

*Service is an effort given by a group of individuals or bureaucracy to provide assistance to the community in order to achieve a certain goal. Improving the quality of administrative services is a very important issue. This happens because the demands of the community for the quality of services are increasingly greater, while the practice of service delivery sometimes does not experience significant changes. The community at all times demands quality services, even though these demands are often not in line with expectations because the services they obtain are sometimes convoluted, slow, expensive and tiring. The formulation of the problem in this study is how the administrative services at the Office of the Ministry of Religion of Aceh Province and the efforts made by the Ministry of Religion of the Province of Aceh in improving administrative services. The method used in this study is a qualitative method, while data collection techniques are done through in-depth observation and interviews with informants. Data collected through observation, interviews and also study documentation. The results of the study relating to administrative services at the Office of the Ministry of Religion in Aceh showed that there were reliable human resources at the Office of the Ministry of Religion in the Province of Aceh and had a sense of responsibility in providing various services in accordance with the workload of each employee. Meanwhile, related to the various efforts made by the Ministry of Religion of the Province of Aceh, both related to capacity building and disciplinary improvement, it still needs to be improved. The conclusion of the research shows that the administrative services at the Office of the Ministry of Religion in Aceh Province are good, but are still slow and the quality needs to be improved. Efforts made by the Ministry of Religion of the Province of Aceh to improve services are related to improving the ability to run well. Whereas related to discipline both regarding timeliness and work facilities are still poor and need to be improved.*

### Keywords

services, administration, regional office ministry of religion



## I. Introduction

Service is not a new phenomenon in an organization in this country, the existence of the organization as a government institution has actually existed since thousands of years ago. However, the tendency regarding the concept and practice of services carried out by the bureaucracy in the organization always gets various criticisms because it is considered ineffective and inefficient and far behind the development of services that occur in other private sectors. Government institutions, on one hand, are considered to often carry out a variety of budget wastage and on the other hand the administration of services carried out by the government bureaucracy is still faced with inadequate services and the quality of human resources who perform inadequate service functions.

Based on preliminary observations at the research location, there are various efforts to change services towards a better way carried out by the Office of the Ministry of Religion in Aceh regarding general guidelines for administering administrative services such as service procedures, service requirements, service personnel capabilities, speed of service, justice in getting services, service cost certainty and service schedule. In this case the Office of the Ministry of Religion in Aceh has consequences to improve services properly in accordance with community expectations.

The Office of the Ministry of Religion in Aceh as an organization that has a commitment will create a sense of belonging for employees of the organization. If the employee feels his soul is bound to the values of the organization, he will feel happy at work, so that the organization's performance can improve. The phenomenon related to the quality of services at the Aceh Province Ministry of Religion, has given a new color to government institutions to further improve the quality of service to the community. To be able to improve services both in terms of quality and quantity, the Office of the Ministry of Religion in Aceh Province needs to prioritize open and skilled governance, both in terms of administration, and in terms of its finances. Good governance includes proper planning, fast and accurate information systems, and professional work.

With good governance, it is hoped that administrative services at the Office of the Ministry of Religion in Aceh can run efficiently while maintaining the quality of service while being able to answer the needs of the services needed, and being able to dismiss the growing issue that the quality of service is not good. Based on this description and to narrow the research boundaries it is necessary to discuss the quality of service relating to the quality and quantity management of employees owned by the agency. Therefore, researchers are interested in conducting an in-depth study of "Analysis of Administrative Services at the Regional Office of the Ministry of Religion in Aceh Province".

## **II. Review of Literatures**

### **2.1 Public Service Theory**

Administration is a business and activity related to the implementation of policies to achieve goals. According to Harbaini (2014) administration regarding "The completion of what is to be done, with the achievement of the objectives to be set. Meanwhile Nawawi (2014) administration is "Activities or a series of activities as a process of controlling a group of human cooperation efforts to achieve common goals that have been set". According to Samsudin (2014) administration is "The whole process of collaboration between two or more people based on certain rationalities to achieve predetermined goals".

