The Relationship Of Placement And Protection Services To Indonesian Labor In Serang District

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Abstract

The purpose of this study was to determine the service level of the Service Center for the Placement and Protection of Indonesian Migrant Workers in the Serang District. In the Placement and Protection of Indonesian Migrant Workers from Serang Regency. The research method used is a quantitative analysis approach. The data collection technique was through a questionnaire distributing several questions which were distributed to 278 respondents. The results of this study are that service users are dissatisfied with the services provided by the Service Center for the placement and protection of Indonesian workers in the Serang Regency.. Suggestions need for supervision and coordination from the Center for placement and protection of Indonesian workers, related to placement and protection. Socialization is needed which should be held routinely to provide information to workers and should improve the quality of Human Resources and improve other service support facilities.

I. Introduction

Employment that is closely related to unemployment is poverty (Renahy et al., 2018), poverty is a problem that has become a global issue in any part of the world. Apart from being absolute, poverty is a socioeconomic disease that is not only experienced by developing countries but also by developed countries. According to data from the Central Bureau of Statistics as of March 2022, the poor in Indonesia reached 11.25 percent or as many as 28.30 million people of the total population in Indonesia.

The description above regarding employment problems in Indonesia, namely the factor of poverty, insufficient employment, and low levels of education, is what triggers Indonesian workers to work abroad (Awani & Kartini, 2018). Becoming an Indonesian Migrant Worker abroad is a life choice. Because the basis for the decision to work abroad is caused by the urgency to make a living (Chin, 2020).

Article 27 paragraph 2 of the 1945 Constitution states, "Every citizen has the right to work and a living worthy of human life." However, in reality, the limited employment opportunities in the country have caused many Indonesian citizens to seek work abroad (Arumsari, 2019; Rizka et al., 2021). The magnitude of worker enthusiasm for working abroad, as well as the large number of Indonesian workers currently working abroad, has a positive side that alleviates some of the country's unemployment problems, but it also has a negative side in the form of the risk of possible inhumane treatment of workers (Bakrie, 2017; Ningsih, 2019).

The conditions or conditions of employment for the Province of Banten in February 2022 based on data obtained from the Official Statistical News of the Banten Province BPS, the total workforce reached 5,479,090 people, an increase of 3,215 people compared to the total workforce in February 2022 of 5,475,875 people. In February 2022, the population working at the elementary school level and below still dominated, namely 2,046,420 people (41.55%), while the population working at the Diploma level was 146,461 people (3.00%) and the population working at the Diploma level tertiary education only 508,035 people (10.32%). This indicates that the quality of Human Resources owned by Banten Province is relatively low, so automatically the productivity of the workforce produced is also low.

One of the efforts to reduce labor problems is by sending Indonesian workers abroad (Adawiyah, 2020). However, in reality, the Indonesian Migrant Workers themselves have problems that become obstacles and it is difficult to find a way out (Fitrianita & Rachmati, 2019; Satyanugra & Susiatiningsih, 2021). Sending workers abroad is not wrong if you see the increasing need for jobs because becoming a workforce cannot be seen only from the negative impact where there is a large potential risk that risks the safety of the workforce, but it must also be seen from the positive impact, namely, it can be a solution part of the problem of unemployment in Indonesia (Noveria, 2020). The placement of Indonesian Migrant Workers abroad generates foreign income for the state and is part of attempts to boost economic growth in the areas where these TKIs originate, enhance the welfare of workers and their families, and improve the quality of human resources (Giawa et al., 2017; Herindrast, 2018).

2. Research Method

This research method uses quantitative research whose discussion uses statistics. Through the process of data collection to interpretation. The research method is an in-depth and careful study of the facts contained in this research.

Data collection technique

The instrument used in this study is the form of a questionnaire, with several variables. The data collection method used in the research is as follows: 1) Questionnaire detailing several questions that had been previously prepared for 278 respondents. The statements contained in the questionnaire, or a list of these statements are detailed and complete and have provided answer choices from the closed questionnaire. 2) Observation, the field in Serang District is one of the data collection techniques that not only measures the attitudes of respondents but can be used to record various phenomena that occur.

Population

The population of all objects or subjects in the Serang Regency area that meet the requirements related to research problems, on all units or individuals within the scope of the workforce studied (Sugiyono, 2018). The population is an area of attack consisting of objects that have qualities determined by the researcher to be analyzed and some conclusions drawn. The number of Indonesian Migrant Workers from Serang Regency is 450 men and 445 women. So the total Indonesian workforce is 915 people.

