Perceived Public Service Quality and Accessibility for Regional Index Development: The Case of City of Mojokerto-Indonesia

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ABSTRACT

This research focuses on health and education as basic needs to build society through public services. Quality and accessibility are a series of processes to provide valuable services to society as a whole. Additionally, there is regional development to be closer and reach the community to avoid imbalances that occur between regions. This study used survey data collection methods and data analysis using quantitative descriptive. The sample of this study was 195 respondents spread across three districts of the City of Mojokerto using stratified random sampling related to a proportional sample. The findings in this study indicate that public services affected the quality and accessibility improvement of the people of Mojokerto Regency. However, public perception still showed that public services are not yet quality and affordable in all areas of society. Thus, public services have not been felt with the ease of access in some areas. There needs to be an evaluation of public services to provide welfare and improve connectivity between regions.

Keywords: service; quality; public; service; competitiveness

How to cite:


1. Introduction

Public sector management has undergone a change of paradigm from the traditional to the new paradigm in which the present public management has fully adopted business principles such as organizational streamlining and privatization. The development of the new public sector management has also triggered the emergence of a new era of public services initiated by Dwight Waldo (1948), an expert in the field of public administration, as well as political theory expert Sheldon Wolin (1960), meanwhile the theory of democratic citizenship, community and civil society models alongside with humanism. In addition, organization and discourse theory has been the basis for the emergence of the new era of public services. Democratic citizenship theory emphasizes the importance of reviving the role and involvement of citizenship in democracy (Barber 1984; Mansbridge 1990; Mansbridge 1992; Pateman 1970; Sandel 1996). While specifically, Sandel (1996) offers an alternative view of democratic citizenship, where individuals are more actively involved in government so that the interests of citizens are seen beyond the interests of individuals and the broader public interest. This perspective is consistent with the public sector economy and New Public Management (see Kamensky 1996). King and Stivers (1998) also emphasized that administrators should see citizens as whole citizens (not just voters, clients, or customers); they must share authority, reduce control, and believe in successful collaboration. This opinion contradicts the managerial view that focuses on efficiency, which King and Stivers (1998) suggested that public sector management should seek more excellent responsiveness and increase trust.

The appropriate citizens. This perspective directly underlies the New Public Service. The New Public Service, which is in line with King and Stivers (1998), was conveyed by Denhard and Denhard (2000), is the new era of public service that focuses on changing the orientation of public services where providing public services no longer has to direct but serve. Meanwhile, Neutens (2010) also believed that equitable access to public services is the primary goal of implementing public policy.

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It is explained that the change must not only be done in the orientation of public services, but the access to it also needs to be the top concern for the public service providers. The accessibility represents the ease for individuals to reach the location of activities they need or want to visit (Morris et al., 1979). This opinion means access in terms of distance and proximity of services to the individual’s workplace and residence. Meanwhile, Penchansky and Thomas (1981) also introduced an access typology that consists of affordability, accessibility, availability, and acceptance. This typology explains more about the factors that hinder accessibility in service delivery. The two perspectives show that there are numerous perspectives on accessibility, and one of the objectives of delivering public services is removing barriers to access.

Service quality has also changed along with the emergence of a new era of public management concepts, where one of the goals is to improve the quality of public services by taking a customer-oriented approach and staying focused on performance and measurement (Mwita, 2000). This opinion clarifies that the size of the quality of public services provided must focus on society. This condition makes public service providers experience a paradoxical condition where the public sector is expected to provide good public services and must compete with the private sector to deliver services that have a sustainable competitive advantage (Mathews and Shulman, 2005). Meanwhile, the public sector is inherently more inefficient due to the absence of incentives such as those in the private sector, operating in an open market, and having a decentralized decision-making model (Bhatta, 2001). The challenge of prioritizing consumer or citizen orientation in providing public services has been able to offer changes to public sector service providers that the service quality schemes in the public sector are considered to have improved facility management and staff motivation (Lentell, 2000, 2001; Robinson, 1995, 1999; Williams, 1998). It suggests that the adoption of service quality focused on customer satisfaction popularized by Parasuraman et al. (1985) with SERVQUAL can improve public sector services. However, the SERVQUAL dimension initiated by Parasuraman et al. (1985) emphasizes service quality to increase customer satisfaction in marketing science on a business-to-business basis instead of perceived satisfaction of public services delivered in the context of public administration.