### **2.2 Organizational Theory**

The organization in this study is a government organization in carrying out the organization based on its function and with the use of the budget as efficiently as possible in accordance with the structure and position of the organization and in accordance with applicable regulations. In an organization a clear division of labor is needed as an activity in determining what work is done and who has to do the task. This activity is an effort to create quality of work and quality of organizational performance of the Aceh Province Ministry of Religion Office in providing services.

### 2.3 Human resource theory

The most important part of increasing the ability or value of human resources is to utilize all the talents of people in the organization.

According to Nawawi (2014) there are three definitions of human resources, namely:

- a. Human resources are people who work within an organization (also called personnel, labor, workers or employees).
- b. Human resources are human potential as an activator of an organization in realizing its existence.
- c. Human resources are potentials that are assets and function as capital (non-material / non-financial) in business organizations, which can realize physical and non-physical potential in realizing organizational existence.

### III. Research Methods

In this study the study used a qualitative descriptive approach. Through this method the researcher tried to analyze Administrative Services at the Regional Office of the Ministry of Religion in the Province of Aceh. The focus of the study is as follows:

1. Administrative services at the Office of the Ministry of Religion in the Province of Aceh with the following dimensions and indicators:

**Table 1.** Administrative services at the Aceh Province Ministry of Religion Office

No	Dimension	Indicator
1	Human Resources	a. Ability b. Service quality
2	Responsible	a. Workload b. Division of tasks

2. Efforts made by the Ministry of Religion of Aceh Province to improve services with dimensions and indicators:

**Table 2.** Efforts made by the Ministry of Religion of Aceh Province

No	Dimension	Indicator
1	Capacity Building	a. Education b. Training
2	Increased Discipline	a. On time b. Work Facilities

Determination of the informants in this study was conducted by purposive sampling, with the consideration that the informant understands the problem under study and can provide information and responses to the problem that is the purpose of the study. So that the data and information received by the researcher are objective and accurate to be used as material for the analysis of the problem as stated in the previous section. Data collection techniques through observation, interviews and analysis of existing documents at the office of the Ministry of Religion in Aceh Province.

## IV. Discussion

The Regional Office of the Ministry of Religion of the Province of Aceh as an organization in implementing the Central Government wheels with branch offices in the Province of Aceh carrying out services in accordance with their functions and duties regulated in the nomenclature of the Ministry of Religion. Administrative services in the Aceh Province Ministry of Religion's Regional Office, which began in 1956 until now, have been led by 11 (eleven) heads with the length of time of leadership between one head and another varying in duration.

For more details about the history of leadership of the Aceh Province Ministry of Religious Affairs Regional Office since its establishment until now can be seen in table 4.1 below.

**Table 3.** The names who had served as head of the Office of the Ministry of Religion in Aceh Province from 1956 to present

No	Name of Office Chief	Year
1	Tgk. Wahab Seulimem	1956-1971
2	H. M. Hasan	1972- 1972
3	Abdul Kadir Thair, MA	1972-1973
4	Ibrahim Amin	1973-1974
5	Prof. Ibrahim Husen, MA	1974-1982
6	H. T.A Mahmudi	1982-1992
7	Drs. H. M. Nur Ali	1992-2002
8	Drs. H. Gazali Mohd Syam	2002-2006
9	Drs. H. A. Rahman TB	2006-2011
10	Drs. H. Ibnu Sa'dan, M.Pd	2011-2015
11	Drs. H. M. Daud Pakeh	2015 till Now

Source: Aceh Province Ministry of Religion Regional Office.

