

## **Quality of Services for Visitors with Disabilities at the Museum of the Indonesian National Army Navy (TNI AL) Loka Jala Crana**

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**Abstract:** This study aims to describe and analyze the quality of disability services at the Indonesian Navy Museum (TNI AL) Museum "Loka Jala Crana" located in the city of Surabaya. Referring to Zethmal's conception (1990) and the Regulation of the Minister of Public Works Number 30/PRT/M/2006, there are seven aspects of service that are studied in this study, namely Accessibility, Responsiveness (responsiveness), Security (safety and comfort), Tangibles (physical evidence), Reliability (Reliability) trust, Ease and Independence. By using qualitative research methods, the results of this study indicate that the quality of service for visitors with disabilities at the Loka Jala Crana Navy Museum is going well. This can be seen from seven aspects, namely Accessibility, Responsiveness (responsiveness), Security (safety and comfort), Tangibles (physical evidence), Reliability (reliability of trust), Ease and Independence, which have been going well. Supporting factors in service are facilities and infrastructure that have been implemented optimally. The existence of these supporting facilities aims to support service activities in the Indonesian Navy Museum Loka Jala Crana. While the inhibiting factor in this service is the lack of public awareness in an effort to participate in helping people with disabilities.

The suggestion of this research is that the Loka Jala Crana Navy Museum is expected to further improve the quality of service to the community, so that the service conditions for visitors are carried out better. In addition, the Loka Jala Crana Navy Museum further enhances socialization to the public through information media facilities, both face-to-face and online (online) so that the public better understands and knows the service procession for persons with disabilities.

**Keywords:** Quality, Service, Public, Persons with Disabilities

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### **Introduction**

In line with the Decree of the Minister of Empowerment of State Apparatus Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services which states that in the implementation of public services there should be no discrimination and adhere to equal rights between fellow human beings. The absence of discrimination means that every citizen has the right to receive public services without exception, including persons with disabilities. Common problems that occur for people with disabilities include aspects of environmental comfort and the lack of accessibility to public facilities to make it easier for people with disabilities to carry out daily activities (Syafi, 2014). Persons with disabilities are also part of Indonesian society who have the same position, rights, obligations, and roles as other citizens. The 1945 Constitution stipulates that "Everyone has the right to get special facilities and treatment to obtain the same opportunities and benefits in order to achieve equality and justice." This is related to the regulation of East Java Provincial Regulation Number 3 of 2013 concerning protection and services for persons with disabilities. The aim is to protect the constitutional rights of persons with disabilities.

Persons with disabilities are people who have physical, intellectual, mental and/or sensory limitations for a long period of time who in interacting with the environment can experience obstacles and difficulties to participate fully and effectively with other citizens based on the same rights. According to Law Number 8 of 2016 concerning Persons with Disabilities which explains that there are several types of persons with disabilities, namely persons with physical, intellectual, mental and sensory disabilities. People with disabilities are not only people with disabilities from birth but also victims of natural disasters or wars who get disabilities in the middle of life or people with diseases who experience problems carrying out proper activities, both physically and mentally. Several types of disorders that cause a person to be classified as a person with a disability are blind (blind), deaf (deaf), speech impaired (mute), physically disabled (physical disability), mental retardation (mental disability), and double tuna (complications between two persons). or more forms of disability). Referring to the large number of persons with disabilities, there should indeed be no difference in the treatment of the fulfillment of rights between normal people and persons with disabilities.

Therefore, meeting the needs of people with disabilities, especially public services, is a social problem that needs to be resolved with a sense of empathy. Although there are already laws and regulations, the availability of facilities and facilities that are friendly for people with disabilities / disability is also not widely available. Protection of the rights of persons with disabilities is needed so that persons with disabilities do not experience discrimination in this life, in essence, persons with disabilities must be given and guaranteed and protected their rights as Indonesian people through the provision of accessibility in accordance with the needs of persons with disabilities when they are active in public spaces in East Java. such as Malang City has Braille Corner Service (Lapo BRA) in the form of public library services for people with visual impairments by the Malang City Public Library and Regional Archives Service (Aries Samudera Wicaksono, Sumartono, 2020). Examples of public services for persons with disabilities in the city of Surabaya are services on the Suroboyo Bus. The Surabaya City Government has provided public bus transportation that is friendly for people with disabilities, the elderly and pregnant women because there are special seats. This bus is equipped with a special button installed near the entrance and the driver's assistant will help people with disabilities who want to enter and exit the bus (Anggraeni et al., 2016). In addition, public facilities for persons with disabilities must also be provided in the arena of tourist attractions in Indonesia. A variety of needs that must be met in tourist attractions is an obligation for tourism managers to be able to meet these needs. Tourists who have normal psychic and physical conditions will find it easier to handle, in this case it will obviously make it easier for managers to provide the things they need, in contrast to tourists who have psychological and physical limitations.

