CHAPTER I
INTRODUCTION

1.1 Background

The right to vote is a basic right of every individual or citizen who should be fully guaranteed by the State. The provisions concern set in Article 1 (2), Article 2 (1), Article 19 paragraph (1), and Article 22c (1) year 1945. The formulation of a number of the article is very clear that is not unjustified discrimination toward race, wealth, religion and ancestry. The provisions of the Constitution year 1945 directs that the country must meet all forms of the rights of every citizen, especially with regard voting the rights of every citizen in the General Election (Pemilu), Presidential Election (Pilpres), elections, particularly governing the right to vote of the citizens.

Political participation of people is certainly not free from conditions or political system which was to proceed. Political system of Indonesia until today have changed many times, starting from the new order to the reforms. It recognizes that the reform is often interpreted as a more democratic era. The process of political transformation means the election in addition to be a part of the arrangement of structures that controls the macro to assure the proper functioning of mechanism check and balance between the political institutions of central and regional level; people also expect to ensure that the election could produce regional heads being accountable, qualified, legitimate and sensitive to the interests of society.

The future of public officials is elected in elections depended on the preferences of people as voters, it is only the political participation of people in elections which can be seen as a control society against a government. Controls are variously given with the level of their political participation. In addition to the core of democracy, political participation is also closely related to the fulfillment of the political rights of citizens. With open space for every

citizen, it is possibly able to exercise their voting rights and become one of the efforts to tackle human rights violations.

One effort to avoid human rights violations committed by the government agency, the General Elections Commission (KPU), makes it easy for people to choose, though it is in a state of domicile outside the city. According to the Law No 7 year 2017 concerning Election Article 348 paragraph (1), the eligible voters for the voting at polling stations, which is one of them, the owner of the ID card-el is listed in the supplementary voter list (DPTb). DPTb voters are considered when voters in a state duty to come on polling day; is hospitalized at home sait or health centers and family who accompany; with disabilities who are undergoing treatment in social homes / nursing rehabilitation; undergoing drug rehabilitation; prisoners in jails or penitentiary, or convict who is serving a prison or jail; learning task / secondary or higher education; moved domicile; affected by natural disasters; and / or work outside the domicile(Har, 2015).

One category that dominates the use of move voting services is the task of learning / higher education. In this case are the students in Yogyakarta who came from various regions in Indonesia . According to the National Day, the number of voters in Yogyakarta city had reached about 2,000 people with the majority of voters are students(Sina, 2019). According to the data, it was compared with the data A5 in previous elections or by supplementary voter list data (DPTb) in the election of 2014, the A5 underserved turnout this year is almost 90%(Sina, 2019).

Although the Commission has provided relief and greater opportunities for communities across the archipelago in giving their voting rights through the ministry moved to vote, the number of abstentions society (white group) or people not to vote provide sufficient amount increase dramatically during the presidential elections (Presidential Elections) in 2014.

According to tirto.id Indonesia has already undergone three presidential elections in the reform era, namely Presidential Election in 2004, 2009, and 2014. Regarding to these three elections, the number of abstentions have increased significantly.

Figure 1.1 The Level of Abstentions in the Indonesian Presidential Election
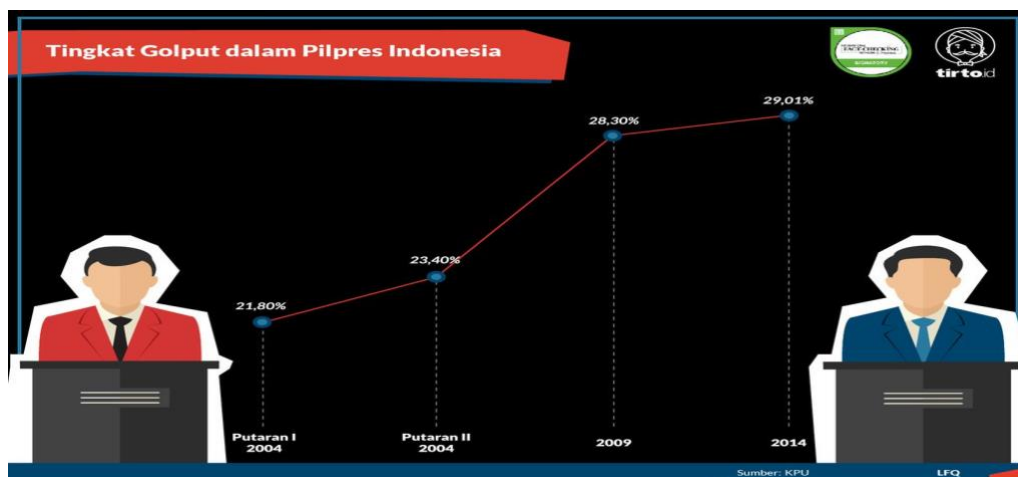
Source: Tirto,2018