Based on table 4.1 above it can be illustrated that leadership in the Regional Office of the Ministry of Religion of the Province of Aceh with a duration of no longer than 15 years and at least 10 months. The difference in the duration of leadership in the organization is due to the changes made by the Central Government as the leader of the highest organization in the country. The Aceh Province Ministry of Religion's Regional Office from 1956 until now has been led by eleven people as shown in the table above. The Regional Office of the Ministry of Religion in the Province of Aceh in carrying out organizational activities is assisted by employees with status as State Civil Apparatus (ASN), as well as employees with contract status.

### 4.1. Administrative services at the Aceh Province Ministry of Religion Regional Office:

#### a. Administrative services

##### 1. Ability

Human resources are an important asset in an organization, as is the case with the Regional Office of the Ministry of Religion in Aceh Province. Therefore, every employee, both ASN and contract employees, is considered as a human resource who has the ability to provide services to those who need services that always need to be cared for, cared for, and developed, because remembering that every quality human resource will produce something as desired. Quality is not only clever, but also has the skills required of the work, so it can be completed according to plan.

Based on researcher interviews with the Head of the Regional Office of the Ministry of Religion of the Province of Aceh stating that: In general employees at the Regional Office of the Ministry of Religion of the Province of Aceh already have a good ability to provide services, but they still need to develop their human resource capabilities with the aim of improving the level of effectiveness of performance in achieving results which is determined as well as to adjust to the demands of society. To improve the ability is usually done through a variety of training, seminars, training and workshops. Each employee is given the opportunity to participate in various activities in accordance with their respective efforts in order to improve the ability, skills and work efficiency so that work productivity both in terms of quality and in terms of quantity can improved.

The development of the capacity of the State Civil Apparatus as well as contract staff at the Regional Office of the Ministry of Religion in Aceh Province is related to the availability of opportunities and development of learning provided to all ASNs and contract workers including the ability to plan implement and evaluate. Therefore, every organization is no exception the Office of the Ministry of Religion of the Province of Aceh needs to have strong resources in carrying out various activities in order to improve the ability of ASN in carrying out its service functions to the community. Based on researchers' interviews with staff at the Aceh Province Ministry of Religion's Regional Office, they stated that: To improve capabilities, employees are given the opportunity to participate in various training, training and workshops to improve their skills and resources. We are also permitted to take part in various lessons but specifically this at our own expense, provided that it does not interfere with the overall work schedule. With this kind of support we are very motivated to improve our abilities.

## **2. Quality of Service**

The Regional Office of the Ministry of Religion of the Province of Aceh has always tried and endeavored to improve the quality of services, especially those relating to administration with the aim of increasing public satisfaction and also to maintain the reputation of the institution. Based on the interview of researchers with the Head of Administration of the TU Regional Office of the Ministry of Religion in Aceh Province stated that:

To improve the quality and quantity of services at the Regional Office of the Ministry of Religion in the Province of Aceh, at the beginning of each year each ASN and contract staff made a kind of performance agreement at each supervisor. This is a kind of target to be achieved in order to support the main tasks and functions set for the current year. In this regard, the rules already exist and are clear and if implemented with sincerity and full responsibility will have an impact on the quality of service. But because it is related to the service assignments that must be given by ASN as the party that has hopes, desires, wishes, interests and so on, sometimes in carrying out the function of service, look for loopholes, in order to benefit oneself, service.

The same thing was conveyed by the Head of the Aceh Province Ministry of Religious Affairs Regional Office during the interview that "In tupoksi established by the Aceh Province Ministry of Religion Regional Office which is in direct contact with services to the community leads to always improve services to various parties who need administrative services ". Regarding the quality of service at the Aceh Province Ministry of Religious Affairs Regional Office, based on a researcher interview with one of the community, it was stated that:

The administrative services that we get at the Regional Office of the Ministry of Religion in Aceh Province are still very slow, so we want various improvements in the future so that services can be done even faster. In providing services they do indeed prioritize politeness, sincerity in conducting services, but for us the quality of service is not just that it includes including speed in providing services, therefore in the future there needs to be improvement.

