

QUALITY OF SERVICE FOR THE BLIND AT THE TULUNGAGUNG REGENCY PUBLIC LIBRARY AND REGIONAL ARCHIVES SERVICE

Muharsono¹, Zulfaisya Nurhalimah²

Universitas Tulungagung

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***Correspondence Address:**

muharsono212@gmail.com,
zulfaisyanurhalimah@gmail.com

Abstract: People with disabilities are vulnerable to getting adequate services. As one of the public organizations that provides special needs services, the Tulungagung City Public Library and Regional Archives Department strives to serve them (blind people) fairly, namely through the Lapo Bra service. Over time, various obstacles emerged, namely leaking service space, braille books needing to be organized, and lack of interaction and assistance from implementers. This research aims to determine the quality of service to blind visitors. The method used is a qualitative approach and analytical descriptive research. Based on the findings, implementing competency (competence), implementing behavior (assurance), Handling complaints, suggestions, and input, as well as efforts to understand the needs of blind visitors (understanding/knowning the customer), as well as facilities and infrastructure (tangible) are felt to meet the expectations of blind visitors. Then, focus 1, namely ease of being contacted and found (access), still needs to show satisfactory results due to a lack of interaction and assistance.

INTRODUCTION

Public services are the right of every person regardless of physical condition, race, or religion. As the organizer of public services, the government must strive to provide the fairest possible services to the community. Guided by Law Number 25 of 2009 concerning public services, each actor involved in public services is obliged to comply with the rights, obligations, and prohibitions that have been determined for the smooth implementation of public services through these guidelines.

As the organizer and implementer of public services, the government strives not to discriminate against specific communities. To minimize service discrimination, through Law 25/2009 articles 29-30, we try to realize a fair public service for specific communities.

However, these regulations do not regulate fair public services for specific communities. Therefore, in 2016, Law 8/2016 was a breath of fresh air for people with disabilities who are vulnerable to getting proper public services. The enactment of Law 8/2016 can provide an illustration that everyone has the right to receive convenience and special treatment to obtain the same opportunities and benefits to achieve equality and justice (UUD 1945 chapter XA article 28h, paragraph 3). The suitability of public services with the expectations of people with disabilities will, in the future, lead to excellent services, especially for services for people with disabilities. According to Semil (2018:1), excellent service is high-quality, very satisfying, or exceeds what is expected. However, excellent public services cannot be realized if there is discrimination in services, especially for people with disabilities. The reason is that the limitations of the disabled community ultimately lead to limitations in obtaining things. Service discrimination will occur if the public service bureaucracy is not oriented toward fulfilling the community's interests (Dwiyanto, 2015). To realize excellent and fair public services for people with disabilities, we must know the quality of public services provided by organizers and implementers. Conceptually, service quality has many meanings, which could be more precise, according to Ribeiro (1993). The various meanings of the concept of service quality, according to Garvin in Hardiansyah (2018), are caused by different situations.

However, the essence of service quality is used to improve the services provided by service users, in this case, the community. The existence of people with disabilities is no longer inevitable. One is in Tulungagung City, which is located in East Java Province. There are not too many people with disabilities in Tulungagung City; of the five sub-districts, their population is only 632 people (2016). However, with the enactment of Law 8/2016 and PERDA 2/2014, the Tulungagung City government must pay attention to them in matters of public services. The Tulungagung City government's attention to people with disabilities has begun to be realized. For example, the Tulungagung City Public Library and Regional Assets Service tries to be fair to people with disabilities, especially blind people.

In the four years running (2015-2019), various types of infrastructure to support services for blind people have been well provided for, for example, the

availability of braille books, talking computers, talking books, etc. The competency of the service implementers is also adequate, but various problems arise in this service. The problems faced by the Tulungagung City Public Library and Regional Assets Service are as follows:

1. I am leaking partitions in the service room, which has an impact on visitor safety and service-supporting infrastructure (while using the remaining space).
2. Place braille reading books that are still placed as they are.
3. Lack of interaction between service providers and blind visitors.
4. The absence of assistance from service providers, which has an impact, is the difficulty of blind visitors contacting service providers if visitors need something or there is damage to electronic facilities.

The four problems above are a small part of how the Tulungagung City government carries out services for blind people through the Tulungagung City Public Library and Regional Archives Service. To find out more about whether the service is good or bad, we must know the quality of service from several appropriate indicators. From the above background, researchers are interested in measuring the quality of services for blind people. Is the formulation of this research problem related to the quality of services for blind people at the Tulungagung City Public Library and Regional Archives Service? What factors support and hinder the quality of services for blind people at the Tulungagung City Public Library and Regional Archives Service?