Based on data in Figure 1.1, in the first round of the Presidential Election in 20004, the number of abstentions were 21,8% and increased to 23,4% in the second round (Tirto, 2018). Five years later, the number of abstentions increased again from 4,9% to 28,30% in the presidential election in 2009. The surge in abstentions was much more due to the administrative chaous of the KPU in preparing the Final Voters List (DPT). As well as increasing population mobility was accompanied by the lack of public awareness to report address changes resulting in loss of voting right. Finally, in 2014, the number of abstentions reached 29,01% (Tirto, 2018).

With the high level of abstention, a study of the implications for political resistance, the National Resilience Institute (Lemhannas) emphasizes that the implementation of direct, public, free, confidential, honest and fair elections (*Luber Jurdil*) greatly affects the political stability in the country. If it is not guaranteed *Luber,* despair will arise unrest and political

security conditions will also be more vulnerable (Indonesian National Resilience Institute, 1997: 54). In addition, the value of participation is not optimal because of the high number of abstentions; the value of transparency has not been shown with regard to the quality of election management and implementation, the effective value of the output is inversely related to the election and it is not the implementation of efficient value considering the high cost of democracy in Indonesia.

Therefore, the case requires a study of the move voting services provided by the General Election Commission (KPU) of Bantul regencty who against the citizens do not choose in their hometown. Particularly, move voting services is opted by the General Election Commission of Bantul regency toward Students of UMY as the millennial generation who understand politic and renewable technologies. These services might ensure implications for electoral principles, and embrace all elements of society, especially non-voting behaviour of young generations. Do there other factors that make move voting services provided by the General Election Commission not succeed? Therefore, the researcher examined the Analysis of the Quality of Move Voting services organized by the General Election Commission of Bantul Regency in Presidential Election in 2019. Through using case study the freshman students at the Universitas Muhammadiyah Yogyakarta (UMY), became the participants that UMY has the number of students reaching 4,000 annually with a different background becomes a private favorite campus in Yogyakarta made UMY being the main attraction for examination.

1.2 Research Question

In this research the author questioning on how is the public service quality for Moving-based Vote provided by KPU of Bantul regency to the Students of Universitas Muhammadiyah Yogyakarta?

1.3 Research Objective

This study aims to analyze the public service quality for Moving-based Vote toward the Students at Universitas Muhammadiyah Yogyakarta organized by General Election Commission (KPU) of Bantul Regency in Presidential Election in 2019.

1.4 Benefits of research

1.4.1 Theoretical

This study subjects closely related to the Department of Government, so the expected results of this study can contribute to the study of government, especially in the field of public service. Furthermore, this study can be used as the basis for subsequent research.

1.4.2 Practical

This study is to evaluate the process of better services, in particular the General General Election Commission (KPU) of Bantul regency providing the *Move Voting* services to the students and the general public as a whole in order to give the political education to the students, especially the freshman students of Universitas Muhammadiyah Yogyakarta.

1.5 Literature Review

The researcher reviews the previous research related to the topic of the study. The review of related studies are shown in this following Table 1.1

Table 1.1 Literature Review

No.	Author	Title	Research result
1	(Nuhaa & Hariani, 2018)	*Inovasi Pelayanan Rumah Joglo Pemilu Pada Kpu Provinsi Jawa Tengah*	The results showed that there are five characteristics of innovation in Joglo Election, namely retatif advantage, compliance, the possibility to try and ease observed. However, the characteristics of the relative advantages and complexity cannot be fulfilled.
2	(Rukayat, 2017)	*Analisis Faktor-Faktor Yang*	This study analyzed the influence of services as the factor affecting people's satisfaction. According to