Based on interviews conducted by researchers with staff at the Regional Office of the Ministry of Religion in the Province of Aceh and also with one of the community there were differences in answers so that researchers combined with the results of observations that researchers did that:

The Regional Office of the Ministry of Religion of the Province of Aceh has provided good and sincere services to all those who need services, but the services they provide seem to be very slow. The delay causes dissatisfaction for those who need services quickly and accurately. This is certainly related to the quality of service that can be said is still lacking in quality.

Based on interviews with several informants, it can be concluded that the Regional Office of the Ministry of Religion of Aceh Province as a working system formed from various activities does not yet have good human resources in carrying out services as an organization. Because to achieve the goal can not be separated from administrative service activities that must be provided. This administrative activity is carried out to provide services to achieve predetermined goals. Meanwhile, based on observations made by researchers, it can be concluded that the human resources at the Regional Office of the Ministry of Religion in Aceh Province are still low.

## **b. Responsible**

### **1. Workload**

Workload for someone means having responsibility for the success of work activities led, so that being a leader is not easy and not everyone has the same in carrying out his leadership. Based on the interview of researchers with the Head of the Regional Office of the Ministry of Religion of the Province of Aceh stating that "Workload is the ability possessed by a person in carrying out service duties, in accordance with their respective duties and functions".

Based on researcher interviews with staff at the Regional Office of the Ministry of Religion of the Province of Aceh, it was stated that "the ability of a person as an ASN, especially at the Regional Office of the Ministry of Religion of the Province of Aceh so far has done the best in order to achieve the goals of the organization". The Head of the Regional Office of the Ministry of Religion of the Province of Aceh must be fully responsible for providing services to all parties in need. This is consistent with the interview of researchers with the Head of Administration at the Regional Office of the Ministry of Religion in Aceh Province in relation to the ability to state that:

Employees of the Aceh Province Ministry of Religion's Regional Office do a variety of things in service ranging from collecting various information activities, namely searching for and obtaining various information needed, then rearranging it so that the information is easily understood. Managing activities is intended to restate information so that it is more useful and also multiplies the ability to provide services.

The responsibility of the Head of the Regional Office of the Ministry of Religion of the Province of Aceh in carrying out their duties in accordance with the interview of researchers with IT Staff that "The head as the leader is fully responsible for services, but who provide services in each field in accordance with their respective duties and functions". In daily life,



employees play an important role. Therefore, employees need to improve their ability to provide services as a form of responsibility.

Based on researchers' interviews with the community that:

So far, the ASNs in the Aceh Province Ministry of Religion Regional Office have shown good ability and responsibility in carrying out their respective duties. With a sense of responsibility so that the implementation of each task is not chaotic and in accordance with the plans and rules that have been set. However, what is called bureaucracy is that there is still such thing as negligence so that the ability in service seems slow.

## **2. Division of Tasks**

The division of tasks is absolutely necessary in each activity in a clearer and more detailed manner. At the Regional Office of the Ministry of Religion in the Province of Aceh there is also a division of tasks in work. This is in accordance with the interview of researchers with staff of the Ministry of Religion of the Province of Aceh that "With a clear and more specific division of tasks for each ASN, it can be used optimally. If not, the staff at the Aceh Province Ministry of Religious Affairs Regional Office will find it difficult to develop and will burden the community.

The division of tasks can be easier and more directed in running the wheels of the organization. The same is true in organizations at the Regional Office of the Ministry of Religion in Aceh Province. The results of the interviews with researchers at the Head of the Administration Unit that "The division of tasks is carried out through sections according to their respective main tasks, so that ASN carries out the tasks assigned to it. For this reason, ASN is more proactive in carrying out the tasks that have been carried out as a form of responsibility in providing services ".