The accessibility and quality of the new public services paradigm are challenges for local governments as public servants, providing services that can meet the citizen’s expectations and increase the region’s competitiveness and performance. The performance of the Regional Government in East Java Province itself is based on the assessment of two criteria: (1) the Human Development Index and (2) SAKIP (Accountability and Performance System for Government Agency), as indicated in table 1.

<table>
<thead>
<tr>
<th>City/Regency</th>
<th>Human Development Index (HDI)</th>
<th>City/Regency</th>
<th>Government Agency Accountability Performance System (SAKIP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Surabaya</td>
<td>82.22</td>
<td>Regency of Gresik</td>
<td>80.9</td>
</tr>
<tr>
<td>City of Malang</td>
<td>81.32</td>
<td>Regency of Lamongan</td>
<td>80.9</td>
</tr>
<tr>
<td>City of Madiun</td>
<td>80.88</td>
<td>City of Mojokerto</td>
<td>74.98</td>
</tr>
<tr>
<td>Regency of Sidoarjo</td>
<td>80.05</td>
<td>Regency of Mojokerto</td>
<td>74.98</td>
</tr>
<tr>
<td>City of Blitar</td>
<td>78.56</td>
<td>City of Blitar</td>
<td>71.91</td>
</tr>
<tr>
<td>City of Kediri</td>
<td>78.08</td>
<td>City of Probolinggo</td>
<td>71</td>
</tr>
<tr>
<td>City of Mojokerto</td>
<td>77.96</td>
<td>City of Malang</td>
<td>70.8</td>
</tr>
<tr>
<td>Regency of Gresik</td>
<td>76.1</td>
<td>City of Surabaya</td>
<td>60.7</td>
</tr>
<tr>
<td>City of Batu</td>
<td>75.88</td>
<td>City of Batu</td>
<td>60.7</td>
</tr>
<tr>
<td>City of Pasuruan</td>
<td>75.25</td>
<td>City of Pasuruan</td>
<td>60.7</td>
</tr>
<tr>
<td>Regency of Mojokerto</td>
<td>73.53</td>
<td>Regency of Sidoarjo</td>
<td>70.8</td>
</tr>
<tr>
<td>City of Probolinggo</td>
<td>73.27</td>
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<td>68.2</td>
</tr>
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<td>Regency of Jombang</td>
<td>72.85</td>
<td>Regency of Jombang</td>
<td>70.8</td>
</tr>
<tr>
<td>Regency of Lamongan</td>
<td>72.57</td>
<td>City of Kediri</td>
<td>70.75</td>
</tr>
</tbody>
</table>

Source: Central Statistical Agency (BPS) of East Java Province (2020)

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As indicated (see Table 1), the human development index for districts/cities in East Java Province is in the range of 68 to 82, and the SAKIP value ranges from 60 to 80, which indicates that the accountability conditions of districts and cities in East Java Province are in the range between good to very good. In Indonesia, the implementation of accountability and performance of government agencies is regulated in the Regulation of the Minister of Administrative Reform and Bureaucratic Reform (Permenpan-RB) Number 12/2005, which states that specific ranges of values refer to accountability and performance achievements.

The data indicate that the city of Mojokerto has HDI and SAKIP scores that are not too far apart compared to other cities/regencies in East Java. The achievement of the poverty reduction program planned by the City of Mojokerto has reached 99.53 percent (BPS Provinsi Jawa Timur, 2019). However, some things are contrary to the achievements according to the local government's performance as Nurrahmi (Kompasiana, 2019) reported that the poverty rate in the City of Mojokerto was relatively high compared to the area of the region, where the poverty rate reached more than 8,000 people. Despite efforts made by the City of Mojokerto Government to reduce the poverty rate, it empirically had yet been able to reduce its poverty rate. Further, the poverty rate can stagnate in the Human Development Index concerning the citizen's ability to access health services and education as the main pillars of regional development. Thus, the role of the education and health sector is essential as the main thrust of life quality (Celemin and Velazquez, 2017). Apart from that, these two sectors provide a benchmark for determining the human development index to boost the levels of public services delivered by local government agencies. Based on the arguments, it is imperative to measure public perceptions regarding the quality of local government services in providing primary education and health services, which is relevant in determining sufficient programs and policies delivery.