3. Results and Discussion

Profile of the Service Center for Placement and Protection of Indonesian Migrant Workers in Serang.

Service Center for the Placement and Protection of Indonesian Migrant Workers in Serang. It is one of the Technical Implementation Units within the National Agency for the Placement and Protection of Indonesian Migrant Workers (Djatmiko & Pudyastiwi, 2019; Muwahid & Syafa'at, 2018). Where previously it was called the Indonesian Migrant Worker Placement Service Center which is a technical implementing unit of the Ministry of Manpower and Transmigration. The Service Center for the Placement and Protection of Indonesian Migrant Workers was formed following the regulation of the Head of the National Agency for the Placement and Protection of Indonesian Migrant Workers Number: KEP. 333/KA/XII/2007 (Maksum, 2017; Situmorang, 2015). Where it was formed after the National Agency for Placement and Protection of Indonesian Migrant Workers was established based on Presidential Regulation Number 81 of 2006 (Sriyanto & Yustiningrum, 2016). The Service Center for Placement and Protection of Indonesian Migrant Workers is under and responsible to the Head of the National Agency for Placement and Protection of Indonesian Migrant Workers, and as a Technical Implementing Unit is an independent organizational unit that carries out operational tasks and/or supporting technical tasks in that environment, according to the regulations of the Agency. (Handayani et al., 2015; Iqbal, 2014).

Validity test

Correlating the item score with the total score allows you to determine if each item in the instrument is valid or invalid. Using the Pearson Product Moment formula as follows:
Correlation Formula :

$$rxy = \frac{n\sum XiYi - (\sum Xi)(\sum Yi)}{\sqrt{\{n\sum Xi2 - (\sum Xi)2\}\{n\sum Yi2 - (\sum Yi)2\}}}$$

Valid if recount> r-table, where r-table has been determined to be 0.115, with a significance level of 5%. From the test above, it can be analyzed, above, if the correlation value is compared with the validity test criteria for the variable Service Center for the Placement and Protection of Indonesian Migrant Workers in the Serang district in the Placement and Protection of Indonesian Migrant Workers from Serang Regency above it appears that the Product Moment correlation value for each item has a correlation value greater than 0.115. This shows that all statements in the questionnaire can be said to be valid.

Reliability Test

The following shows the results of the instrument reliability test for the Service Center for the Placement and Protection of Indonesian Migrant Workers in Serang Regency in the Placement and Protection of Indonesian Migrant Workers from Serang Regency through the SPSS 16.00 program.

Table 1 Reliability Test Table

Cronbach's Alpha	N of Items
760	45

Source: Processed Primary Data (2023)

Reliability Statistics

Based on table 1 above, the reliability test using the Cronbach alpha method obtained an alpha value of 0.759. This means that the alpha value obtained is greater than the value of 0.30. This means that all statements contained in the research questionnaire can be declared reliable.
Data analysis

At this stage, the writer will describe the results of the research data carried out through a questionnaire. The author distributes questionnaires to all samples, namely as many as 278 respondents. The respondents in question are Indonesian Migrant Workers in Serang Regency who use the service. In analyzing the data, the researcher uses the theory of Public Service Indicators with 5 indicators in it, namely tangibles, reliability, responsiveness, assurance, and empathy. The scale used in the questionnaire is the Likert Scale. Questionnaire answer choices consist of four items, namely SS (strongly agree), S (agree), TS (disagree), and STS (strongly disagree). The SS option is worth 4, the S choice is worth 3, the TS option is worth 2, and the STS choice is worth 1.

Tangibles indicator

Tangibles or direct evidence in this study include several sub-indicators such as the physical appearance of the services provided by the service provider, in this case, BP3TKI Serang, the availability of facilities and infrastructure provided by the service provider, employees in charge of providing services and means of communication provided by service providers to service users.

Facility Availability

Facilities are everything that is used to support activities in the service process (Muyamin, 2019). These facilities and infrastructure include the availability of parking lots, competent instructors, and facilities in the final departure debriefing room in Serang. Based on the description above, it is the respondent's response or answer regarding the statement of the availability of a parking area for service users, of which there are 280 respondents. As many as 1 respondent or 0.4% chose the strongly agree option, then 31 respondents or 11% chose the agree option, 205 respondents or 74% chose the disagree option and the remaining 40 respondents, or 14% chose the strongly disagree option

Employee

Employees are important in providing services to service users or Indonesian workers. What is meant here is the appearance and attitude of employees at the Service Center for Placement and Protection of Indonesian Workers in Serang in providing services to service users.