		Mempengaruhi Kepuasan Masyarakat Pada Pelayanan Badan Pelayanan Perijinan Terpadu Kota Semarang	PAN Decree 25 of 2004 on Public Satisfaction Index (HPI), there are 14 things related to the performance and services carried out by employees of the ministry, among other procedures, compliance with the requirements, the clarity of employees, the employees discipline, the responsibilities of employees, the ability of employees , speed of service, justice ministry, courtesy clerks, the reasonableness of costs, cost certainty, the certainty of the schedule, environmental comfort, and safety services.
3	(Hafiz, 2016)	*Inovasi Pelayanan Publik (Studi Deskriptif tentang Penerapan Layanan e-Health dalam meningkatkan Kualitas Pelayanan Kesehatan di Puskesmas Pucangsewu Kota Surabaya*	From the study, researcher looked at how the development of innovation for public services is based on these two categories can be seen that e-Health services innovation brings changes, but it is still basic on the service conditions, and the system is running or existing products (Sustaining Innovation).
4	(Merly, 2015)	*Aksesibilitas Pemilu 2014 dan Implikasinya terhadap Ketahanan Politik*	The research was to get the electoral how accessibility for all groups can improve the resilience Politics. The author emphasized the accessibility of people with disabilities in the general election in 2014.
5	(Karlina, Panscarani, & Purnamaningsih, 2015)	*Kabupaten Badung Dalam Proses Pemutakhiran Daftar Pemilih Tetap (DPT) Desa Dalung Pada Pemilihan Bupati Dan Wakil Bupati Kabupaten Badung Tahun 2015*	The study evaluated the performance of the Regency of Badung using performance evaluation theory (Agus Dwiyanto) consisting of the indicators of productivity, quality of service, responsiveness, responsibility, and accountability. These results indicated that the performance of KPU in Bandung regency was not optimal due to the factors including voters' data, which the Commission received from the Civil Registry, are not synchronized.
6	(Holle, 2011)	*Pelayanan Publik Melalui Electronic Government: Upaya Meminimalisir Praktek Maladministrasi Dalam*	This study examined the maladministration (failure to provide services) to minimize or even eliminate the practice of maladministration by utilizing information and communication technology (ICT). The aimS were to support the shift toward the democratic governance, facilitate communication between central and local government ensure the implementation of the

		Meningkatkan Public Service	principles of good governance, and facilitate the transformation toward an information society.
7	(Supadmi, 2011)	*Meningkatkan Kepatuhan Wajib Pajak melalui Kualitas Pelayanan*	The study analyzed the system of self-assessment of taxation in Indonesia. The result of the study showed that the level of compliance can be improved by providing better service quality by the tax office which covers safety, convenience, and quick service, as well as law enforcement.
8	(Sancoko, 2010)	*Pengaruh Remunerasi terhadap Kualitas Pelayanan Publik*	The research studied the effect of the remuneration of the prize for service quality Treasury Services Office (KPPN) Jakarta I. The results showed that the remuneration was to provide motivation to officers to improve their performance. The achievement was marked by a good performance (service excellent).
9	(Mote, 2008)	***Analisis Indeks Kepuasan Masyarakat (IKM) terhadap Pelayanan Publik di Puskesmas Ngesrep Semarang***	The results of the study found that there are three of the 14 indicators to measure index Communities gratification of proving that the health center services Ngesrep Semarang has not proper service. It means that 11 indicators of health services in health centers dominated Ngesrep Semarang proved its already excellent service.
10	(Kuncoro, 2006)	*Studi Evaluasi Pelayanan Publik Dan Kualitas Pelayanan Di Rumah Sakit Umum Dr. Soetomo*	Based on the results, it can be concluded that the synchronization Regulation of Public Services in the internal policy of Dr. Soetomo hospital runs pretty well because synchronization gains political support of the political elite, especially the governor and the members of Commission A of DPRD East Java. In addition to that, with the availability of medical facilities and hospital equipment, adequate human resource quality, standard operating procedures and health care, it costs affordable treatment regulations implementing the TSB considered quite good.