RESEARCH METHODS

This research uses a qualitative approach with a descriptive research type. In the qualitative approach, researchers are involved in continuous and ongoing experiences with partisans (Sugiono, 2017). Meanwhile, this type of research is analytical descriptive, which means data is obtained from observations, interviews, photography, document analysis, and field notes.

The research focus was obtained through adjustments between PERMENPANRB 14/2017 and SERVQUAL, guided by previous research. The research site is at the Braille Corner service of the Tulungagung Regency Public

Library and Regional Archives Service, the research location in Tulungagung Regency. Interactive model qualitative data analysis from Miles, Huberman, and Saldana is used for data analysis.

RESULTS AND DISCUSSION

1. Implementing Competency (Competence)

Implementing competency is related to the skills, knowledge, and experience each implementer has in optimizing work according to their field. In this research, competition in serving blind visitors was good. This can be seen from the confessions of several blind visitors who stated that the implementers had an understanding and were able to serve blind people, including directing blind visitors to service rooms and repairing electronic facilities that were malfunctioning. Then, to clarify the competition that service implementers have, according to the service implementer's admission, implementer competition can be seen from the understanding of service implementers (incredibly technical implementers) in operating electronic facilities such as talking computers. Second, the implementer understands how to direct blind visitors correctly. Because in guiding blind people, a person must understand how to guide blind people (competence). From this, all service implementers understand the correct procedures for guiding blind people because they have received training related to procedures for serving blind people.

If it is related to public administration (Siagian, 2014; SIGMA, 2014), implementing competency has a role in achieving the goals of a public organization, namely public services. Then, in terms of public services, especially related to services for blind people, it can improve the welfare of society (Kumorotomo in Semil, 2018), especially for blind people. In terms of service quality, the competence of implementers in this case is assessed from the perspective of service users, where the level of service user satisfaction is the benchmark (Wongyanon in Supriyono ED, 2013; Parasuraman et al. in Ribeiro, 1993)

In this case, in terms of quality, the implementer's competence has shown this: feeling satisfied with the competence of the service implementer. Then, from the principles of administering public services stated in Law 25/2009, implementing competence refers to the principle of professionalism. This principle emphasizes

that service implementers must have competencies appropriate to the field of work they are currently carrying out. If it is related to serving blind visitors, then in general, service implementers have complied with these principles; this is demonstrated through procedures for serving blind visitors and operating service-supporting facilities and infrastructure.

From the aspect of excellent service, it is nothing but related to service quality (Mukharom and Laksana, 2015). In terms of excellent service, it explains that the competence of service implementers in serving blind visitors is the key to realizing excellent service, namely skill. Skilled is part of competence (apart from knowledge and experience). According to Ibrahim (66:2008), one of the keys to realizing excellent service is the ability to provide services to the wishes of customers/society (time, cost, quality, quantity, morale, skill, responsiveness, security, and good communication). The fact is that service implementers already have skills in serving blind visitors. Thus, from the aspect of excellent service, the competence of service implementers can lead to excellent service, especially in the aspect of public services for blind people. The conclusion is that the quality of the implementing competency is good because it meets the expectations of blind visitors. Apart from that, the quality of service in terms of the competence of the implementer has also implemented the principles of professionalism. In the future, this can lead to excellent service.

2. Implementing Behavior (Assurance)

The quality of service from this aspect shows that, from the three behavioral aspects of service implementers used, the following findings are produced: first, from the aspect of polite and friendly attitude, it shows that service implementers never commit unpleasant actions, for example speaking rudely to blind visitors, second, In terms of responsiveness, service implementers have demonstrated a responsive attitude, this can be seen from the implementers' efforts in following up on service support facilities that experience technical problems. Third, in terms of a caring attitude, the implementer has shown a caring attitude towards blind visitors. This can be demonstrated by the service implementer teaching the operation of electronic facilities specifically for the blind and not being reluctant to guide and

greet them. Then, regarding service quality, it shows that the implementer has provided the best service regarding the implementer's behavior. This is demonstrated through the services provided meeting or exceeding what service users expect (Parasuraman et al. in Ribeiro, 1993). Suppose service quality is linked to the principles of providing public services. In that case, some principles are by the behavior of implementers in serving blind visitors, namely the principle of interest, the principle of legal certainty, the principle of equal rights, the principle of equality/non-discrimination, and the principle of speed. These five principles show that the implementer's behavior in serving blind visitors is appropriate in its implementation. Then, in terms of excellent service, Semil (2018:49) explains that service quality is still related to excellent service because it is part of the conversation around service quality. Then Ibrahim (2008:66) explains that one of the keys to realizing excellent service is friendliness, politeness, attention, and friendly service. The four aspects described by Ibrahim (2008) are characteristics of service implementer behavior. If it relates to the current discussion, the implementer's behavior towards blind visitors has shown a polite and friendly attitude. Then, the implementer also shows a caring/attentive attitude towards blind visitors. Thus, in terms of excellent service, at least there is an idea that service to blind visitors is moving towards excellent service.

