An Analysis of One-Roof Application Services Quality at the Faculty of Social and Political Sciences, University of North Sumatra

Muhammad Arifin Nasution¹, Surya Yudha Regit²
¹Public Administration, Faculty of Social and Political Sciences, Universitas Sumatera Utara
²Government Science, Faculty of Social and Political Sciences, University of Timor

Abstract. The University of North Sumatra is a government agency that organizes education, research and community service. It also includes efforts to enforce effective and efficient administrative governance. Integrated administration services in the world of college to serve student administrative affairs have been carried out by the Faculty of Social and Political Sciences, The University of North Sumatra through online services. The online-based service is called the One-Roof Application or abbreviated as ASA to facilitate the process of correspondence between students and the administration of the faculty in the orderly administration of the academic world which is provided under one roof of service. This study uses a questionnaire as one of the data collection tools, then the study used research respondents who used the one-roof application. Based on information received from the One-Stop Application Service Unit of the Faculty of Social and Political Sciences, that every day in the customer hall serves approximately 20 people using one roof with a range of service days in 1 month, Monday - Friday totaling 20 x 20 days = 400 population with a sample size of 196 people. This is based on the formulation of the creative and organic tables set out in the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 Concerning Guidelines for the Preparation of Public Satisfaction Survey Public Service Provider Units. The results of the service satisfaction study are categorized GOOD.

1. Introduction
As demands and challenges in the development of education services in higher education, institutions must be able to give birth to new approaches in the implementation of governance in which one of them is the innovation of public service delivery, taking into account the strengthening of public development to obtain excellent service quality in Good University Governance which ultimately provides a sense of trust in students towards the educational institution that cover it. Furthermore, the picture of University governance itself is interpreted as a form as well as a constitutional process while the university manages its affairs independently [3]. In a statement from the Head of the Republic of Indonesia's State Administrative Institution (LAN), Prof. Dr. Agus Dwiyanto that "Innovation is, now, a must either sooner or later[1]. We believe that there is always room for innovation. Do not let the people who force to make changes because the community is now very aware of their rights and demanded their rights well ", (Seminar and Workshop on Innovation in the Implementation of Regional Public Services, at GSP (Grha Sabha Pramana) Gadjah Mada University, following the paradigm of Reinventing Government and Good Governance emphasized that the
delegation of some authorities must be able to maximize the 4E principle, namely effectiveness, efficiency, equity/fairness and economy [5].

Whereas in the Open government perspective it has also been carried out. Yang, Lo, & Shiang [7] which specifically found influential factors and their impact on open government initiatives were investigated from four perspectives namely legislation and policy, technology, organization, and environment. Legislation and policies were found to have the most significant impact while existing regulatory and policy institutions acted as constraints. Technological factors provide constraints but are considered relatively more easily resolved with adequate support. Factors that are in the perspective of the organization and the environment follow secondary impacts.

The means to bring the government closer to the public in the field of public services in the era of the industrial revolution 4.0 is e-government [2]. The first principle that must be done is to focus on improving government services to the public [6]. Because there are so many types of services provided by the government to its people, it must be considered which services are the priority. The University of North Sumatra has a commitment that shields itself from the effects or influences or challenges of the internal or external environment that is destructive or has bad content that can undermine good governance in universities. The value of service as one of the values needed to support the implementation of administrative governance formulations in it so as not to nearly the review of the development of demands and changing challenges in the academic world. It was realized that the role as a center of knowledge in the province, North Sumatra University, in this case, the Faculty of Social and Political Sciences was demanded to balance its functions in addition to the three main services of the university as well as maintaining the condition of social satisfaction in its faculty environment as a way to deal with changes and developments in technology/information.