Source: Primary Data

From several previous related studies about public service, there are similarities indicator used by the Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia Number 25 of 2004; there are 14 indicators. From the related studies above, it can be concluded that the public service in Indonesia has been progressing in various fields such as health, and political resistance with the innovation of public services, especially the analysis

of the quality of move voting services toward such innovations. However, there has been no research that talks about move voting services yet performed by the General General Election Commission (KPU) in various regions in Indonesia. Therefore, this study is to be one of the new pioner in the field of public services particularly moving performance conducted in Indonesia.

1.6 Theoretical framework

1.6.1 Public service

In the development of public administration science, the concept of 'public' is broader than 'government', including families, neighborhood groups, non-governmental organizations, associations, the press, and even private sectors. The extent of public meaning, the values of justice, citizenship, ethics, patriotism and reponsiveness become important studies in addition to the values of efficiency and effectiveness (Nurmandi, 2010).

The concept of public service provided by the government to its citizens is a constitutional mandate in which citizens are placed as the owners who can influence the direction and form of services (Sakir, 2012). According to Law 25 Year 2009 concerning Public Services, defining public services as the activities to fulfill the service needs in accordance with the government regulations for each citizen toward goods, services, and/or administrative services provided by the public service organizations.

Public services also can be defined as the provision of services needed by people or the community who have an interest in the organization related to the basic rules and procedures have been established (Mote, 2008). As has been mentioned earlier that the government essentially gives service to the community. It does not only held to serve

themselves, but also to serve the community and create conditions that enable every society to develop the ability and creativity to achieve a common goal (Rashid, 1998). Therefore, the public bureaucracy is obliged and responsible to provide good and professional services.

Theoritically, there are at least three main functions in providing public services which should be runned by the government such as; public service function, development function, and protection function. The most important thing, however, is the ability of the government in managing those functions to produce the goods and services in sufficient way (Mote, 2008). Besides, the government required to implement the equity principle in running these functions. In other words, the services provided by the government should not be given in discriminative way. The services should be given without seeing the social status, level, or race; all the citizens have the equal rights in receiving the services in accordance with the goverment regulation.

In the book *Delivering Quality Services* by Zeithaml, Valerie A. (et.al), in 1990, which discusses about the response and expectation of the society toward the services that they have been received, either in terms of goods or services. In this case, the government could learn on how to prepare the public services properly and make the services accessible for everyone. In Indonesia, for instance, one of the latest product of government regulations on public services that have been issued for assessing and evaluating the public service performance is the Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia No. KEP-25/M.PAN/2/2004 dated February 24th, 2004 on the Guidelines for Preparing the Community Satisfaction Index Service Unit Government Agencies, including:

1. Service procedures; the ease stages of service provided to the community in terms of the simplicity of the service flow.

2. Terms of service; the technical and administrative requirements are necessary to obtain services in accordance with the type of service.

3. The clarity of service personnel; the presence and the certainty provide services officer (name, position, and authority and responsibility).

4. The discipline of service personnel; the official seriousness is in providing services mainly to the consistency of working time according to applicable regulations.

5. Service officer's responsibility is clear authority and responsibilities in the implementation and completion of the service.

6. The ability of service personnel, the level of expertise and the skills of personnel in providing / finishing services to the public.

7. Speed of service which is the target of service time can be completed within a predetermined unit of service providers.

8. Gaining justice for the service, namely the implementation of services with no distinguishing mark / status of the community it serves.

9. Courtesy and friendliness of the clerk means the attitude and behavior of officers in providing services to the community as polite and friendly as well as mutual respect and respect.

10. The reasonableness of the service charge which is the affordability of the public toward how many fees set by the service unit.

11. Certainty service charge, such as the correspondence between the fees paid to the cost has been determined.

12. Certainty schedule of service, which is the implementation of service time, related to the conditions set.

13. Environmental comfort means that the service facilities and infrastructure conditions were clean, neat and organized, so it provides comfort to the recipient of the service.

14. Security services means the level of guarantee of environmental safety unit or service providers the means used, so people feel easy to get the service toward the risks resulting from the implementation of service.

1.6.2 Public Service Quality

According to Zeithaml, Parasuraman and Berry in their book *"Delivering Quality Service Balancing Customer Perceptions and Expectations"* (1990) mentions that good service quality is meeting or exceeding what consumers expect from the services provided. The assesment whether is high or low quality of service depends on the performance provided in the context of what the customer's expect. Public service quality also can be defined as a dynamic condition associated with products, services, people, processes and environments that meet or exceed expectations (Tjiptono, 1995).