Based on the description above, clearly describes the results of responses or answers from respondents about the Service Center for Placement and Protection of Indonesian Migrant Workers in Serang having adequate employees, where out of 278 respondents as many as 3 respondents, or 1% chose the option strongly agree, then 1 respondent or 0, 3% chose the agree option, then as many as 189 respondents or 68% chose the disagree option and as many as 85 respondents or 31% chose the option strongly disagree with the statement and can also be seen from the results of the average interpretation score of 1.70 which is included in the bad category. It can be illustrated that the answers given by the respondents were quite varied regarding the employee's statement that they were always there during working hours, where out of a total of 278 respondents, 1 respondent chose the agree to answer option, then 236 respondents or 15% chose the disagree answer option. The remaining reason is that 41 respondents or 15% chose the answer option to strongly disagree with this statement which is supported by the results of the average value of the interpretation of the statement of 1.85 which is included in the rating interval in the not good category.

Reliability Indicator

The Reliability indicator referred to here is the ability of the Indonesian Serang worker protection placement service agency to provide the promised services promptly, accurately, and satisfactorily. The ability to provide promised services very accurately and satisfactorily is expected by service users or Indonesian workers to be carried out properly so that service users or workers can feel satisfied with the services they provide.

Employee Capability in Fulfilling the Needs of Service Users

Capability here is defined as the capacity of employees to perform tasks in providing

services to service users or Indonesian Migrant Workers to be able to meet the needs of service users effectively so that service users are satisfied with the services provided by employees at the Service Center for Placement and Protection of Indonesian Migrant Workers in Serang. Whereas the responses or answers obtained from respondents regarding employees were thorough in examining worker files, where out of the total number of respondents a total of 278 respondents, namely 2 respondents or 11% chose the answer option to agree, then as many as 222 respondents or 80% chose the option to disagree and the rest as many as 54 respondents or 19% chose the answer option strongly disagree with this statement and it can be seen from the average value of the interpretation score of 1.80 which is in the not good category.

Based on the description above, the results of answers from respondents regarding statements about employees providing services regardless of social status, where as many as 10 respondents or 4% chose the answer option to agree, then as many as 229 respondents, or 82% chose the answer option to disagree and as many as 39 respondents or 14% chose the answer option to strongly disagree with the statement. The results of the average value of the interpretation score of 1.89 are in a bad category.

Based on the description above, clearly describes the answers from respondents about employees of the Serang Indonesian Workers Placement and Protection Service Center in providing services always referring to the specified regulations, where out of 278 total respondents, 3 respondents or 1% chose the answer agreed, then 213 respondents or 77% answered disagree and the remaining 62 respondents or 22% chose the answer option strongly disagree with the statement and can also be seen from the results of the average interpretation score of 1.78 which is in the bad category.

With the description above, it can be explained that in the service process provided by the Service Center for Placement and Protection of Indonesian Workers in Serang, there are still employees who work not always referring to predetermined regulations. So service users feel dissatisfied with the services provided because they are not following what has been promised.

Accuracy in Providing Services

Exactly what is meant here is that the service process provided by the Indonesian Serang worker protection placement service agency provides services following applicable regulations so that service users get effective and efficient services and also so that the services provided are following what is desired by service users or Indonesian Workers who have been fulfilled.

Based on the description above, it can be seen that the responses or answers from the respondents regarding the statement that all complaints and complaints were resolved immediately by the employee, where out of the total number of respondents there were 278 people, namely 2 respondents or 1% chose the answer option agree, then 212 respondents or 76% chose the answer disagree and the remaining 64 respondents or 23% chose the answer option strongly disagree with the statement. Then it can be seen from the table above the value of the average interpretation score is 1.75 which is included in the bad category.

With the description above, it explains that statements about all complaints and complaints are resolved immediately by employees of the Service Center for Placement and Protection of Indonesian Workers in Serang getting unfavorable responses, this can be because not all complaints or complaints are submitted by service users or workers Indonesia was resolved immediately by employees of the Service Center for Placement and Protection of Indonesian Migrant Workers in Serang.

