



## Public Service Performance of the Tuban Regency Fire and Rescue Service

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**Abstract.** *This study aims to describe and analyze: Public service performance and what are the inhibiting factors that affect the performance of public services at the Tuban Regency Fire and Rescue Service. The type of research used is qualitative research. The data analysis technique in the study uses a technique developed by McNabb (2002), namely Grouping the data according to key constructs, identifying bases for interpretation, developing generalizations from the data, Testing Alternative interpretations and Forming and/or refining generalizable theory from case study. The results of the study show that the Public Service Performance of the Tuban Regency Fire and Rescue Service is quite good, this is based on the Realization of the Indicator of Achieving Minimum Service Standards for Basic Service Types in 2023, Rescue and Evacuation Services for Fire Victims reached 96.89%. Based on the elements of the service procedure The performance is good, the media used for the service procedure is clear, displaying a picture of the flow of complaint procedures. Based on the element of service time including completion time, the requirements are good. The completion time for settlements, industrial areas, and public buildings is a maximum of 15 minutes, and for certain forest and fire areas is a maximum of 60 minutes. Based on the element of Service Transparency is good, there is a bulletin board that provides information about services, requirements, costs, completion times and management mechanisms. Based on the Ease of Service element is good, the location of the Tuban Regency Fire Service counter is easily accessible and strategically located, the service procedure is easy to understand. Based on the element of justice The service is good, providing services to people who need help is not picky, anyone who reports and asks for help will be assisted according to their ability. Based on the element of competence of service officers, officers are equipped with Standard Operating Procedures (SOP). Inhibiting factors include: Lack of public understanding of fire hazards and people's readiness to face and overcome fires is very low. Lack of Facilities and Infrastructure, only has 3 auxiliary posts. The Tuban Regency Fire Department has 6 fire engines, and does not yet have a Power Supply Vehicle. Limited Human Resources where in each sub-district post there are 16 personnel on standby and 1 fire truck, only 15 personnel have participated in a number of trainings. But only 4 of them have certification*

**Keywords:** *Public Service, Performance.*

### 1. INTRODUCTION

The era of regional autonomy with a decentralized government has given authority to local governments in the context of implementing public affairs for the people. Regional autonomy gives rise to the perception that the policy is able to empower local governments and local communities. The local government is expected to be able to carry out its affairs properly and appropriately. As an institution or institution, the government has one of its functions, namely in the policy aspect. In fact, the superiority of each country (government) is determined by its ability to produce superior public policies (Nugroho, 2015).

The policies produced by the government must be able to be a solution to problems that occur in society. Public policies exist as products of activities that can or are able to solve public problems that occur in a certain environment and are made by political actors whose public policy-making activity process takes place all the time. Public policy is a product of the government that is present to solve community problems and not the other way around.

One of the important policies implemented by the government is related to policies regarding public services. Public service is an important key to success in a government. To realize this, the role of public services has a considerable influence on the government order, because public services include a very comprehensive public interest for the community.

Law Number 25 of 2009 concerning Public Services is a law that regulates the principles of good governance which is the effectiveness of the functions of the government itself. Effective public services carried out by the government or corporations can strengthen democracy and human rights, promote economic prosperity, social cohesion, reduce poverty, intensify environmental protection, be wise in the use of natural resources, deepen trust in government and public administration. As a consequence of the implementation of regional autonomy. Regional Governments are required to improve their performance in order to provide services to the community. In essence, the implementation of regional autonomy is directed to accelerate the realization of community welfare through improving services, empowerment and community participation, as well as increasing regional competitiveness.

Public services are developed based on clients, namely sitting that citizens are the ones who need services, need bureaucratic assistance. So that the services developed are independent services and create dependency for citizens in their affairs as citizens. Citizens or the community are considered followers in every policy, program or public service. The community is considered a "*manut*" (obedient) creature, always accepting every bureaucratic activity, even though sometimes the government carries out activities that are "not always beneficial to the community" (Dwiyanto, 2006).