## **Literature Review**

### **Terms of Public Service and disability**

The term service in English is "service" According to AS Moenir (2002:26-27) defines service as an activity carried out by a person or group of people with a certain basis where the level of satisfaction can only be felt by the person who serves or is served, depending on the the ability of service providers to meet user expectations. Basically every human being needs services, it can even be said that services cannot be separated from human life. All societies demand quality public services from bureaucrats, although these requests are often not in line with expectations because empirically public services are currently characterized by complicated, slow, expensive , and tiring. Therefore, the services provided by the government to the community must be in accordance with the needs of the community, because these services are a provider of satisfaction for the community or the public. Principles and Principles of Public Service. According to Law No. 25 of 2009 article 4, the implementation of public services is based on: (a) the public interest; (b) legal certainty; (c) equal rights; (d) balance of rights and obligations; (e) professionalism; (f) participatory; (g) equality of treatment or non-discrimination; (h) openness; (i) accountability; (j) special facilities and treatment for groups; (k) vulnerable; (l) timeliness; (m) speed, convenience and affordability

### **Public Service Supporting Factors**

Public services can basically satisfy the needs of the community provided by the government for the community. Therefore, according to Moenir (2010: 47) argues that the government in providing the best service to the public, can be done by: 1) Ease in managing interests, 2) Getting fair service, 3) Get the same treatment without favoritism, 4) Get honest and frank treatment. Through this satisfactory service, it can have a positive impact on the community, according to the opinion of Moenir (2010: 47) which states that the positive impacts are; (1) The public respects the employee corps; (2) The community complies with the service rules; (3) The public will feel proud of the employee corps; (4) There is enthusiasm for business in the community; (5) There is improvement and development in society towards the immediate achievement of a just and prosperous society based on Pancasila. According to Moenir above, there are five indicators that have positive impacts on society; First, the public can respect the employee corps so that the employee can carry out his duties properly. Second, the community will obey the rules that have been made so as to create an orderly, safe, and comfortable atmosphere. Third, community pride towards employees so that people admire employees and are shown by mutual respect and respect between the community and employees as well as employees and employees. Fourth, the existence of business activities in the community. Fifth, there is improvement and development in society.

### **Disability Terms**

People are more familiar with the term disability or disability as someone who has a disability or has a disability. Most people translate people with disabilities as people who have lost limbs or body structures such as legs / arms, paralyzed, blind, blind. According to the definition provided by the World Health Organization (WHO), Disability is a form of limitation or lack of organ ability so that it can affect the physical or mental

ability to be able to carry out activities according to the rules or remain within normal limits, usually used at the individual level (Murtie, 2016: 88). In the Convention on the Right of Persons with Disabilities (CRPD) in 2007 in New York, United States, countries around the world have agreed that people with disabilities are people with physical, mental, intellectual or sensory limitations. long periods of being in contact with the environment can overcome barriers that make it difficult for them to participate fully and effectively. The emphasis on the meaning of disability in this concept is the disruption of one of the functions that lasts a long time (long time) and results in limited participation in society. (<https://www.bps.go.id/> (071219)). "Disability refers to the inability to perform required personal or social tasks because of the disorder or society's reaction to it. Although in the past it was common to use the term handicap to refer to the social harm incurred to an individual due to a disability or disability, disability as a concept is rarely used in scientific or activist circles today, largely because it has a negative connotation when used to refer to people with disabilities as inferior or lacking in some respects" (Miller et al in Berger, (2013: 6-7).

The issue of people with disabilities or people with different abilities from normal people is a problem that rarely gets the attention of the government and society. Ignored the problems of people with disabilities caused by socio-cultural factors, in addition to economic factors and weak policies and law enforcement in favor of the disabled or disabled community. Persons with disabilities are the most vulnerable and marginalized groups in every social life. (Harahap & Bustanuddin, 2015). In general, these groups are still in the last line, most of them still rely on help and compassion (pity) from others. They have not fully obtained their rights to be able to carry out activities according to their conditions and get the same opportunities and treatment as other non-disabled normal people.