Based on the description above, it can be seen that the responses or answers of respondents

regarding the statement of employees providing services quickly and uncomplicatedly, where as many as 2 respondents or 1% chose the agree to answer option, then 215 respondents, or 76% chose to disagree answers and the remaining 65 respondents or 23% chose the option of strongly disagreeing with the statement. Then it can also be seen from the table above the value of the average interpretation score is 1.80 which is included in the bad category.

Based on the description above, there are responses from respondents or Indonesian workers with the statement that employees always provide accurate information to service users, of the total 280 respondents, 2 respondents or 1% chose the answer option to agree, then 215 respondents or 77% chose the answer option to disagree and the remaining 60 respondents or 22% chose the answer option to strongly disagree with the statement, then judging from the results of the average interpretation score of 1.80 which has an assessment in the not good category.

Service User Satisfaction

Satisfaction in this study means that service users feel comfortable or happy because the services provided by the Service Center for the Placement and Protection of Indonesian Migrant Workers in Serang are following what is expected of service users or Indonesian Migrant Workers from Serang Regency.

Based on the description above, it can be seen that the responses or answers given by the Serang Regency workforce respondents regarding employee performance fostered a sense of trust for service users, where out of the total 280 respondents, 1 respondent chose the agree answer option, 240 respondents or 86% chose the option to disagree answer, and the remaining 38 respondents or 14% chose the answer option strongly disagree. Then from the table above it can also be seen that the average interpretation score is 1.85, which means it is in a bad category.

Responsiveness Indicator

Responsiveness in this study describes the attitude of willingness and ability of service providers, in this case, the Serang Regency Protection Placement Service Agency, to help service users or workers from Serang Regency and respond to their requests quickly and promptly. The speed of attitude of the officer in providing services is the responsiveness of the employee. In this study, the dimensions of responsiveness are divided into two, namely willingness and responsiveness.

Employee Responsiveness in Providing Services

Responsiveness in this study is the attitude of quickly responding and serving service users. The response here is focused on the quick attitude of the Service Center for Placement and Protection of Indonesian Migrant Workers in Serang in responding to the needs of service users and the readiness of employees to help service users who have weak responsiveness.

Whereas respondents' responses about employees responding to the needs of service users where out of 280 respondents, as many as 1 respondent, or 1% chose a strongly agree answer, then 1 respondent, or 1% chose an agreed answer, 250 respondents chose a disagree answer and as many as 25 respondents or 26% chose the options strongly disagree with this statement and can also be seen from the average interpretation score of 1.90 which is in the bad category. The description above shows that the employees of the Service Center for Placement and Protection of Indonesian Migrant Workers in Serang in response to the needs of service users are not optimal. In this case, the need for service users is to get supplies so they are ready to work

abroad. So employees should be quick to respond in helping service users to quickly get supplies and to get the final supplies before working abroad.

It can be illustrated that the responses or answers from respondents about the employee's statement provide final debriefing of departure according to the needs of service users, where out of the total 278 respondents, 4 respondents or 1% chose the answer option agree, 230 respondents or 83% chose the answer option to disagree, and the remaining 43 respondents or 16% chose the answer option to strongly disagree with this statement and it can also be seen from the average value of the above interpretation of 1.85 which is in the not good category.

From the explanation above, it shows that employees of the Service Agency for the placement of Indonesian workers in Serang Regency in providing final debriefing for departure are not following the needs of service users or Indonesian Migrant Workers from Serang Regency, the needs of service users include namely mental deepening, a sense of responsibility at work as well as knowing the culture where the workforce will work later as well as knowledge about work contracts.

Based on the description above, it illustrates that the respondents' responses to the statements of employees at the Serang Indonesian Workers Placement and Protection Service Center always carried out their duties professionally, where out of the total 280 respondents, 2 respondents or 1% chose the answer option agree, then 230 respondents or 83 % chose the answer option to disagree and the remaining 46 respondents or 46% or 16% chose the answer option to strongly disagree with the statement and was supported by the results of the average interpretation score of the statement of 1.85 which was included in the rating interval category not Good.

The willingness of Employees to Handle Problems

Willingness in this study means encouragement from employees to carry out their duties and functions, namely providing services effectively and efficiently so that service users or Indonesian workers can fulfill their needs to work abroad legally.