The government as a service provider for the community is required to provide increasingly quality services. Especially in facing competition in the era of globalization, the quality and service of government apparatus will be increasingly challenged to be more optimal and able to respond to the increasingly high demands of the community, both in terms of quality and in terms of service quantity.

Bureaucratic apparatus is indeed highly expected to have a spirit of service and service to the community. And those who are relied on are able to change the image of "asking to be served", to "serving" (Mulyadi, 2007). Bureaucracy for some people is interpreted as a convoluted procedure. However, for others, bureaucracy is understood from a positive perspective, namely as an effort to regulate and control people's behavior to be more orderly. The order in question is order in terms of managing various resources that distribute these resources to every member of society in a fair manner. The different opinions above can be understood from their respective perspectives. For those who have a positive view of the

bureaucracy, for him bureaucracy is a necessity, but for those who have a negative view, the bureaucracy is actually one of the obstacles to achieving the goal so that the existence of the bureaucracy must be eliminated.

However, the public's perception of the quality of government services, especially its performance, is still not as expected. This can be seen, among others, the number of complaints or complaints from the public to the Ministry of State Apparatus Empowerment (Menpan), such as regarding convoluted service procedures and working mechanisms, not transparent, less informative, less accommodating, less consistent, limited facilities, facilities and service infrastructure, so that it does not guarantee certainty (legal, time, and cost) and there are still many illegal collection practices and actions that indicate irregularities and corruption, collusion and nepotism (korupsi, kolusi and nepotisme – KKN).

The Fire Fighting Unit is part of the Tuban Regency government agency that is responsible for fire hazard prevention and control measures, now under the auspices of the Pamong Praja Police Unit. The Tuban Regency Government has made Regent Regulation number 86 of 2021 concerning the Work Plan of the Police and Fire Fighting Unit. The Fire Fighting Technical Implementation Unit has the task of carrying out part of the duties of the Public Works Office in the field of firefighting. Based on the Realization of the Indicator of Achieving Minimum Service Standards for Basic Service Types in Tuban Regency in 2023, regarding Rescue and Evacuation Services for Fire Victims reached 96.89%.

The Tuban Regency Fire Department is the only government agency that has the main task of serving the community in the event of a fire disaster. This makes this agency required to always be alert in providing firefighting services at the necessary times. To minimize fires and dangers caused by fires, the Fire Service is required to provide quality public services, both related to the attitude of firefighters, service procedures, service hours, service facilities and service processes that can meet or exceed expectations and provide satisfaction to the people affected by the disaster.

The importance of quality service from the Fire Service is to overcome various service problems that have arisen among the community where there are still many complaints and complaints from the public both directly and through the mass media, such as convoluted fire service procedures, no certainty of service periods, service facilities, unresponsive attitude of officers, and others. Based on this, this study aims to more broadly describe and analyze how the performance of public services at the Tuban Regency Fire and Rescue Service and what are the inhibiting factors that affect the performance of public services at the Tuban Regency Fire and Rescue Service.

## 2. THEORETICAL STUDIES

Public services, which are the focus of the study of the discipline of Public Administration in Indonesia, are still a problem that needs to receive attention and a comprehensive solution. Such a hypothesis qualitatively, for example, can be easily proven where we see many demands for public services as a sign of their daily dissatisfaction. It must be admitted that the public services provided by the government to the people continue to be updated, both in terms of paradigm and service format in line with the increasing demands of the community and changes in the government itself. However, the renewal seen from both sides is not satisfactory, even the community is still positioned as a helpless and marginalized party in the context of service (Kurniawan, 2005)

Public service is defined as the provision of services (serving) the needs of people or people who have an interest in the organization in accordance with the basic rules and procedures that have been set. Public services are a product of the public bureaucracy that is widely accepted by citizens, users, and the community at large. Therefore, public services can be defined as a series of activities carried out by the public bureaucracy to meet the needs of users. However, public services of goods and services are often complementary or complementary so that they are difficult to separate. Intangible services are intangible goods so they are intangible. (Kurniawan, 2005)