With the three main services of the University, indirectly college is a small form of simple state management based on rules and values based on the noble value of education. This also underlies the presence of Good University Governance in organizing education in an educational institution in North Sumatra. Therefore, the application of the principles of good governance in the management of systems and processes within the Faculty of Social and Political Sciences must be sensitive to the development of science and technology as a result of dynamic knowledge. In North Sumatra itself in general, college has challenges in the future, namely:
1. Optimizing the quality of education, the ratio of the number of educated people to employment, the product capacity produced, appropriate and good university management.
2. Independence institutions that have the responsibility for anticipating external socio-cultural developments that affect the corridors and direction of the development of a nation.
3. the development of science that produces Science and Technology that affects the demands and interests of education in the area of North Sumatra.

The implementation of the One-Roof Application Program (ASA) is one part of the challenges ahead for tertiary institutions, namely good university governance as stipulated in the College Law No. 12/2012 Article 64 which covers the autonomous management in the non-academic field as referred to in paragraph (1) includes operational norms and policies and implementing settings:

a. organization;
b. finance;
c. student affairs;
d. power; and
e. infrastructure.

From this implementation, the principles of good university governance are upheld, including:

1. Organize the organization & make their own decisions;
2. Human Research management;
3. Asset management;
4. Financial management.

Therefore, it must be analyzed about the implementation of the ASA (One-Roof Application) at the Faculty of Social and Political Sciences, University of North Sumatra following the basis and objectives as well as the ability of universities to carry out autonomy as referred to in paragraph (2) of the 12-year Law 2012 which was evaluated independently by the University. Evaluation of the implementation is to measure the success of faculty policies at tertiary institutions so that the evaluation of this scientific work will become one of the benchmarks of achievement and
improvement of the performance of academic services at the University of North Sumatra in improving the quality of services for students who use services (One-Roof Application) at the Faculty of Social and Political Sciences, University of North Sumatra.

2. Research Method
In this study, the research location is in Building A, Faculty of Social and Political Sciences, located in the University of North Sumatra Complex. The design of this study is a combination of qualitative and quantitative approaches with a dominant-less model. There are several considerations for using this method. The first is easy to switch if double facts are found. The second directly provides the relationship between researchers and respondents. The third reason is that it is more responsive and able to adapt to the many influences of sharpness and value tendencies encountered (Moelong, 2006). Data collected and analyzed using descriptive-analytic methods.

3. Data Collection
The primary data source in this study is the respondents/service users (students) who use the service (ASA) One-Roof Applications at the Faculty of Social and Political Sciences.

The population is a generalization area consisting of objects/subjects that have certain qualities and characteristics [4]. The population in this study are students who have received one-stop application (ASA) services at the Faculty of Social and Political Sciences. Because in this study using a questionnaire as a data collection tool, this study also used research respondents. Based on information received from the One-Stop Application (ASA) unit at the Faculty of Social and Political Sciences, serving less than 20 people per day who need the One-Stop Application at the Faculty of Social and Political Sciences (ASA), in the range of working days in 1 month, Monday - Friday totaling 20 x 20 working days = 200 populations / 196 samples.

Table 1. Krejcie and Morgan

| Population (N) | Sample (n) |
|---------------|------------|
| 400           | 196        |
| 420           | 201        |

Sampling techniques can be adapted to the type of service, survey objectives, and data to be obtained. Respondents were randomly selected according to the coverage area of each service unit. As for the sample size and population using a sample table from Krejcie and Morgan or calculated using the formula:

\[ S = \frac{\lambda^2 \cdot N \cdot P \cdot Q}{d^2 (N-1) + \lambda^2 \cdot P \cdot Q} \]

Where:
- \( S \) = number of samples
- \( \lambda^2 \) = lambda (multiplier factor) with \( \lambda_k = 1 \), the error rate can be 1%, 5%, 10%
- \( N \) = population
- \( P \) (population spread normally) = \( Q = 0.5 \) \( d = 0.0 \)

Sampling-based on the limitations of observing the entire sample, for time and cost efficiency to produce generalizations to the population and reduce research errors in sampling. So that the sample was taken in this study can represent the population, it can be determined the number of samples calculated using the Morgan and Krejcie regulated formula in the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 14 of 2017 Concerning Guidelines for Preparation of Public Satisfaction Survey Public Service Provider Unit.