2. Theoretical Underpinning

2.1. New Public Management: Local and Regional Development

The implementation of development carried out by the government has a critical function to address poverty, unemployment, and social inequality and its influence on economic growth and community welfare (Besley and Persson, 2010; Rasul and Rogger, 2016). So, the government, in carrying out development, must pay attention to this critical function to achieve community welfare (Gagliarducci and Nannicini, 2013; Martinez-Bravo, 2014). Even in developed and developing countries, development practices in the government sector play a vital role in conveying value to public service representation and development outcomes (Rasul and Rogger, 2016; Goldfinch et al., 2012). Few countries and regional areas are still capable to overcome poverty or even preventing it from worsening (Fosu, 2017).

In addition, inequality in an area can also result from development carried out by the local government that becomes the controller and plays a role in development, ensuring that the direction of development can achieve community welfare. As in the case with development in Indonesia, the implementation of the decentralization concept is stated to improve public services by implementing development to be closer to the community (Talitha et al., 2019). The quality of development carried out by the government can be seen from three types of impacts, namely i) changes in people's income and welfare; ii) government spending, which affects sectoral productivity and increases labor demand; and iii) government spending on services including education and public health (Bigsten and Levin, 2000; Edeme et al., 2017). The three types of development impacts can become government provisions in developing an area and their impact on improving the community's welfare. The research results from Edeme et al. (2017) assessed the effect of Nigerian government development has a positive impact on people's welfare. On the contrary, it harms the environment. A review is required regarding development patterns, and their effects after the development are carried out to anticipate these negative effects (Pike et al., 2016).

Regional development by improving public services to achieve their goals is the key to public sector reform (Gradstein, 2017; Kis-Katos and Sjahri, 2017; Ramirez, Diaz, and Bedoya, 2017). The apparent direction of goals for regional development in improving and reaching community services is a process carried out by local governments to share values with their local communities (Sanogo, 2019). Access to education and health is a basic need for the expected value through the existence of public services, especially in developing countries (Sanogo, 2019;
Thus, the government's development becomes the foundation for providing excellent public services to the community (Dahlström et al., 2018). The implication is for the basic needs of the community itself, namely easy access to health and education, which can influence and as a measure of how the government, through its services, builds the essential quality of life for the community (Broucker et al., 2018; Castells-Quintana et al., 2018). However, the implementation of regional development will face political, environmental, and even human development cases (Koo and Kim, 2018; Edeme et al., 2017).

Another problem is the overlap of policies from the center that will be carried out by local governments, which can impact the efficiency of coordination between levels of government (Bojanic and Collins, 2019). In general, the effect of the problems faced is about welfare. Nonetheless, several studies showed that regional development affects inequality that affects community inequality. Neyapti (2006) and Bojanic (2018) found that regional development can reduce inequality. However, other studies have found that regional development increases inequality (Sachi and Salotti, 2014; Sepulveda and Martinez-Vazquez, 2011; Tselios et al., 2012; Cavusoglu and Dincer, 2015). However, the findings of these studies in various countries and regions might be used in this study to prove and explain how the situation is happening in Mojokerto City, East Java Province, Indonesia.

2.2. New Public Management: Local and Regional Development

Government plays an essential role in developing people as metrics of the outcomes of regional development that are included in the indicators of community welfare (Hickel, 2020). In addition, any development vision must consider society's needs as a development object and the resources focused on improving human welfare (Raworth, 2012; 2017). The significant role of government in boosting the welfare of its citizens lies in the minimum service adequacy in providing infrastructure, public health, and education since the private sector has its limitation in providing adequate service to the entire community (Hajamini and Falahi, 2018). Accessibility to health and education is a fundamental need in developing humans, although income also remains a vital indicator of welfare, particularly in developing countries (Hickel, 2020; Rasul and Rogger, 2016; Talitha et al., 2019). Kyriacou et al. (2015) explained that several conditions in developing countries related to public policies and development carried out by the government are still weak on health and education access.

Recent research (Talitha et al., 2019) have suggested that the implementation of the government’s development for autonomy is through leveraging the regions’ economy. The government should first guarantee the accessibility and quality of health and education for its citizens via public services delivery to the vast community arrays (Castells-Quintana et al., 2018). Moreover, progressiveness in human development encourages growth as healthier and more educated citizens can provide a more significant contribution to the macro performance of the region (Ranis et al., 2000; Yin et al., 2018). Therefore, access to basic needs needed in building the quality of a society can be a parameter of the competitiveness of an autonomous region (Regional Indices Development) (Castells-Quintana et al., 2018; Celemen and Velazquez, 2017). Besides accessibility to public services, Celemen and Velazquez (2017) noted that primary access to community needs is part of establishing life quality among citizens of a particular region since it is a fundamental element that should be neglected concerning public health and education. In a specific region where inequality and insufficiency of public services are present, it results in poor education and health outcomes; and, ultimately, lower levels of development (Castells-Quintana et al., 2018). Scholars attempt to highlight why inequality occurs determined by several factors: cost, accessibility, services, facilities, and policies (Sanogo, 2019; Sarkodie and Adams, 2020). In addition, it remains a strategic issue to be solved, especially in developing countries, and its impact on decentralization (Edeme et al., 2017). Strategic issues have always been a reference in development planning because they are related to problems, and public services are a solution to solve these problems (Yin et al., 2018). Therefore, local governments as policyholders have an important role in regulating public services (Talitha et al., 2019; Tselios et al., 2012).