Even though it is invisible, the implementation process can be observed and felt, for example, a service can be considered fast, slow, annoying, difficult, cheap, or expensive. Then seen from the process, the process of production, distribution, and consumption in the provision of services takes place simultaneously (Dwiyanto, 2008). Public services by the public bureaucracy are a manifestation of the function of the State apparatus as a public servant in addition to being a servant of the State. Public services by the public bureaucracy are intended to prosper the community (citizens). According to Law Number 25 of 2009 concerning public services, the scope of public services includes public goods and public services as well as administrative services regulated in the legislation. The scope includes education, teaching, work and business, housing, communication and information, environment, health, social security, energy, banking, transportation, natural resources, tourism, and other strategic sector sectors.

Every public service implementation must have service standards, as a guarantee of certainty for the giver in the implementation of his duties and functions and for the recipient of the service in the process of submitting his application. Service standards are a standardized

measure in the implementation of public services as a guideline that must be obeyed and implemented by the service provider, and is a guideline for service recipients in the application submission process, as well as a tool for community and/or service recipients to control the performance of service delivery. Therefore, it is necessary to prepare and set service standards in accordance with the nature, types and characteristics of the services provided and pay attention to the environment. In the process of formulation and preparation, it involves the community and/or other stakeholders (including bureaucratic officials) to get advice and input and build concern and commitment.

Public Service Standards according to the Decree of the Minister of PAN Number: 63/KEP/M.PAN/7/2003, at least include:

- 1) Service Procedures.
- 2) Turnaround time.
- 3) Service fee.
- 4) Service Products.
- 5) Facilities and infrastructure.
- 6) Competence of service personnel.

The performance of public organizations can not only be seen from the internal measures developed by public organizations or the government, such as the achievement of targets. Performance should be judged from external measures as well as values and norms that apply in society. An activity of a public organization has high accountability if it is considered correct and in accordance with the values and norms that develop in society (Tangkilisan, 2007)

With the emergence of various paradigms, where the organization must be driven by customer focus, an effective organizational performance has several conditions as follows:

- 1) Based on each activity and the characteristics of the organization itself according to the perspective of its customers;
- 2) Evaluation of various activities using a view and orientation to customer needs;
- 3) Requires a thorough assessment of various aspects of activity performance that affect customer satisfaction;
- 4) The performance of the organization must be known by all members of the organization as feedback for them to recognize the problems faced in the organization (Lynch & Cross, 1993).

Knowledge of organizational performance is important as discussed by McMann and Nanni (1994) as follows:

- 1) Trace the performance of the organization against customer expectations so that it will bring the organization close to its customers and make all members of the organization involved in efforts to provide satisfaction to customers;
- 2) Motivate employees to provide maximum service to customers;
- 3) Identify various existing factors, which directly affect the results of the organization's performance that can be achieved;
- 4) Create a strategic goal that can be achieved to increase customer satisfaction;
- 5) Building consensus for planned interventions for organisational building

### **3. RESEARCH METHODS**

Based on the goal to be achieved in the research, which is to be able to describe and analyze the results of the research in a complete and in-depth manner, the type of research used is qualitative research. Data collection techniques in this study include: Interviews, Observations, Documentation and literature studies. The informants in the study included authorized officials consisting of the Head of the Tuban Regency Fire Service. The data analysis technique in the study uses techniques developed by McNabb (2002), namely Grouping the data according to key constructs, Identifying bases for interpretation, Developing generalizations from the data, Testing Alternative interpretations and Forming and/ or refining generalizable theory from case study.

### **4. RESULTS AND DISCUSSION**

The concept of productivity not only measures efficiency, but also service effectiveness. Productivity is generally understood as the ratio between inputs and outputs. In every implementation, the effectiveness factor is always the main basis for achieving the goals that have been set. This is because effectiveness is a measure of the success rate of an organization in carrying out its activities in order to achieve a goal.