Based on customer perceptions, *servqual* can be defined as the level of the gap between the consumer expectations and the reality which they have experienced (Zeithaml, et.al, 1990). Furthermore, the consumer expecations of public service quality are strongly influenced by the information obtained through word of mouth, the need of consumers themselves, previous experiences in consming the product, and external communication throug the media (Mote, 2008). According to Zeithmal, et.al (1990), there are ten indicators which can be used to measure the public service quality as follow:

1. *Tangible*; consists of physical facilities, equipment, personnel and communication;

2. *Realiable;* it consists of the ability of the service unit in creating a promised

service properly;

3. *Responsiveness,;* the willingness to help the consumer is responsible for the quality of services provided;

4. *Competence* is a good knowledge and skills owned by personnel in providing services;

5. *Courtesy*; is atttitude or behavior hospitable, friendly, responsive to the desires of consumers and would make contact or personal relationships;

6. *Credibility* is fairness in every effort to attract public confidence;

7. *Security*; services provided should be free from danger and risks;

8. *Access*; there is the ease of establishing contact and approach;

9. *Communication*; is willingness to listen to the voice service provider, wishes or aspirations of customers, as well as the willingness to constantly deliver new information to the public;

10. *Understanding the customer*; means that it makes every effort to understand the needs of the customers.

Figure 1.2 Theoritical Framework
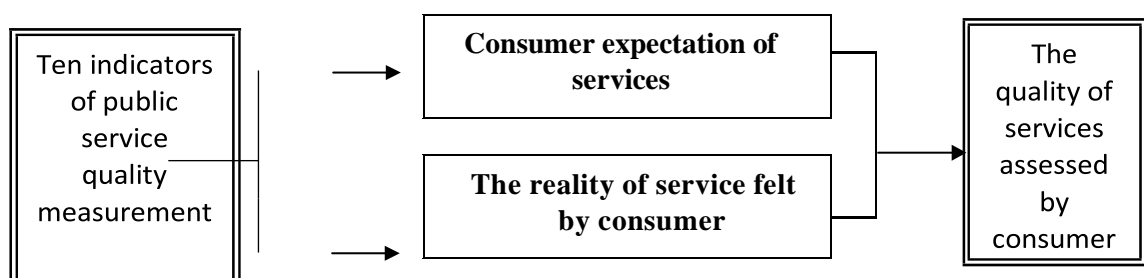
Source: Modified from Zeithamal (1990) cited in Mote (2008)

1.7 Conceptual definition

Based on the theoretical framework above, the researcher concludes that:

1. Public service is a facility provided by the government or state agencies for creating the

conditions that allow every member of the community to develop the ability and creativity in order to achieve a common goal.

2. The quality of public services can be defined as a benchmark or standard of the government efforts or state agencies in providing facilities to the public as a reference to provide better service.

1.8 Operational definition

1. *Tangible*; room and equipment used by the Commission in providing the services;

2. *Realiable*; the ability of the Commission in providing appropriate services;

3. *Responsiveness* means the personel responsible for the quality of services provided;

4. *Competence*; knowledge and skills both by personnel of the Commission in providing the service;

5. *Courtesy*; positive attitude or behavior hospitable, friendly;

6. *Credibility*; fairness in every effort to attract public confidence;

7. *Security*; services provided should be free from danger and risks;

8. *Access*; social media used or the accesible platform to provide sufficient information;

9. *Communication*; the intensity of the Commission in providing the information;

10. *Understanding the customer*; the rod openness to criticism and suggestions the Commission to determine the needs of the community.

1.9 Research Methodology

1.9.1   Types of Research

In this study, the researcher used the mix method research by combining qualitative and quantitative method. It is to acquire data more comprehensive, reliable and valid objective (Sugiyono, 2011),

1.9.2   Research Location

The research location is in the Special Region of Yogyakarta particulary in the General Elections Commission of Bantul Regency and Universitas Muhammadiyah Yogyakarta.

1.9.3 The Unit of Analysis

In this study, the unit of analysis that the researcher conducted research is the General Elections Commision (KPU) of Bantul Regency and Universitas Muhammadiyah. The researcher selected UMY because the campus is classified as one of the favorite private schools in the city of Yogyakarta with a total of 4000 students approximately from various regions in each class outperforming other public and private campuses in Indonesia.