## **4.2. Efforts made by the Ministry of Religion of Aceh Province to improve services:**

### **a. Capacity Building**

#### **1. Education**

Education is a human resource development activity to increase knowledge, abilities and skills, and to improve staff performance which is expected to have an impact on service quality. Education as a form of developing the intellectual abilities and personality of staff. Therefore every organization that wants to develop must pay attention to the education of all staff so that it can affect the performance of the institution. Based on researchers' interviews with the Regional Head of the Aceh Province Ministry of Religion Office that:

For all staff who know ASN at the Regional Office of the Ministry of Religion of the Province of Aceh who wants to attend further education, it is provided convenience to include a study permit and easier diploma adjustments. In this case the leadership also participated in continuing socialization so that all staff would be willing to continue their higher level education, at their own expense.

The Head of the Regional Office of the Ministry of Religion of Aceh Province makes it easy for ASNs who want to continue their formal education at a higher level such as Bachelor, S2 and S3 degrees. The facilities provided are in the form of an administrative completion process by making a request for study permit to continue education. Documentation data shows that ASN at the Regional Office of the Ministry of Religion of the Province of Aceh who participated in the education program has increased, this is an appreciation addressed by staff in response to the leadership's policy program.

Referring to the objective conditions and data findings, it can be interpreted that this educational program with a study permit is a program that receives full appreciation from

ASN. This is consistent with the interview of researchers with IT Staff on that: In principle the head gives the broadest possible opportunity for all ASNs to pursue education without determining and directing what field of study they are taking, this condition is intentionally so that administrative staff develop in accordance with their wishes, later after they are finished in their education, surely these staff will continue to develop both in terms of knowledge, skills and nature, this is a condition that is expected to progress the Regional Office of the Ministry of Religion of the Province of Aceh.

The success of the education program implementation with a study permit is very relevant because most of the staff are continuing their education even though at an independent cost. Thus there are indications that the implementation of the education program with a study permit has been going well because the interests and desires of the staff who are currently attending education have been going well. Academically the ability of staff resources in the Regional Office of the Ministry of Religion in the future will improve in Aceh thanks to the care and active participation of staff or ASN to pursue further education.

Based on the results of the study it can be concluded that capacity building through education is a priority at the Regional Office of the Ministry of Religion in the Province of Aceh to improve the ability or skills in carrying out tasks, especially related to services.

## **2. Training**

The training was an activity participated by the ASN Regional Office of the Ministry of Religion in the Province of Aceh in accordance with the needs of each employee. Based on documents available at the Regional Office of the Ministry of Religion in Aceh Province, training consists of three types, namely leadership training, functional training and technical training. Leadership training at the Regional Office of the Ministry of Religion in the Province of Aceh was attended by echelon IV, III, II and also echelon I employees. While functional training was more focused on fostering employees related to expertise and skills. While technical training deals with general and substantive fields.

Based on researcher interviews with the Head of the Aceh Province Ministry of Religion's Regional Office, they stated that:

In order to increase the ability of ASN, we provide equal opportunities for all staff to take part in the training, but the type of training certainly varies between one ASN and another. Some ASNs are only taking part in pre-service training. This training was conducted for prospective State Civil Apparatuses in the context of forming insights, personalities, and ethics, basic knowledge of the government administration system and organizational culture in order to be able to carry out their duties and roles as public servants. Then education in office is carried out to develop the knowledge, skills and attitudes of the ASN at the Regional Office of the Ministry of Religion in the Province of Aceh in order to carry out the tasks of government and development as well as possible.

Training is preferred for employees who have the status of the State Civil Apparatus (ASN), contract employees are not followed in the training. Based on the interview of researchers with the Head of Administration that:

All ASNs participate in pre-service training, but there are also ASNs who take part in other training, namely leadership training to provide insight, knowledge, expertise, skills, attitudes and behaviors in the field of leadership in order to achieve competency requirements in structural position levels. The training is specifically for structural position levels, composed of level IV training for echelon IV / b structural positions, level III training for echelon III structural positions. Level II training for echelon II structural positions and level I training for echelon I structural positions. The training was adjusted.