Effectiveness in public services is determined from the policies of public service programs run by the Tuban Regency Fire and Rescue Service. Public services are aimed at improving the quality of people's lives. The Tuban Regency Fire and Rescue Service in carrying out its main duties and functions is achieved measurably and there are clear standards. In an effective context to increase the sensitivity of the Tuban Regency Fire and Rescue Service, determine the goals or objectives of each policy it implements. The clarity of the target

shows the Tuban Regency Fire and Rescue Service in capturing aspirations and articulating community demands and support.

Public service has become an increasingly important profession. Public services are in the form of all forms of services, both in the form of goods and services. Public services are the responsibility carried out by the Tuban Regency Fire and Rescue Service to maintain or improve the quality of life of many people. The low quality and effectiveness of public services have given birth to multidimensional impacts. Poor public services have eroded public trust in the Tuban Regency Fire and Rescue Service which is slowly destroying order and peace in the community.

Public service concerns a very wide range of aspects of life. Technological developments have encouraged the Tuban Regency Fire and Rescue Service to re-understand the importance of service quality and the importance of improving service quality. Efficient in public services creates consideration for the success of the Tuban Regency Fire and Rescue Service to take advantage of the resource factors it has. Efficient public services create tasks precisely and carefully, effectively, and appropriately. Efficient in the quality of public services makes the efforts of the Tuban Regency Fire and Rescue Service to save in terms of public resources. The output produced from each service implementation is achieved with minimal input.

Efficient public services show that everything related to the implementation of public services, both in the form of budget, manpower, and bureaucratic series is managed by achieving the maximum effect by the minimum of effort. A service that is successfully carried out efficiently, gets an increase in productivity that will provide benefits for many parties.

Public Service Standards according to the Decree of the Minister of PAN Number: 63/KEP/M.PAN/7/2003, at least include: Service procedures; Completion time; Service fees; Service products; Facilities and infrastructure; and Competence of service officers.

#### **a. Elements of Service Procedures**

The service procedure in this case is the ease of the service stages provided to the community in terms of simplicity of the flow. Explanations of the requirements, procedures, and time required in ticketing services are important for the community. The community knows, accepts and complies with the accepted procedures and rules because the service requirements are affordable by the community.

Service procedures, are dimensions to measure service quality by paying attention to the ease of the stages of the SOP (Standard Operating Procedure) mechanism when in the field provided by officers as a form of service, including the ease of service procedures. The Fire Service as an institution that handles fires has implemented Standard Operating Procedures

(SOP) / Fixed Procedures (Protap) related to fire management which includes preventive, countermeasures, rescue, supervision and control, evaluation and follow-up, and rehabilitation.

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The findings of the study show that the service procedures of the Fire Service are:

- 1) Report via Phone to the Tuban Regency Fire Department through social media and WA Center
- 2) Report directly to the Fire Department's office/UPT
- 3) Reports via radio communication
- 4) The operator receives information about the incident
- 5) Operator officer cross-checks the validity of information
- 6) Information about the incident was conveyed to the commander of the force
- 7) Preparation of fleets and troops along with personal protective equipment
- 8) Troop Departure to the Crime Scene
- 9) Incident handling



**Figure 1. Service Procedure Mechanism**

Public services must be informed openly and accessible to people in need. The informed service aims to be easy to know, understand and understand by the public. Quality service information creates accurate and complete information, this service information shows the key to success in carrying out services at the Tuban Regency Fire Service (Damkar)

#### **b. Elements of Service Time**

The service completion time is set from the time of submission of the application to the completion of the service, including complaints. Time, is a dimension to measure the quality of service by paying attention to the extent to which the Fire Service can provide timely service upon arrival at the scene during fire management. The time dimensions include: Blackout speed and Blackout precision.