### **Research Method**

The type of research used in this study is a qualitative research type with a case study approach. According to Sugiono (2014: 8) said that qualitative research is defined as a research method used to examine the condition of natural objects, while qualitative research with a case study approach is included in descriptive analysis research, namely research conducted focused on a particular case to be observed. and thoroughly analyzed. The case in question can be singular or plural, for example in the form of individuals or groups. Here it is necessary to conduct a sharp analysis of various factors related to the case so that an accurate conclusion will be obtained (Sutedi, 2009:61). A case study for people with disabilities is that people with disabilities generally have difficulty in mobility when carrying out daily activities when compared to normal people. Physically, people with disabilities experience problems when moving their bodies optimally. People with disabilities indirectly experience a sense of insecurity and will find it difficult to adjust to society, because many people treat them with one eye and some of them give reproach or pity when they look at them (Fanny, 2016: 105). The form of demands for the rights of persons with disabilities and the provision of facilities and infrastructure for physical and non-physical accessibility for persons with disabilities have often been voiced by activists of Disabled People Organizations. The purpose of this study is to provide an analysis of the public services received by persons with disabilities.

### **Results and Discussion**

Quality of Service for Visitors with Disabilities at the Indonesian Navy Museum Loka Jala Crana. Community services at the Loka Jala Crana Navy Museum are carried out properly and professionally. Improving the quality of service to the community through excellent service that is oriented to the interests of the community, with integrity and professionalism is the goal of establishing the Loka Jala Crana Navy Museum in carrying out its duties. All duties and obligations relating to service to the community are the obligations of every employee at the Loka Jala Crana Navy Museum. Basically, there are various measuring tools, benchmarks, parameters, or indicators of the quality of public services because the parties that determine quality vary, along with their viewpoints. In simple terms it can be said that service quality can be known by comparing customer perceptions of the services they actually receive or get with the services they actually expect or want. If the reality is more than expected, then the service can be said to be of high quality. Meanwhile, if the reality is less than expected, then the service can be said to be of poor quality. If reality matches expectations, the service is satisfactory.

Public services will have a high quality of service if the main reference for their implementation is always oriented to service users. Customer satisfaction must always receive attention in every public service delivery, because they are the rulers who provide services, they are entitled to the best service they provide. As a reference for the implementation of public services, it must always be oriented to the needs of the community. To determine the quality of service for visitors with disabilities at the TNI AL Loka Jala Crana Museum, several theories of service quality indicators were put forward by Zeithaml (1990) and Minister of Public Works Regulation No. 30/PRT/M/2006 and Law Number 8 of 2016 Article 19 concerning the Rights

of Public Services for Persons with Disabilities, namely: Accessibility (Accessibility), Responsiveness (Responsiveness), Security (Safety and Security), Tangible (Direct Evidence), Reliability (Reliability), Ease and Independence. The explanations are as follows: a) Accessibility is the facilities provided for all people including people with disabilities and the elderly in order to realize equal opportunities in all aspects of life and livelihood. b) Responsiveness (responsiveness) is the awareness or desire of the apparatus in helping applicants with disabilities and providing fast services and the services provided must be responsive, fast, right on target c) Security (safety and comfort) is the service provided must be guaranteed to be free from various hazards and risks. Procedurally, service providers must ensure the comfort and safety of applicants with disabilities while receiving services. d) Tangibles (physical evidence) are physical facilities, equipment, employees and communication facilities as well as operational vehicles. Thus, direct evidence is one of the most concrete indicators. Its form is in the form of all facilities that can be clearly seen. e) Reliability (reliability) is the ability to provide the promised service immediately and satisfactorily. Fulfillment of the promise of appropriate and satisfactory service includes timeliness and skills in responding to customer complaints and providing services fairly and accurately. f) Ease, that is, everyone can reach all places or buildings of a general nature in an environment; g) Independence, that is, everyone must be able to reach, enter and use all public places or buildings in an environment without the need for the help of others.

### **Accessibility**

Accessibility is the convenience provided for everyone, including people with disabilities and the elderly in order to realize equal opportunities in all aspects of life and livelihood. This is closely related to the attention of the Loka Jala Crana Navy Museum officers to all visitors. This is a condition for caring, giving personal attention to visitors. Empathy includes the individual attention that the Indonesian Navy Museum gives to the community, such as the ease of contacting the Museum, the ability of employees to communicate with the public. In a tourism object environment, where the visitors are the community, empathy is needed for the continuity of services to the community in relation to good service for visitors with disabilities. The concept of empathy is directed at giving full care to the community, including Museum staff prioritizing persons with disabilities, Museum staff serving with a friendly and polite attitude, non-discriminatory service officers serving and respecting every visitor.