4. Data Analysis
The analysis technique used is in making the frequency distribution table classifications of answers set by 4 classes, with the consideration that the determination of the classification of answers is adjusted to the number of categories/classes used in making the questionnaire based on a Likert scale, namely:
### Table 2. Likert Scale

| Perceptual values | Interval values (NI) | Interval values of conversion (NIK) | Service qualities (x) | Performance of service unit (y) |
|-------------------|----------------------|--------------------------------------|-----------------------|--------------------------------|
| 1                 | 1,00 – 2,5996        | 25,00 – 64,99                        | D                     | Not good                       |
| 2                 | 2,60 – 3,064         | 65,00 – 76,60                        | C                     | Less good                      |
| 3                 | 3,0644 – 3,532       | 76,61 – 88,30                        | B                     | Good                           |
| 4                 | 3,5324 – 4,00        | 88,31 – 100,00                       | A                     | Very good                      |

With size indicators through the Public / Student Satisfaction Survey Elements include:
1. Requirements
2. Systems, Mechanisms, and Procedures
3. Settlement Time
4. Fees / Rates (*)
5. Product Specifications Service Type
6. Implementing Competencies (**) 
7. Implementing Behavior (**)
8. Handling Complaints, Suggestions, and Feedback
9. Facilities and infrastructure

### 5. Results and Discussion

Based on the assessment of the elements of Student Satisfaction in the Unit (ASA) One-Roof Application at the Faculty of Social and Political Sciences, University of North Sumatra include, among others:

#### 5.1 Requirements

Requirements are conditions that must be met in the maintenance of a type of service, both technical and administrative requirements. From the analysis results obtained an average score of 3.07 is in the interval score of 3.0644 - 3.532 categories "GOOD". Thus student satisfaction from the requirements element is in the "GOOD" category. The results of the requirements elements are presented in the following table.

#### Table 3. Requirements

| No | Answer      | Score | Frequency |
|----|-------------|-------|-----------|
|    |             | F     | f.x       | %         |
| 1  | Very Good   | 4     | 74        | 296       | 38         |
| 2  | Good        | 3     | 78        | 234       | 39         |
| 3  | Less good   | 2     | 29        | 58        | 15         |
| 4  | Not good    | 1     | 15        | 15        | 8          |
|    | Total       | 196   | 603       | 100       |

\[
\frac{603}{196}=3,07
\]

In the initial requirements for registering through:
1. Students can register to the ASA Unit (One-Roof Application) to get a username and password to enter the One-Roof Application service website at https://asa-fisip.usu.ac.id/
2. After a student using the One Roof Application Login service on the student website will be given two choices of correspondence services, namely the Application Form in which to make a request for making a letter, it is better to understand the following sections:
   a. ACADEMIC
      Print Letters Related to Academic Areas
   b. STUDENTS
      Printing Letters relating to Student Activities. With the following instructions:
      1. Select the type of letter to be requested
2. Fill in the Data Form according to the Type of Letter
3. Click Send Then wait for the next notification
4. Check the status of your letter, whether pending, accepted, or rejected
5. If pending, then the letter has not been printed
6. If rejected, please make a new application, maybe your data is incomplete/appropriate
7. If accepted, save / print receipt then take the letter to the Administration.