1.9.4 Data Classification

a. Primary Data

According to Moleong (2000), primary data is a source of data obtained directly from the resource person who is the target of research without going through an intermediary in the form of information from the targeted parties. The primary data was obtained by carrying out an observation, the interview with the participants was involved in this study. The target of the interviewees was the early-level/freshman UMY students who had fulfilled the requirements to be selected. Moreover, the interview with the representatives of KPU of Bantul Regency, Yogyakarta were done.

b. Secondary Data

The use of secondary data in the study is a major requirement for this study associated with secondary data, such as regulation, literature, documents issued by the government and other issues related to this research. In this study, the secondary data was obtained from documentation and surveys.

1.9.4 Data Collection Technique

a. Interview

In this case, the interviews were held with several informants with knowledge related to the study with the quantity of respondents as follows;

Figure 1.2 Quantity of Respondents
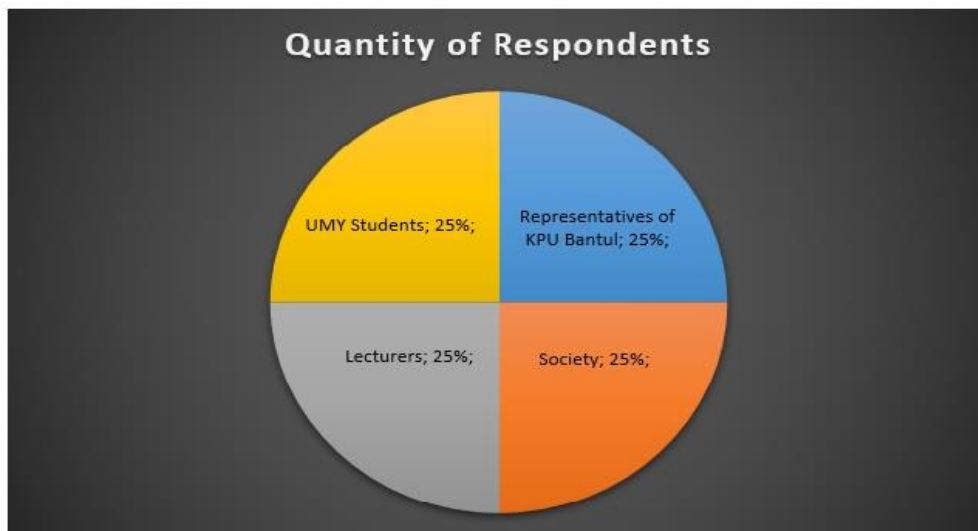
Source: Primary Data

Those informants above are the actors who involve directly and indirectly in analyzing the public service quality for moving-based vote provided by the General Election Commission (KPU) of Bantul regency in Presidential Election in 2019. By investigating each of the informants, it will help the researcher to get wide perspectives in analyzing the public service quality. The interview itself will be accomplished in a day with each informant, however, the interview schedule is flexible and conditional accordance with the informants' availability.

b. Survey

In this research, the researcher uses survey with Closed-Ended Questions in which the respondents are given a list of predetermined responses from which to choose their answer. For instance, a close-ended survey question would be *"Please rate how strongly you agree or disagree with the following statement: 'The room and equiptment used in providing the Moving-based vote service are good enough.' Do you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree?"*

There will be 450 respondents who are going to be analyzed. All of them are consists of Students at Universitas Muhammadiyah Yogyakarta. In order to obtain the supporting data, the questionnaire will be distributed to the General Election Commision (KPU) members of Bantul regency, academicians; lecturer related to the study, and society.

Table 1.3 Questionnaire Grade

Questionnaire Answer	Grade
Strongly Disagree	1
Disagree	2
Neutral	3
Agree	4
Strongly Agree	5

Source: Sugiyono, 2013

c. Population

The population is the object or subject in the region that have met the requirements related to the research problem or the entirety of the unit or individual that is from different areas to be studied (Martono, 2011). The population of this research is the freshman students of UMY who have been selected.

d. Sample

Sample is part of a population that will be examined later. Samples can also be interpreted as a partial member selected from population using a procedure or in a particular way (Martono, 2011). In determining the sample to be used in this study, the researcher used a probability sampling.