### **Responsiveness**

Responsiveness (responsiveness) is the awareness or desire of the apparatus in helping applicants with disabilities and providing fast services and the services provided must be responsive, fast, right on target. Responsiveness is also a responsive attitude, willing to listen and respond to customers in an effort to satisfy customers, for example: the ability of officers to help people who have problems with services and complaints, as well as the availability of containers to accommodate aspirations, suggestions and complaints from the community, able to provide information correctly and accurately, does not show a pretentious attitude and is able to provide immediate assistance.

Responsiveness (responsiveness) is the willingness or readiness of officers to provide services needed by customers responsively. That includes responsiveness to help customers who need information or complain about the services received as well as concern for the readiness or dexterity of employees in providing services immediately. Service will not succeed in satisfying customers optimally if the service provider is bad, it will even be able to reduce the reputation of the public organization itself. In public service management, responsiveness is the organization's ability to recognize community needs, set service agendas and priorities, and develop public service programs according to community needs and aspirations. The attitude of the service staff for visitors with disabilities is a procedure that is usually carried out to respond to various kinds of complaints from the community so that the services provided are maximal and satisfying. In some public service practices, people often feel difficulty and confusion in serving visitors with disabilities so that officers have a responsibility to explain or inform about service procedures until the community can understand the actual service procedures.

### **Security (Safety and Comfort)**

Security (Safety and Comfort) is a service that must be guaranteed to be free from various dangers and risks. Procedurally, service providers must ensure the comfort and safety of applicants with disabilities while receiving services. This can lead to customer trust and confidence through knowledge, courtesy and respect for customer feelings, skills in providing information, the ability to provide security in utilizing the services offered. The attitude of politeness, honesty, and can show a pleasant personal figure through the way you look. In addition, it can foster a family atmosphere that is shown by employees will give a good impression. In addition, the delivery of information with good words gives the impression to customers not to be emotional if

something unpleasant happens. The number of people who come should get comfort during the service, namely by providing a sense of security for the community during service, both within the Museum and outside the Museum. Therefore, it is necessary to improve services to provide a sense of security for the community during service. From the results of the study it was found that in the Museum, all forms of security are guaranteed both from conditions inside and outside the environment in the Loka Jala Crana Navy Museum everything looks quite safe so that it gives a comfortable feeling for the community during a visit to the TNI AL Loka Museum. Crana net. Based on the data in the field, the researcher concludes that the certainty of service regarding the level of community security is maximized so that people no longer need to feel anxious about anything because all forms of service both outside and inside the Museum are more important to guarantee the safety and comfort of customers during service. The following is a picture of the Loka Jala Crana TNI AL Museum Parking lot which provides a sense of security to visitors, especially people with disabilities.

### **Tangible Dimensions (direct evidence)**

Tangibles (physical evidence) are physical facilities, equipment, employees and communication facilities as well as operational vehicles. Thus, direct evidence is one of the most concrete indicators. Its form is in the form of all facilities that can be seen. Tangible (direct evidence) is also the appearance of physical facilities, equipment, personal and communication media in service. In realizing quality public services, it is necessary to make changes and improvements that lead to community satisfaction. The role of service facilities is very important because the role of this facility is one that greatly influences the improvement of the quality of public services. With adequate service facilities, people can be more satisfied and feel comfortable while in the service room. If this dimension is perceived by the community as good, then the community will judge that the services provided are maximal and satisfying. In the Loka Jala Crana Navy Museum, a prayer room or place of worship for Muslims is provided to carry out their worship, this facility is very easy for people to pray in congregation, as well as complementary facilities in the form of TV and other tools. bored or bored during a visit to the Loka Jala Crana TNI AL Museum. The facilities and facilities provided are an attraction for the community, not only that but also for employees as service providers. From this function, the role of service facilities and facilities is very important in supporting the smooth performance of services in addition to the role of human resources themselves. For this reason, the service for visitors with disabilities at the TNI AL Museum Loka Jala Crana is expected to always pay attention to the existing facilities and facilities. For this reason, the service for visitors with disabilities at the Indonesian Navy Museum Loka Jala Crana completes the institution with adequate equipment to provide good service to the community.