5.2 Systems, Mechanisms, and Procedures
The procedure is a standardized service procedure for service providers and recipients, including complaints. From the results of the analysis obtained an average score of 3.12 in the interval score of 3.0644 - 3.532 in the category "GOOD". Thus the satisfaction of students in services from the elements of the System, Mechanism, and Procedure is in the category of "GOOD". The results of the requirements elements are presented in the following table.

| No | Answer    | Score | Frequency |
|----|-----------|-------|-----------|
|    |           | F     | f.x       |
| 1. | Very Good | 4     | 85        |
| 2. | Good      | 3     | 73        |
| 3. | Less Good | 2     | 22        |
| 4. | Not Good  | 1     | 15        |
| Total                      | 196   | 612      |

612/196=3,12

Service systems, mechanisms and procedures are considered to be good and running according to the existing service systems and mechanisms. Systems, Mechanisms, and Procedures of administrative services needed by students who use services in (ASA) One-Roof Applications at the Faculty of Social and Political Sciences, University of North Sumatra engages in the system and the use of service procedures mechanism does not interfere with student activities both in the classroom and outside the classroom with a simple mechanism for students doing service rights activities.

5.3 Service Time
Service time is the period needed to complete the entire service process of each type of service. From the results of the analysis obtained an average score of 3.19 in the interval score of 3.0644 - 3.532 in the "GOOD" category. Thus the satisfaction of students receiving service (ASA) One-Stop Application at the Faculty of Social and Political Sciences, University of North Sumatra. the service time element is in the "GOOD" category, with the following table.

| No | Answer    | Score | Frequency |
|----|-----------|-------|-----------|
|    |           | F     | f.x       |
| 1. | Very Good | 4     | 85        |
| 2. | Good      | 3     | 75        |
| 3. | Less Good | 2     | 26        |
| 4. | Not Good  | 1     | 10        |
| Total                      | 196   | 627      |

612/196=3,19
5.4 Fees / Rates
Cost / Rates is the fee charged to students through the One-Stop Application (ASA) service at the Faculty of Social and Political Sciences, the University of North Sumatra, which does not incur any costs so that the satisfaction of students assessing with the category of analysis results obtained a mean score of 3.70 at the interval of scores 3.5324 - 4.00 the category "VERY GOOD".

| No | Answer      | Score | Frequency |
|----|-------------|-------|-----------|
| 1  | Very good   | 4     | 135       | 540       | 69 |
| 2  | Good        | 3     | 61        | 183       | 31 |
| 3  | Less good   | 2     | -         | -         | -  |
| 4  | Not good    | 1     | -         | -         | -  |
|    | Total       |       | 196       | 723       | 100 |

612/196=3,70

5.5 Product Specifications Service Type
Product type service specifications are the results of services provided and received by established conditions and accepted by service recipient students (ASA) One-Roof Applications at the Faculty of Social and Political Sciences, University of North Sumatra is the result of each type of service specification. From the analysis results, the average score of 3.19 is in the interval score of 3.0644 - 3.532 in the "GOOD" category.

| No | Answer      | Score | Frequency |
|----|-------------|-------|-----------|
| 1  | Very good   | 4     | 79        | 316       | 39 |
| 2  | Good        | 3     | 85        | 255       | 43 |
| 3  | Less good   | 2     | 24        | 48        | 14 |
| 4  | Not good    | 1     | 8         | 8         | 4  |
|    | Total       |       | 196       | 196       | 627 |

612/196=3,19

From the specifications of the types of services, there are two types namely

1. Academic
   a. Submission of Special Exams
   b. Application for Practicum / PKL
   c. Active Requests to Study Again (AKK)
   d. Resignation Request
   e. Request for Late Payment of SPP
   f. Request for Postponement of Academic Activity (PKA)
   g. Application for Guiding Thesis / Final Project
   h. Application for Submission of a Thesis Title
   i. Pre-Research Requests
   j. Application for Research Permit
   k. Certificate of Value
   l. Application for Taking Diplomas / Value Transcripts
   m. Application for Internship
   n. Application for Invitation for Proposal Seminar / Research Results
o. Application for Thesis / Final Project Invitation  
p. Application Entitled to Take a Thesis / Comprehensive Examination / TA  
q. Application for Proof of Thesis Submission  
r. Application for Alumni Information  
s. Application for publishing scientific papers/journals