3. Ease Of Being Contacted And Found (Access)

From this aspect, the quality of service shows that the quality provided by service providers is still low. This can be seen from the responses of blind visitors who explained that the implementers were not optimal in providing services for ease of being found and contacted. Based on the data obtained, this aspect is low because service providers are rarely in the blind service room or around the blind service room. The existence of the executor is known through voice and physical interaction, for example, by touching the hand, and this condition does not occur. It impacts interactions with blind visitors, where interaction with blind visitors is the key to making it easier for implementers to be found and contacted. If you pay attention, the quality of service still needs to improve. Because the services provided do not meet

community expectations, especially for blind visitors, there are still gaps in these services.

The difference between the services provided and those received by service users is the cause (Parasuraman et al. in Ribeiro, 1993), especially in minimal communication and interaction. Interaction plays a role in improving the service itself (Gaster, 1995). The principles of implementing public services in Law 25/2009 also show the same thing. There are at least three principles related to this subchapter. First, the principle of equality of treatment/non-discrimination, this principle clearly does not describe equality in receiving fair services. Between "sighted" and blind visitors, there appears to be a barrier to getting services, especially regarding access to meet and contact service providers. This can be seen in blind visitors who experience difficulty in gaining access to service providers, especially when they want to contact and meet service providers. Second is the principle of openness, which is related to the ease with which people can access and obtain information regarding their desired services. When we look at the conditions that have occurred, the principle of openness has yet to be fully implemented. The reason is that while blind visitors visit, visitors experience difficulties in gaining access to service providers, especially access to contact and meet service providers. Third, the principles of speed, convenience, and affordability. This principle emphasizes that in every public service implementation, the service must be carried out quickly, easily, and affordably. If it is related to current problems, the principle of convenience needs to be implemented better. Because the implementers still make it difficult for blind visitors to access (to meet and accommodate). The difficulty of accessing service implementers can be seen in the low presence of service implementers. Lastly, the aspect of excellent service shows that from this perspective, it does not appear to be easy to contact and meet blind visitors. While the indicators from this site are that it is well accessible, easy to contact, and assessed (Ibrahim, 2008:66), it does not yet show that. Thus, overall, the quality of service in terms of being easy to contact and find could be better.

4. Handling Complaints, Suggestions, And Input, As Well As Efforts To Understand The Needs Of Blind Visitors (Understanding/Knowing The Customer).

Based on the research results, 4 data relating to focus were obtained and divided into two categories: first, handling complaints, suggestions, and input from blind visitors. Based on research data, in this aspect, 2 data were obtained: handling room transfers at the request of blind visitors and handling requests for Braille books by blind visitors. These two findings have been followed up by the Public Library and Regional Archives Service of Tulungagung City; the handling of the room has been realized, while the Public Library and Regional Archives Service of Tulungagung City is still working on the request for Braille books. Second, the efforts of the Tulungagung City Public Library and Regional Archives Service to understand the needs of blind visitors, namely shuttle car services and the installation of special lanes for the blind (guild block). It is felt that these two forms of business make it very easy for blind visitors to access their destination. The limitations of blind visitors make it difficult for them to access the location easily. In terms of service quality, it shows that service quality is good because there is no gap between service users and service providers regarding what service providers provide and service users' perceptions of the quality of services provided by service providers (Parasuraman et al. in Ribeiro, 1993). Service user satisfaction measures the quality of service provided by service providers, and gaps are an obstacle to the quality of service itself. In this focus, the gaps that occur are not visible.

Then, from the principles of public service delivery (UU 25/2009), four principles can be used to determine whether the service is by applicable service standards, in this case, public service standards. First, the principle of public interest emphasizes that in providing services, one must not prioritize individuals or groups. These findings show that the service implementers have been fair and have not discriminated against blind visitors in providing services. Second, the principle of equal rights emphasizes that no public service delivery is expected to discriminate based on race, gender, or economics. This means that service implementers must act professionally in providing services to the community. In this finding, the service implementers have behaved professionally. This is shown by providing accessibility