3. Research Method

This study was quantitative in nature, employing a survey method as a means of inquiry. The survey approach was often utilized to describe trends, attitudes best, and opinions from...
representatives of a population targeted (Creswell and Creswell, 2018). Furthermore, a quantitative approach was used in this study to describe the perception of the targeted population—the citizen of the City of Mojokerto—regarding their perceived public service quality and accessibility of health and education. To respond and comply with theories used in this study, mean statistical analysis as the measured response through research instruments was present (Creswell and Creswell, 2018). This research aimed to describe the perceived satisfaction level of public knowledge towards the achievement of local government performance indicators via two basic public services provided. Furthermore, this study took a sample of 195 residents City of Mojokerto, Indonesia. By utilizing stratified random sampling on the distribution of the sample or the proportion of the population from four districts, this study reflected the representative sample relative to the true proportion of the population utilized (Fowler, 2014).

4. Result and Discussion

4.1. Demographics and Descriptive Statistics

Respondents in this study were the citizens of three districts in the City of Mojokerto. The profiles of the respondents are presented in Table 2. Further, the descriptive statistics provided an overview of the public response from the existence of public services provided by the City of Mojokerto Government to the quality of life of the City of Mojokerto citizens, which was measured by health and education accessibility, are also presented.

Table 2. Demographic Profile of Respondents

<table>
<thead>
<tr>
<th>Demographic</th>
<th>Frequency</th>
<th>Percent (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>95</td>
<td>48.72</td>
</tr>
<tr>
<td>Female</td>
<td>100</td>
<td>51.28</td>
</tr>
<tr>
<td>Age (year old)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17-25</td>
<td>26</td>
<td>13.33</td>
</tr>
<tr>
<td>26-35</td>
<td>21</td>
<td>10.77</td>
</tr>
<tr>
<td>36-45</td>
<td>46</td>
<td>23.59</td>
</tr>
<tr>
<td>46-55</td>
<td>63</td>
<td>32.31</td>
</tr>
<tr>
<td>&gt;55</td>
<td>39</td>
<td>20</td>
</tr>
<tr>
<td>Occupation/Profession</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Employees</td>
<td>25</td>
<td>12.82</td>
</tr>
<tr>
<td>Traders</td>
<td>39</td>
<td>20</td>
</tr>
<tr>
<td>Government Employees</td>
<td>34</td>
<td>17.44</td>
</tr>
<tr>
<td>Housewife</td>
<td>35</td>
<td>17.95</td>
</tr>
<tr>
<td>Self Employed</td>
<td>14</td>
<td>7.18</td>
</tr>
<tr>
<td>Farmer</td>
<td>3</td>
<td>1.54</td>
</tr>
<tr>
<td>Student/College Student</td>
<td>13</td>
<td>6.67</td>
</tr>
<tr>
<td>Army/Police</td>
<td>2</td>
<td>1.03</td>
</tr>
<tr>
<td>Other than the above</td>
<td>30</td>
<td>15.38</td>
</tr>
<tr>
<td>Educational Background</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not in School</td>
<td>1</td>
<td>0.51</td>
</tr>
<tr>
<td>Elementary school</td>
<td>14</td>
<td>7.18</td>
</tr>
<tr>
<td>Junior High School</td>
<td>18</td>
<td>9.23</td>
</tr>
<tr>
<td>Senior High School</td>
<td>104</td>
<td>53.33</td>
</tr>
<tr>
<td>University</td>
<td>56</td>
<td>28.72</td>
</tr>
<tr>
<td>No response</td>
<td>2</td>
<td>1.03</td>
</tr>
</tbody>
</table>