2. Students  
   a. Description of Study Program Accreditation  
b. Application for Active Students  
c. Lost KRS / KHS / KTM  
d. Permission Not Following Lectures  
e. Active Lecture for Family Dependents  
f. Request for Scholarship Recommendations

After the service is completed and within a predetermined timeframe, feedback from submitting service requests will be replied to the follow-up matter through the personal account of each student registered in the one-stop application with the following information:

5.6 Implementing Competencies
Implementing Competence is an ability that must be possessed by implementers including knowledge, expertise, skills, and experience. From the analysis results obtained an average score of 3.12 is in the interval score of 3.0644 - 3.532 which is the category of "GOOD". Thus student satisfaction with (ASA) One-Roof Applications at the Faculty of Social and Political Sciences, University of North Sumatra, with the element of implementing competence in the category of "GOOD".

Table 8. Competency of Implementers

| No | Answer    | Score | Frequency |
|----|-----------|-------|-----------|
|    |           | F     | f.x       | %         |
| 1. | Very good | 4     | 79        | 340       | 43        |
| 2. | Good      | 3     | 85        | 219       | 37        |
| 3. | Less good | 2     | 24        | 42        | 12        |
| 4. | Not good  | 1     | 8         | 15        | 8         |
|    | Total     | 196   | 612       | 100       |
|    |           | 612/196=3.12 |

5.7 Implementing Behavior
Implementing Behavior is the attitude of officers in providing services. From the results of the analysis obtained an average score of 3.0644 - 3.532 which is the category "GOOD" so that the elements of implementing behavior are in a good category. The results of the answers to the elements of implementing behavior are presented in the following table.

Table 9. Implementing Behavior

| No | Answer    | Score | Frequency |
|----|-----------|-------|-----------|
|    |           | F     | f.x       | %         |
|    |           |       |           |           |
5.8 Address Complaints, Suggestions and Feedback
Handling complaints, suggestions and input is the procedure for handling complaints and following upon them. From the results of the analysis obtained an average score of 3.01 is in the interval score of 3.0644 - 3.532 which is the category of "GOOD".

Table 10. Complaints, Suggestions, and Feedback

| No | Answer      | Score | Frequency |
|----|-------------|-------|-----------|
|    |             |       | f.x       | %   |
| 1. | Very good   | 4     | 78        | 312 | 38 |
| 2. | Good        | 3     | 74        | 222 | 39 |
| 3. | Less good   | 2     | 29        | 58  | 15 |
| 4. | Not good    | 1     | 15        | 15  | 8  |
|    | Total       | 196   | 607       | 100 |

603/196 = 3.08

Student satisfaction with (ASA) One-Stop Application at the Faculty of Social and Political Sciences, the University of North Sumatra from Handling complaints, suggestions and input is facilitated by questions about suggestions in the account feedback after online services.

5.9 Facilities and Infrastructure
Facilities and Infrastructure are media that are used or used as a place for supporting services. From the analysis, results obtained a score of 3.26 in the interval score of 3.0644 - 3.532 the category "GOOD". Thus the satisfaction of students of service users in (ASA) One-Roof Applications at the Faculty of Social and Political Sciences, University of North Sumatra, with elements of Facilities and Infrastructure are in a good category. The results of answers to the community satisfaction index through elements of facilities and infrastructure are presented in the following table

Table 11. Facilities and Infrastructure

| NO | Answer     | score | Frequency |
|----|------------|-------|-----------|
|    |            |       | f.x       | %   |
| 1. | Very good  | 4     | 78        | 312 | 40 |
| 2. | Good       | 3     | 97        | 291 | 50 |
| 3. | Less good  | 2     | 16        | 32  | 8  |
| 4. | Not good   | 1     | 5         | 5   | 2  |
|    | Total      | 196   | 640       | 100 |