The findings of the study show that the service standards of the Tuban Regency Fire Service (Damkar) include completion time, requirements, and costs. For residential areas, industrial estates, and public buildings, the completion time for fire extinguishing is a maximum of 15 minutes. For certain forest and fire areas, the time to complete fire extinguishing is a maximum of 60 minutes. The Reporter Requirements must include identity, location of the incident, photographs or documentation, and a telephone number that can be contacted. Fire service fee is free of charge.

The response time of the Fire Department is 15 minutes from the time of receiving fire information. This response time consists of: Time to receive fire reports, Time to determine the location of the fire, Time to prepare troops and means of extinguishing, Time to travel from the fire station to the fire site, Time to prepare equipment at the fire site. The time for the completion of the fire extinguishing depends on the object of the fire. For example, for residential areas, industrial estates, and public buildings, the completion time is no more than 15 minutes. Meanwhile, for certain forest and fire areas, the completion time is no more than 60 minutes.

The aspect of speed in firefighting is a very vital aspect in the fire handling procedure in an area. Because in a fire disaster, the fire will quickly consume everything around it, especially coupled with weather conditions such as strong winds and dry seasons. In reality, being late for just three minutes can be fatal. The aspect of speed of time, which is the heart of fire service, is still experiencing quite significant obstacles. One of the classic problems that is very often faced is congestion. When a fire occurs, fire engines are indeed a priority to prioritize, but the large number of vehicles passing by is still unavoidable and becomes an obstacle to response time, especially during busy hours. Not to mention that the number of vehicles parked on the shoulder of the road is one of the sources of congestion and obstacles for fire trucks to pass through the road to the crime scene.

### **c. Elements of Service Transparency**

Transparency is one of the important measures of good governance. The quality of service is considered good or bad, one of which is determined by the level of transparency in the government. Transparency plays an important role in the success or failure of the Tuban Regency Fire Service (Damkar) services for the community. Public services are called transparency if all information about systems, procedures, mechanisms, and rights and obligations related to services can be obtained freely by the community. Transparency plays an important role in the success or failure of the Tuban Regency Fire Service (Damkar) service for the community. Public services are called transparent if all information about systems, procedures, mechanisms, as well as rights and obligations related to services can be obtained freely by the community.

The transparency of public services in the Fire Service (Damkar) means that service information is easily accessible and known by the public. Transparency in this study is intended as a means to answer public doubts about clarity about information, necessary obligations/conditions, clarity about rights and about the quality of services. Transparency is

the freedom to obtain information related to the public interest. Operationally, it can be interpreted as clarity about the necessary obligations/conditions, clarity about rights and about management costs. The findings of the study show that transparency in the implementation of public services at the Tuban Regency Fire Service can be seen by the existence of a bulletin board that provides information about the type of service, requirements, costs, completion time and management mechanism. Service information through website, WA Center or telephone to (0356) 3210, or by submitting complaints, aspirations, or requests for information through the LAPOR application. Through this information, the public can see and understand public services at the Tuban Regency Fire Service.

Transparency is a very important concept and is becoming increasingly important, along with the growing desire to continue to develop good governance practices which requires a special space for transparency in the entire process of implementing government and community services. In other words, the government at every level, especially at the service level that is in direct contact with service beneficiaries, is required to be open and guarantee a space that can be accessed by stakeholders to various sources of information about the public policy process, budget allocation for the implementation of the policy in question, and monitoring and evaluation of the implementation of the policy. A number of information points regarding the actions of service providers, for example: the reasons behind the actions, the form of action required and the time and method of taking the action in question must be available to stakeholders and the wider community. By freely accessing various information, it can indirectly foster public concern to participate in assessing the extent to which the government's alignment has accommodated the basic needs that have been the expectations of the community (Ratminto and Winarsih, 2005).

#### **d. Elements of Server Convenience an**

Services must also consider convenience. The aspect of ease of public services at the Tuban Regency Fire Service is based on one of the principles of public service implementation. Because in the aspect of convenience, which is an indicator, namely the place and location of adequate service infrastructure, easy to reach by the public and can take advantage of telecommunication and information technology. The ease of public services provided by the Fire Service (Damkar) includes: 24-hour service, free service, education and socialization to the community, simulation to the community and government agencies, cooperation with Kominfo.