for blind visitors, and the service implementers are willing to listen and follow up on every complaint, suggestion, and input. Third, the equal treatment/non-discrimination principle emphasizes that every community can receive fair public services. These findings show that service implementers have been fair to blind visitors. It appears that it is not only "watchful" visitors who are given accessibility, and implementers are willing to listen to every complaint, suggestion, and input. Blind visitors' access is also provided through special lanes and pick-up and drop-off services. Then service implementers also want to listen to every complaint, suggestion, and input from blind visitors. Fourth is the participatory principle, which emphasizes increasing community participation to improve the services provided by service providers. In this case, the service implementer has shown this. This can be seen from every complaint, suggestion, and input from blind visitors, which service implementers have followed up; for example, moving rooms at the request of blind visitors is aimed at increasing comfort and safety for blind visitors. Then, in terms of excellent service, it also shows results similar to service quality. Because excellent service cannot be separated from discussions about service quality (Semil, 2018:49). Then, from the aspect of excellent service, what the Tulungagung City Public Library and Regional Archives Service does is at least one of the keys to creating excellent service stated by Ibrahim (2008:66), namely: Credibility; and Ability to provide services by customer/community wishes. In terms of credibility, service implementers have demonstrated this; namely, they have demonstrated an attitude of sincerity and honesty in providing services. Then, from the aspect of the ability to provide services by the wishes of customers/community, it shows that as the service implementer, they have tried their best to follow up on every complaint, suggestion, and input, which is the hope of blind visitors. Then, in terms of service implementers' efforts to understand visitor needs.

5. Facilities And Infrastructure (Tangible)

Based on the data findings, blind visitors are generally satisfied with the available facilities and infrastructure. The reasons for their satisfaction vary from comfortable service space, the facilities (facilities) being well maintained and functioning normally, and the variety of infrastructure provided by the Tulungagung City Public Library and Regional Archives Service. Even though they are generally

satisfied, the current facilities and infrastructure still have problems that have not yet been resolved, namely: the language spoken by computers is still in English, which makes it very difficult for blind visitors, and the wifi speed is too slow. In terms of service quality, it shows that service quality is good; this is shown by the absence of a gap between service users and what service providers provide and service users' perceptions of the quality of services provided by service providers (Parasuraman et al. in Ribeiro, 1993). Service user satisfaction is a benchmark in measuring/knowning the quality of services provided by service providers, and gaps are an obstacle to the quality of the service itself. In this focus, the gaps that occur are not visible.

Then, in terms of the principles of public service delivery (UU 25/2009), this focus is on the application of 2 principles, namely the principle of equal rights; this principle emphasizes that every service delivery does not differentiate between ethnicity, race, religion, class, gender, and economic status. In other words, every service provider must provide services based on fair principles. This finding shows that all visitors, both blind and sighted, have the same rights to access the facilities and infrastructure that have been provided previously. This condition can be seen from the availability of facilities and infrastructure for people with visual disabilities and non-visual disabilities, which are generally in functional and well-maintained condition. Then, from the principle of facilities and special treatment for vulnerable groups, this principle aims to provide convenience for vulnerable groups (elderly, disabled, etc.) in society. By having special facilities and infrastructure for blind visitors, at least they will receive services like those received by "sighted" visitors, such as reading books. In other words, the availability of unique facilities and infrastructure for blind people at the Tulungagung City Public Library and Regional Archives Service can provide a sense of justice for visitors with blind people. In other words, this principle has been implemented by the service implementer. Then, in terms of excellent service, Ibrahim (2008:66) explains that the elements that can achieve excellence are support, such as infrastructure. The availability of special facilities for blind people can align with the expectations of blind visitors; thus, from the aspect of infrastructure, it can create excellent service for blind visitors.

6. Supporting And Inhibiting Factors In The Quality Of Services For Blind People In The Tulungagung City Public Library And Regional Archives Service.

Factors supporting the quality of services for blind people in the Tulungagung City Public Library and Regional Archives Service. 4 factors can achieve quality of service for blind visitors: first, adequate support service facilities for blind people and road accessibility for blind visitors. Second, road accessibility for blind visitors is related to the ease and affordability of roads in all areas of the Tulungagung City Public Library and Regional Assets Service for blind people. Third, there is a shuttle service that blind visitors can enjoy for free. Fourth, the competence of service providers is adequate and able to serve blind visitors. These four factors positively impact service quality, especially services for blind people.

Factors inhibiting the quality of services for blind people at the Tulungagung City Public Library and Regional Archives Service. At least two factors hinder the creation of quality service for blind visitors, namely, lack of interaction. Interaction is used to find out what is needed and expected from blind visitors regarding the services provided. Rare interactions result in services that do not run optimally. Second, there needs to be assistance from service implementers. The absence of assistance has an impact on difficulties for blind visitors when they need something detrimental to blind visitors. These two factors significantly impact the services provided by the implementing agencies of the Tulungagung City Public Library and Regional Archives Service.

CONCLUSIONS AND RECOMMENDATIONS

Generally, the quality of service from 5 indicators has shown promising results. However, one indicator, ease of contact and access (access), needs to get attention from service implementers so that the satisfaction of blind visitors can be realized. So that excellent service can be realized, too. The existence of supporting factors can improve services to be even better, but inhibiting factors can result in a decrease in the quality of services provided by the service implementer.

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