640/196 = 3.26

From the discussion of the questionnaire to primary data totaling 196 questionnaires to see the results of the student satisfaction survey of service users in (ASA) One-Roof Applications at the Faculty of
Social and Political Sciences, the University of North Sumatra in the "GOOD" category (at intervals of 3.0644 - 3.532) Namely 3.21 with the above results, consisting of nine size indicators namely:

**Table 12. Community Satisfaction Index of 9 Service Elements**

| No. | Elements                                           | Average Score | Category |
|-----|----------------------------------------------------|---------------|----------|
| 1   | Requirements                                       | 3.07          | Good     |
| 2   | Systems, mechanisms, and procedures               | 3.12          | Good     |
| 3   | Good Service Time                                  | 3.19          | Good     |
| 4   | Cost / Tariff                                      | 3.70          | Good     |
| 5   | Product Specifications Type Service               | 3.19          | Good     |
| 6   | Implementing Competencies                          | 3.12          | Good     |
| 7   | Implementing Behavior                              | 3.24          | Good     |
| 8   | Handling Complaints, Suggestions and published     | 3.08          | Good     |
| 9   | Facilities and Infrastructure                      | 3.26          | Good     |
|     | **Average**                                        | **28.97 / 9 = 3.21** | **Good** |

6. Conclusion

Service Quality (ASA) One-Stop Application at the Faculty of Social and Political Sciences, University of North Sumatra shows the GOOD category with Type B. Satisfied University of North Sumatra.

Quality of Service (ASA) One-Stop Application at the Faculty of Social and Political Sciences, University of North Sumatra can be concluded that:

1. Quality of Service (ASA) One-Stop Application at the Faculty of Social and Political Sciences, University of North Sumatra requires several things that need to be considered by the implementer of the One-Stop Application (ASA) service program. Like Optimizing the Capacity and Quality of Human Resources (Human Resources) that serve employees and employees, staff / employees support the implementation of this procedure in order to maximize the error or error in the delivery of data in filing,

2. Consultation of instruments that support and support service on-site and post-reporting must be immediately followed up through suggestions and attitude responses to the faculty so that it becomes an excellent service.

3. Impact, services from (ASA) One-Roof Applications at the Faculty of Social and Political Sciences, University of North Sumatra, provide interaction between services so as to contribute to the development of human resources that are responsive to the development of technology and information.

Based on the results of the study, the following suggestions can be given:

1. This process can make an example for universities who want to build Good University Governance in terms of service governance that cuts the flow of time and energy so that it can be effective and efficient in services for students.

2. Supervision and development of professional work culture can be applied through the Roadmap.

3. This also proves not only about world education but transmits a good reflection to students who receive service, so there needs to be a minimum value required by inspiring service standards.

References

[1] Dwiyanto A 2012 Proceeding Seminar & Lokakarya Inovasi Penyelenggaraan Pelayanan Publik Di Daerah, Fakultas Ilmu Sosial dan Ilmu Politik Universitas Gadjah Mada., Yogyakarta.

[2] Indrajit R 2016. Electronic Government. Jakarta: APTIKOM.

[3] Shattock, M 2006 Managing and Good Governance in Higher Education. Maidenhead, Berkshire: Open University Pres
[4] Sugiyono. 2012. Metode Penelitian Kuantitatif Kualitatif R&B. Bandung: Aflabeta.
[5] Wasistiono S 2012 Manajemen Pemerintahan Daerah. Bandung: Alqa Print
[6] Rahmat R F, Dennis, Sitompul O S, Purnamawati S, Budiarto R, 2019 Advertisement billboard detection and geotagging system with inductive transfer learning in deep convolutional neural network Telkomnika 17(5), pp 2659-2666.
[7] Yang T M, Lo J, and Shiang J 2015 To open or not to open? Determinants of open government data. Journal of Information Science, 00(0), 1-17. doi:10.1177/0165551515586715