The findings of the study show that the ease of service is not sure that in terms of places and locations that are easy to access, of course, it is very related to the quality of service to the community. The location of the Tuban Regency Fire Service counter itself is indeed easily accessible and strategically located. If the community has a need to go to the Tuban Regency Fire Service office and do not know where it is located, the community can directly search on google maps because the location is already on the site. In addition to places and locations that are easy to access, adequate facilities and infrastructure and in accordance with applicable standards are also a reflection of the quality of good service to the community, especially in Fire Prevention and Management services, which of course are emergency because they are related to someone's life and property. Therefore, good facilities and infrastructure are needed to support the duties of the fire department in order to prevent victims from falling and minimize the losses that occur. Furthermore, the Tuban Regency Fire Service in terms of its own extinguishing equipment is still inadequate.

The Fire Service is one of the regional apparatus organizations (Organisasi Perangkat Daerah - OPD) that serves the community for 1 x 24 hours. For the Fire Department institution does not know holidays, in order to provide excellent and quality public services in order to carry out their duties as well as possible with full responsibility. The ease of service provided is in the form of free services such as providing knowledge to the community on how to extinguish fires traditionally, then providing ease of service through socialization and simulation to the community and government agencies and collaborating with Kominfo 1 time a month to urge the community to ensure stoves and electric current when leaving the house, not to throw cigarette butts carelessly and so on. Furthermore, the South Coast Regency Fire Department made stickers scattered on 182 Nagari, Puskesmas, Mosques which contain numbers that can be contacted, dangers and how to extinguish fires simply.

#### **e. Elements of service justice**

The services provided must be based on justice, in the sense that services are provided equally to every level of society regardless of social status and class. Public services in this new paradigm must be non-descriptive like the theory of democracy which guarantees equality among citizens, without discriminating between citizens' origins, tribes, races, ethnicities, religions, and party backgrounds. This means that every citizen is treated the same when dealing with the public bureaucracy to receive services as long as the necessary conditions are met. The relationship between public bureaucrats and citizens is an impersonal relationship so as to avoid nepotism and primordialism.

Equality of rights in service is a service that does not discriminate in any aspect, especially ethnicity, race, religion, class, social status, and others. The services provided by a government agency or an organization to the community do not discriminate between social and other statuses, the equality of rights can be seen from the firmness and firmness of the service implementers.

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Balance of rights and obligations in providing services by considering the aspect of justice between public service providers and recipients. Services to the community provided by the government by creating a balance of rights and obligations of officers and service recipients. The balance of rights and obligations includes justice and honesty.

#### **f. Elements of Service Officer Competency**

The implementation of services must be able to understand the wishes of the community, the implementation must also have an understanding of the services that will be provided to the community and be able to provide explanations to the community in writing and orally regarding ticketing. Smooth communication between service officers and the community served must be well established. The existence of human resources (HR) personnel is the main component in the implementation of the duties of the fire service. Fire Service officers (Damkar) have competence in the fields of firefighting, rescue, and handling of hazardous materials. In addition, they must also have good communication skills and physical fitness.

Some of the competencies that must be possessed by Fire Service officers include: Identifying and reporting factors that can cause fires, Extinguishing fires at an early stage, Directing the evacuation of people and goods, Rescuing victims of accidents, natural disasters, and other emergency evacuations, Handling toxic chemicals, hazardous waste, and other situations that require special expertise, Conducting inspections of fire protection equipment. Investigating fire incidents and empowering the community in fire prevention.