As presented, the characteristics of this study's sample consisted of almost similar proportions between men (48.72%) and women (51.28%), mainly in the age ranging between 36-55 years old. The respondent's profession was not limited to specific options; instead, an open question was provided for the respondents to indicate their occupational status according to the guideline from the Central Statistics Agency (2020). The response indicated that most occupations of 20% are traders and the least (1.03%) are Military/Police. In addition, the educational background was mostly attended the Senior High School or equivalent (53.33%). Thus, these characteristics indicate that representative responses and perception is present in this study and could legitimately be used to provide a perceived satisfaction level among the citizens' City of Mojokerto.
4.2. Means Statistical Analysis

The main objective of this study was to measure the perceived public services of the City of Mojokerto government concerning the quality and accessibility of health and education for the City of Mojokerto citizens. Indicators of public perception relevant to the cost ease of access, services provided, and facilities were the main points being asked. Moreover, the strategic issues contained in the Regional Mid-Term Development Plan (RPJMD) were also included in the performance parameters of the local government. The analysis was carried out to identify the individual perception that indicates the success or failure in achieving performance indicators and the implementation of activities following the established programs to achieve these goals and objectives. Furthermore, the results of this research survey can be seen in the image below. The performance achievements indicated via perceived public services in the City of Mojokerto in 2019 have reached the target in line with the improvement in the quality of education perceived by the citizens throughout the annual budget year of 2018-2019.

**Figure 1. Service Quality in Education Sector (2018-2019)**

As presented in Figure 1, the quality of education services in the last two years in Mojokerto Regency has been categorized as good and has positively impacted the people of Mojokerto Regency. Based on the graph above, 45.1% of the people feel that education services are very good, and 32.8% have experienced extraordinary quality of education from previous years. Even so, there were people who still feel that the quality of education in the last two years has not changed; even 4.1% thought that the quality of education was reasonable and tended to be poor.

**Figure 2. Service Accessibility in Education Sector (2018-2019)**

In response to accessibility to education, it was indicated in Figure 2 that the ease of accessing educational facilities showed that as many as 37.9% of the public felt that education services were extraordinarily easy to access, and 46.2% of the public thought that the ease of accessing educational facilities is very good. Hence, the people mainly perceived that accessibility of educational services was satisfactory regardless of the very few (0.5%) who perceived that access to educational facilities was still poor or unsatisfactory.

**Figure 3. Service Quality in Health Sector (2018-2019)**

In the quality of services and accessibility of the health sector (see Figures 3 and 4), the response showed that there had been an increase in the quality of health services during the last two years. Hence, a high satisfactory level was indicated by most of the respondents highlighted, with most of whom (81%) showed a positive response. It was an indication that the quality of public health service quality perceived by the citizens has increased.
The health services could not only be focused on their quality of service delivery but also on whether or not one’s service was accessible to the public. As indicated in Figure 4, most of the respondents perceived the accessibility of such service as satisfactory (80.5%). Thus, an indication that accessibleness of health services delivered to the public by the City of Mojokerto government was present, although 7.2% of the respondents indicated that there was still lacked change within the last two years.

4.3. Discussion

The findings of this study contributed to research on the quality and accessibility of public services for public health and education, as has been done by previous studies in developing countries (Sanogo, 2019; Castell-Quintana et al., 2018; Edeme et al., 2017). Access to health and education was a crucial issue. The inequality and imbalance of accessibility to education and health to build the quality of society as the primary goal of any local government have always been a strategic issue (Yin et al., 2018). Meanwhile, resources were needed for a decent life in developing countries and became parameters for competition, namely health, knowledge, and public education (Edeme et al., 2017; Sanogo, 2019; Alkire and Santos, 2014). Research from Sanogo (2019) stated that the quality and accessibility of public health and education in developing countries or low economies was tough to provide services. It was due to the local government, as the holder of a regional development role, was still weak in dealing with communities with significant levels of heterogeneity and different preferences (Talitha et al., 2019; Sanogo, 2019). However, decentralization can respond more closely to community needs (Pike et al., 2016). This case would depend on how the local government managed its area (Rasul and Rogger, 2016). The results of this study were in line with Sanogo (2019), which stated that public services affected the quality of health and education, did but not the access to education. Therefore, local governments needed to improve and encourage the accessibility of education rather than health. Meanwhile, Edeme (2017) paid more attention to its impact on the environment because it can also affect public health. Thus, the findings of Sanogo (2019) further directed the government to place development can be more accessible to the community so that it can increase accessibility and promote the quality of health and education (Pike et al., 2016; Gradstein, 2017; Dahlström et al., 2018; Castells-Quintana et al., 2018). Thus, development planning aimed at improving public services to avoid imbalance between regions was more focused. In addition, the implication was on the policies implemented by each region in building their communities so that they can play a role in encouraging regional competitiveness (Bojanic and Collins, 2019).