Based on table 4.30 above, it can be seen from the responses or answers from respondents regarding the statements of employees of the Serang Indonesian Workers Placement and Protection Service Center who have never made a mistake in making supplies, where out of 280 total respondents, 1 respondent chose the answer option to agree, as many as 205 or 74% of respondents chose the answer disagree and the remaining 70 respondents or 24% chose the answer option strongly disagree with this statement. Then from the table above it can also be seen that the value of the average interpretation score is 1.75, which means it is in a bad category. So you can see the responses or answers given by respondents or Indonesian workers from Serang Regency regarding the statement that the level of employee discipline is very good, where out of the 280 total respondents, 245 respondents, or 87% disagreed and the remaining 35 respondents or 13% chose the answer strongly disagree with the statement. Then it can also be seen from the value of 1.90 which is included in the bad category.

Assurance indicator

Assurance or assurance in this study is related to the knowledge, courtesy, and ability of employees to foster a sense of trust and confidence. In this study, guarantees are divided into three, namely knowledge, courtesy, and ability.

Knowledge

Knowledge in this study means everything that is owned by employees starting from skills, information, thoughts, and others that are applied in their respective jobs following their duties and functions so that they can provide maximum service to service users or Indonesian Workers.

Based on the description above, describes the answers or responses of respondents regarding the statement that employees have good knowledge about services at BP3TKI Serang, where out of the total 280 respondents, 3 respondents, or 1% chose the answer option to agree, as many as 255 respondents or 90% chose no answer agreed and the remaining 20 respondents or 7% chose the answer to strongly disagree with the statement. Then it can be seen from the table above that the average interpretation score is 1.95, which means it is in a bad category.

Ability

Capability in this study is described as the skills and capacity of employees in carrying out tasks and providing services so that service users can feel comfortable in providing effective and efficient services at the Service Center for Placement and Protection of Indonesian Migrant Workers in Serang.

Based on the description above, it can be seen the responses or answers from the respondents regarding the statement regarding the timely equipment manufacturing service, where out of the total 280 respondents, 1 respondent or 1% chose the answer option to agree, 205 respondents or 73% chose the answer option to disagree and the remaining 70 respondents or 26% chose the answer option strongly disagree with the statement. Then the statement has an average interpretation score of 1.75 which makes the statement in the bad category. This is a response or response from service users or Indonesian workers regarding statements that workers always provide services according to what has been promised in brochures/mass media. Where of the 280 total respondents 5 or 1% chose the answer option agree, then 230 respondents, or 83% chose the answer to disagree and the remaining 45 respondents or 16% chose the answer option strongly disagree with the statement and added the results of the average value -the average interpretation score is 1.85, which means that the statement is in a bad category.

Empathy indicator

Empathy in this study is the attention given personally or individually to service users by placing themselves in the situation of service users. This empathy includes good communication, ease in making relationships, personal attention, and understanding of the needs of service users.

Good communication

Good communication in this study means that employees can communicate effectively with service users so that it is conveyed properly and can be understood and understood easily by service users. Communication is very important in a service process so that all information that is not understood by service users can be conveyed correctly and appropriately to service users. Based on the description above, explaining the responses or answers from respondents about employee statements being able to explain service procedures properly to service users, where 5 respondents or 1% chose the agree to answer option, then as many as 255 or 92% chose the disagree option and 20 respondents or 7% chose the answer option strongly disagree with the statement. And can be seen from the value of the average interpretation score which is 1.95, which means that the statement can be categorized as not good.

Based on the description above, it is the result of responses from respondents related to

employee statements being able to communicate well with service users. Of the 280 total respondents, 5 respondents or 1% chose the agreed answer, then 240 respondents, or 86% chose the disagree answer option and the remaining 35 respondents or 13% chose the option strongly disagree with the statement and can be seen from the results the value is 1.90 which makes the statement included in the bad category. Is the result of responses from respondents related to labor services that routinely hold socialization, out of the total 280 respondents, 5 respondents, or 1% chose the answer to agree, then 240 respondents or 80% chose the answer option to disagree and the remaining 35 respondents or 19% choosing the option of strongly disagreeing with the statement and it can be seen from the results of the average interpretation score of 1.85 which makes the statement included in the bad category.