According to Sugiono (2007) cited in (Martono, 2011) the probability sampling provides equal opportunity for all members of the population to be elected as members of the sample. In determining the sample size, the researcher used the formula of Slovin. Researcher used this formula because the population is clear and accurate value, so it can be measured with this formula. The researcher used a sampling error of 10% with a 90% accuracy rate. This is the formula of slovin.

$$n = \frac{N}{1 + Ne^2}$$

Note:

n: Sample size

N: Populations

e: Tolerance error (sampling error)

According to information obtained by the researcher, there are 4000 students accepted at Universitas Muhammadiyah Yogyakarta in 2018/2019 estimated 800 students in five faculties.

By looking at the number, the amount of sample used are 90 college students.

$$n = \frac{N}{1 + Ne^2}$$

$$= \frac{800}{1 + 800(10\%)^2}$$

$$= \frac{800}{1 + 800(0{,}01)}$$

$$= 88{,}8 = 90 \text{ college students}$$

Based on data from the calculation, the researcher obtained samples for the questionnaire which are 90 students of each five faculties at Universitas Muhammadiyah Yogyakarta. Hence, the questionnaire was distributed as many as 450 questionnaires.

e. Documentation

In addition to using the interview techniques, this study also used data collection techniques through documentation. This documentation was done by taking the data obtained from the documents. The collection of data through documentation was in the form of photos at field level and documents related to the issues under investigation.

Table 1.2 Data Collection Techniques

Indicator	Data collection technique	Source
Procedures	Interview and questionnaire	

Terms of Service	Interview and Questionnaire	Universitas Muhammadiyah Yogyakarta
clarity Services	Interview and Questionnaire	
Discipline Service Officers	Questionnaire and Documentation	
Security Services	Questionnaire and Documentation	
Note: The supporting data were gathered through interviews with the chairman of the General Election Commission (KPU) of Bantul Regency.		

Source: Primary Data

1.10 Data Analysis

Figure 1.3 Data Analysis
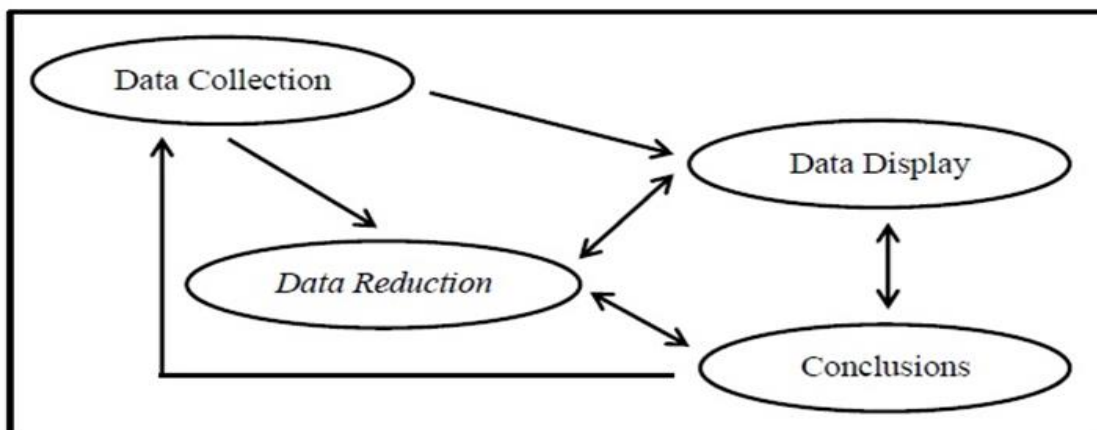
Source: Miles and Huberman (2005)

1. Data Collection

Data collection was conducted to obtain the required information. It aims to achieve the research objectives.

2. Data Reduction

Data reduction means summarizing, selecting, and focus on things that are important to look for the themes and patterns of research.

3. Display of Data

The data view makes it easy to understand the topic which is being discussed. The researcher put several graphs and images to describe the context being discussed.

4. Conclusions or Verification

Verification is done as a preliminary conclusion expressed still provisional, and it changes with evidence. However, the conclusions demonstrate to readers the value of the fully developed argument or answer questions carefully (Matthew B Miles, 2005).