### **Reliability (Reliability)**

Reliability (reliability) is the ability to provide the promised service immediately and satisfactorily. Fulfillment of the promise of appropriate and satisfactory service includes timeliness and skills in responding to customer complaints and providing services fairly and accurately. The ability of service providers to provide services as promised in a timely, accurate, and reliable manner and provide the same service is one of the important elements that must be possessed by service providers. Based on the data in the field, the researcher concluded that there were no problems with the service process, either from the completeness of the files or other things, the service officers carried out in accordance with applicable procedures and rules. If the community completes it according to the requirements, the service process is fast and if there are requirements that are not appropriate, it is the applicant's obligation to re-complete the existing requirements. The service procedure is a series of activities that must be carried out by customers to meet the requirements or rules they have to manage at the Indonesian Navy Museum Loka Jala Crana to obtain production results, namely visitors with disabilities. Every customer expects to be able to go through an easy and simple procedure in receiving service.

### **Convenience**

Ease is a condition where everyone can reach all places or buildings that are common in an environment. This is reflected in the good service of the Loka Jala Crana Museum staff to visitors, especially visitors with disabilities. Museum staff are able to provide and explain all available information, rules and procedures that visitors need promptly and correctly. Based on the results of interviews with informants, it can be seen that if the officers provide services at will, it will be detrimental to the office/company. The attitude of the service staff for visitors with disabilities is a procedure that is usually carried out to respond to various kinds of complaints from the community so that the services provided are maximal and satisfying.

### **Independence**

Independence is a condition where everyone must be able to reach, enter and use all public places or buildings in an environment without the need for the help of others. This is in accordance with the observations of researchers in the field who found that in handling visitors with disabilities, the officers had done it swiftly. So that people with disabilities can easily enter the service process at the Indonesian Navy Museum Loka Jala Crana.

### **Supporting factors**

Supporting factors are things that can support the implementation of public services so as to achieve the objectives of the effectiveness of public services carried out by the Indonesian Navy Museum Loka Jala Crana. a) Infrastructure facilities. In general, facilities and infrastructure are tools to support the success of a process carried out in public services, because if this is not available then all activities carried out cannot achieve the expected results according to the plan. b) Systems, procedures, and methods: In the service, it is necessary to have information, procedures and methods that support the smoothness of providing services; c) Personnel: Personnel is more emphasized on the behavior of the apparatus in service. Government apparatus as service personnel must be professional, disciplined and open to criticism from customers or the public; d) Facilities and Infrastructure: In the service required equipment and work space as well as service facilities. For example, such as a living room, adequate parking space and so on; e) Society as Customer: In its service, the community as customer is very heterogeneous, namely the level of education and behavior. Based on the information above, the researcher concludes that the factors supporting the quality of service in managing visitors with disabilities at the Indonesian Navy Museum Loka Jala Crana have been implemented optimally.

### **Barrier Factor**

Inhibiting factors are things that can cause delays in the implementation of public services so that they become disrupted and not carried out optimally. Public Awareness One of the factors that influence the implementation of the task of serving visitors with disabilities at the TNI AL Museum Loka Jala Crana is the general public awareness factor. Public awareness means that the relationship between service officers and the community must support each other in order to achieve the expected goals, both from the community and from the officers themselves, awareness, namely: a. Awareness is static, namely in accordance with the laws and regulations in the form of community provisions. b. Awareness is dynamic which focuses on awareness that arises in humans arising from moral awareness, self-realization which is an inner attitude that grows from a sense of responsibility.

### **Conclusion**

Based on the results of research and discussions that have been carried out regarding the quality of services for visitors with disabilities at the Indonesian Navy Museum Loka Jala Crana are as follows: First, the quality of service in managing visitors with disabilities at the Indonesian Navy Museum Loka Jala Crana is good. This can be seen from seven aspects, namely Accessibility, Responsiveness (responsiveness), Security (safety and comfort), Tangibles (physical evidence), Reliability (reliability of trust), Ease and Independence, which have been going well. Second, the Supporting and Inhibiting Factors in Services for Visitors with Disabilities at the Indonesian Navy Museum Loka Jala Crana are: a. Supporting factors in service are facilities and infrastructure that have been implemented optimally. The existence of these supporting facilities aims to support service activities in the Indonesian Navy Museum Loka Jala Crana. b. The inhibiting factor in service is the lack of public awareness in an effort to participate in helping people with disabilities.

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