From the results of observations made by researchers at the Regional Office of the Ministry of Religion, Aceh Province, ASN conducted training:

- a. Functional skills training is training that provides knowledge and specific functional expertise that is directly related to the implementation of the functional position of the relevant expertise.
- b. Functional skills training is training that provides knowledge and specific functional skills that are directly related to the implementation of functional positions of the relevant expertise.
- c. Technical training is carried out to achieve the technical competency requirements needed to carry out the task.

## **b. Increased Discipline**

### **1. Punctual**

Timeliness in providing services is absolutely necessary and is a hope both for the waiter and for the parties served, with the timeliness so that there is no delay in providing services both related to general administration and related to correspondence. In this regard, the results of the researchers interview with the Head of Administration of the Aceh Province Ministry of Religious Affairs Regional Office that:

With the services provided in a timely manner, it has a very positive impact on the placement of various archives in a thin and orderly manner, so that when the archive is needed there is no delay and it is easy to find it back in a timely manner. To find the archive so far, for us it does not take long because we have neatly stored one ex from the letter we gave to other parties who need it.

### **2. Work Facilities**

The Regional Office of the Ministry of Religion of the Province of Aceh has various work facilities to support the realization of good service to the community. To support the smooth running of the organization of the Regional Office of the Ministry of Religion in the province of Aceh in the form of rooms and other work equipment such as computers, desk chairs where archives are stored and so on. But the work facilities available at the Regional Office of the Ministry of Religion in Aceh Province are very simple. This is as the interview of researchers with the Head of Administration said that:

In our work we are equipped with rooms and other work equipment such as computer equipment, but so far the existing equipment only relies on old computer equipment and the system is slow. In this case we only maximize the existing work facilities. For this reason, in the future the Regional Office of the Ministry of Religion in Aceh needs to be equipped with adequate work facilities to support the smoothness and speed of service.

From a research interview with the IT Staff of the Aceh Province Ministry of Religion Regional Office mentioned:

Existing work facilities at the Regional Office of the Ministry of Religion in the Province of Aceh are currently very incompatible with the volume of work that is so much, While the work facilities especially computers are still using the old with the 2007 office which sometimes runs very slowly, while we are required to provide excellent service with quick and precise.

The facility is a mandatory supporting facility for all deliveries wherever they are, including the Provincial Office of the Ministry of Religion in Aceh. Good facilities on the one hand can make employees comfortable at work so that it has implications for the smooth running of the organization or administrative services to the people who need it, and vice

versa bad facilities can make employees less comfortable at work so it also has an impact on the work of employees or services provided at Public. Based on interviews conducted by researchers with the Head of the Regional Office of the Ministry of Religion of the Province of Aceh in connection with the work facilities in the office, it states that "We have many facilities as a means of working that are often used by employees, but the facilities we have especially those that are often used a day days like the computer is old and the road is slow, while the new one has no budget ".

## V. Conclusion

This study discovers that important factors to affect organization commitment were based on the description of the results of research and discussion in the previous chapter, it can be concluded as follows:

1. Administrative services at the Office of the Ministry of Religion in the Province of Aceh both relate to human resources with good ASN capability indicators but in providing services to the community is still slow, while the quality indicators need to be improved. Whereas relating to responsibilities both with workload indicators and the division of tasks has been going well. So related to service responsibilities with the streamlining of the organization it is easier to carry out its functions in carrying out tasks with workloads for each ASN to remain the same.
2. Efforts made by the Ministry of Religion of the Province of Aceh to improve services are related to capacity building and discipline improvement in accordance with the focus of research. Capacity building consists of education and training that has been going well so far at the Office of the Ministry of Religion in Aceh Province. Whereas related to discipline both regarding timeliness and work facilities are still poor and need to be improved in the future.

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