Hypothesis test

The hypothesis is a temporary answer to the problem to be researched and verified. The hypothesis is the result of the researcher's reflection based on the literature review and the theoretical basis used as the basis for the argument is Service Center for Placement and Protection of Serang Indonesian Migrant Workers in Serang Regency Placement and Protection of Origin which is the highest at 65% of the ideal value? H0 : $\mu 0 \leq 65\%$

From the data obtained, the ideal score for the service center for the protection of placement of Indonesian workers in Serang Regency in the Placement and Protection of workers from Serang Regency is 5 x 280 x 45 = 50,040. Where 5 = the value of each statement answer submitted to the respondent, the score criteria is based on the Likert scale, 45 = the number of statement items submitted to the respondent, and 280 = the number of samples used as respondents. So that the average or mean value of the ideal score of the instrument is 50.040: 280 =180. The hypothesized value related to Serang BP3TKI Services in the Placement and Protection of Migrant Workers from Serang Regency is 65% lower than the ideal value, namely 0.65 x 180 = 120. So that it can be said that H0 is to predict μ is less than or equal to 65% of the ideal score or it can also be stated that H0 is to predict the highest μ or equal to 65% of the ideal score. Ha to predict μ greater than 65% of the expected ideal score.

Based on the above calculation, it is known that the t-count through the one-sample test is -75.5 with degrees of freedom (df) = 280 – 5 = 275. Meanwhile, the t-table can be seen based on df = 275 at a 5% confidence level which is 1.650. Therefore, if the value of the t-count is smaller than the t-table (-75.5 <1.650), then the hypothesis proposed by the Service Agency for the placement and protection of Indonesian workers in Serang Regency $\leq$ 65% of the expected criteria can be accepted. So, the hypothesis which states that the Service Center for the Placement and Protection of Indonesian Workers in Serang Regency is at most 65% of the ideal value or H0 is acceptable, and there is no difference between the estimated population and the data collected from the sample. The results of calculations on the sample data show that the service for the placement and protection of Indonesian workers from the Serang Regency is 50.10%.

4. Conclusion

Based on the discussion above, conclusions can be drawn from the research at the Service Center for Placement and Protection of Indonesian Migrant Workers, Serang Regency, namely as follows:

a. The placement and protection of Indonesian workers are not good. This can be seen from

the results of the responses to the answers the respondents have been given, from the results of the responses given by the respondents about the service which the average answer is not good, as well as from the overall results obtained by 5 which means the service of the Service Center for Placement and Protection of Indonesian Migrant Workers Serang district in the placement and protection of workers is in the not good category.

b. The results of the hypothesis test, the t-count value is smaller than the t-table (-75.7 <1.650), then the hypothesis proposed in the service and placement of Indonesian workers from Serang Regency is the highest ≤ 65% or H0 can be accepted and Ha is rejected. In this case, the results of a comparison of the amount of data collected with the ideal score of the instrument found that the service of the Service Center for the Placement and Protection of Indonesian Migrant Workers is 50.10%. Thus, the service and placement of Indonesian workers from Serang Regency are not good.

Suggestion

Based on the discussion and conclusions above, it can provide recommendations in the form of suggestions, namely as follows:

a. For the officials of the Service Center for Placement and Protection of Indonesian Migrant Workers in Serang, they should repair damaged facilities such as fans in the room, add work chairs and waiting rooms, add counters and parking areas to support the excellent service process, so that activities in the room run normally. Because so far the available facilities are very limited even though the number of workers is large.
b. For employees of the Indonesian Migrant Workers Placement and Protection Service Center in Serang, to add competent instructors to provide services during the final debriefing for departure to work abroad, so that workers can easily understand placement and protection when working abroad. Because currently, instructors who are competent in the field of placement and protection in Serang are very limited in providing this material
c. For departure officers, so that there is the certainty of time it needs to be improved again in terms of arriving on time and the final departure activities starting according to a predetermined time or hour and if there is a schedule change, it should be notified or informed immediately to Indonesian workers and in making letters Information to go abroad must be timely, that is, it can be completed in one day.
d. For all employees to maintain discipline, politeness, and friendliness, it can be further improved, especially in terms of work discipline to arrive on time so that they can provide maximum service and also apply smiles, greetings, and greetings to service users. Supervision is also carried out both internally, namely from superiors to employees who carry out service tasks.
e. For trainers and instructors, it is necessary to carry out evaluations, training materials, and development on how to provide effective and efficient services to service users. Such as how to communicate well and understand the needs of service users.

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