a. Quality and Health Service Accessibility

Life Quality as human development can be measured through accessibility and mortality rates in a region (Celemín and Velázquez, 2018). How impactful public services will determine and influence human development so that it becomes a reflection of government performance (Sarkodie and Adams, 2020). A country that implemented decentralization will not guarantee that it can succeed in human development, especially in developing countries (Bojanic, 2018; Bojanic and Collins, 2019). It is influenced by many variables, including health facilities and infrastructure (Gradstein, 2017; Hickel, 2020). Research from Sarkodie and Adams (2020) showed that the factors determining human development’s success can be well anticipated. It can improve the quality of human life. Because public health is a crucial factor for an area, when it does not pay attention to and prioritizes the community’s safety, it can cause a crisis for the region to the country (Cavusoglu and Dincer, 2015; Dahlström et al., 2018). It is like what happened in countries with low economic capacity where the government cannot reach and provide adequate infrastructure for public health (Edeme et al., 2017).

b. Quality and Education Service Accessibility

The role of education for human development was to provide knowledge, creativity, and human receptive capacity (Hahn and Truman, 2015). Furthermore, Hahn and
Truman (2015) explained in their research that education is also a component of health as a determining factor for fundamental social causes in the upstream part. Celemín and Velázquez (2018) develop the dimensions of the Life Quality Index into two main dimensions, namely socio-economy and environment, and place education as one of the main determinants of socio-economy, besides that health is also included. On the other hand, it is a measure of achieving a level that is determined as optimal achievement, taking into account the social, economic, and environmental dimensions that depend on the values prevalent in society. Therefore, education and health become an integral part of human development, and the role of the government is needed to provide facilities in the form of infrastructure as access to the community (Koo and Kim, 2018). However, the policy is also a determinant of the success of this development (Kyriacou et al., 2017).

Regional governments with autonomous rights to develop an area need fiscal capacity as an important part of their reforms (Sanogo, 2019). This research emphasizes the importance of development to increase access to public services due to several countries consider fiscal decentralization to have a positive effect on public services (Cavusoglu and Dincer, 2015; World Bank, 2016). It is important for policymakers and researchers who focus on local government autonomy from a public policy perspective. However, there is a need to develop the more accurate decentralization indicators that reflect decision-making powers handed back to local governments (Talitha et al., 2019; Tselios et al., 2012). Therefore, in ASIA countries, decentralization has been considered a solution to conflicts that often occur with the central government to deal with social issues or more to human development issues (Miller and Bunnel, 2012). Even Indonesia has implemented decentralization since the late 1990s, after which power and authority have shifted significantly from the central government to local governments (Talitha et al., 2019). More than that, the main thing is to impact public services on the quality and accessibility of basic needs or the quality of life of the community, namely health and education (Bojanic and Collins, 2019; Sarkodie and Adams, 2020).

5. Conclusion

This research was aimed to determine the impact of public services on the quality and accessibility of health and education as a basic need for community development. The indicators in this determination were based on strategic issues that become problems in an area and then found out the community’s perceptions regarding public services on the community’s basic needs. Furthermore, the survey results showed that the community has not fully felt public services in several areas. It proves that the accessibility to connect people to public services still cannot reach as a whole. Some people feel that it is difficult for public services to access health and education services. Conditions like this occur in developing countries, and several studies have proven that public services have not been able to reach the entire community (Sanogo, 2019; Edeme et al., 2017). It is in line with the situation in the City of Mojokerto, with a region that has a low economy and one of the regions in East Java Province with a fairly high poverty rate. In addition, the demography of citizens concerning the minimum educational background is an important caveat that might affect the capacity to nurture regional development. Regions that possess high human capital demography might be able to progress their development, while those that do not might struggle.

The implications for public policy and the fiscal capacity of local governments can affect the quality and accessibility of public services. However, this research did not take a deep dive into it. Nonetheless, the government’s performance based on the community’s perspective must be explored in the future. Although several studies have been carried out in developed countries, the literature still lacks the context of third world economies, especially in Indonesia, which has a large population and a relatively high poverty level. Thus, more researches attempt to contribute to the management and public services literature and should emphasize more focus on community development due to the practical implication as a parameter of regional and state competitiveness.

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