The findings of the study show that the Tuban Regency Fire Service Officers are quite competent where firefighters have been equipped with various knowledge about Standard Operating Procedures (SOP) for fire fighting, fire disaster prevention and management, knowledge about safety, health and occupational risks. Tuban Regency firefighters are

proficient in operating infrastructure or firefighting equipment, are skilled in understanding the situation and conditions in the field at the time of fire, are also able to carry out rescue evacuation and first aid for fire victims, carry out rescue evacuation and first aid for fire victims. The attitude of firefighters already has a patient and calm attitude in dealing with situations and conditions in the field, firefighters must also have high responsibility and integrity in their work and have a professional and serious attitude in working as well as high cohesion and solidarity in working in a team.

Inhibitory factors that affect the performance of public services at the Tuban Regency Fire and Rescue Service include:

- a. The lack of public understanding of fire hazards and community readiness to face and overcome fire hazards and disasters is very low, so that when a fire occurs, people generally panic because they do not know how to evacuate and overcome fire hazards. Then there is still low public concern, such as not prioritizing/providing road access that can be quickly passed by the fire fleet at the time of the fire, the number of people who see/watch at the time of the fire incident so that firefighters have difficulty in dealing with the fire

- b. Lack of Facilities and Infrastructure

The Tuban Regency Fire Service does not have adequate infrastructure. Each sub-district should have one auxiliary post to speed up officers in carrying out fire disaster management services. Based on the results of the interview, it can be seen that Tuban Regency only has 3 auxiliary posts in Rengel, Jatirogo and Singgahan and One Main Post. The few auxiliary posts in Tuban Regency are often an obstacle for firefighters to be late to the fire site so that they cannot reach a response time of 15 minutes. The Tuban Regency Fire Department has 6 fire engines, and does not yet have a Power Supply Vehicle.

- c. Human Resources

Based on the data found by the author in the field, Tuban Regency Firefighters are still limited, where in each sub-district post there are 16 personnel and 1 fire truck on standby and at the main post there are 10 personnel including the Head of Field. The Fire Fighters in Tuban Regency are 15 personnel who have participated in a number of trainings. But only 4 of them have certification.

## **5. CONCLUSION**

Based on the results of the research, the Public Service Performance of the Tuban Regency Fire and Rescue Service is quite good, this is based on the Realization of the Indicator of Achieving Minimum Service Standards for Basic Service Types in 2023, Rescue and

Evacuation Services for Fire Victims reached 96.89%. Based on the elements of service procedures, the performance of the Public Service of the Tuban Regency Fire and Rescue Service has been good. The media used for the service procedure is clear, displaying a picture of the flow of complaint procedures. Based on the elements of service time, including completion time, requirements, and costs. For residential areas, industrial estates, and public buildings, the completion time for fire extinguishing is a maximum of 15 minutes. For certain forest and fire areas, the time to complete fire extinguishing is a maximum of 60 minutes. Based on the element of Service Transparency is good, there is a bulletin board that provides information about services, requirements, costs, completion times and management mechanisms. Service information through website, WA Center or telephone to (0356) 3210, or by submitting complaints, aspirations, or requests for information through the LAPOR application. Based on the Ease of Service element is good, the location of the Tuban Regency Fire Service counter is easily accessible and strategically located, the service procedures are easy to understand. Based on the element of justice The service is good, providing services to people who need help is not picky, anyone who reports and asks for help will be assisted according to their ability. Based on the element of competence of service officers, firefighters are equipped with various knowledge about Standard Operating Procedures (SOPs). Officers are proficient in operating infrastructure or firefighting equipment, the attitude of firefighters already has a patient and calm attitude in dealing with situations and conditions in the field.

Factors that affect the performance of public services at the Tuban Regency Fire and Rescue Service include: Lack of public understanding of fire hazards and community readiness to face and overcome fire hazards and disasters is very low. Lack of Facilities and Infrastructure, only has 3 auxiliary posts in Rengel, Jatirogo and Singgahan and One Main Post. The Tuban Regency Fire Department has 6 fire engines, and does not yet have a Power Supply Vehicle. Limited Human Resources where in each sub-district post there are 16 personnel on standby and 1 fire truck, only 15 personnel have participated in a number of trainings. But only 4 of them have certification.

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