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The Influence of Information Technology, Standard Operating Procedures, Employee Work Performance and Ethics on Public Satisfaction Using Government Services Regarding Passport Making, at the Ministry of Justice in Dili, Timor Leste.

Francisco Nicolau B. Barbosa[1] , Tri Ratnawati[2]
[1,2]Faculty of Economic and Business, Universitas 17 Agustus 1945 Surabaya, Indonesia
francisnicobar44@gmail.com[1]

Abstract

The purpose of writing is to find out public satisfaction in public services that are influenced by technology, standard operating procedures, employee performance and communication ethics. Based on the results of the literature review, it can be concluded that information technology facilities variables affect community satisfaction variables, Standard Operating Procedures variables affect community satisfaction variables, employee work performance variables affect community satisfaction variables, and communication ethics variables affect community satisfaction.

Keywords: Information Technology, Standard Operating Procedures, Employee Performance, Communication Ethics, Satisfaction

INTRODUCTION

Government service to the community is an activity that creates income for the State, the community uses government services, especially needs in completing administrative processes, concerning identity and legality as citizens, in the increasingly advanced era of industrial development 4.0, the community always demands better and more efficient service quality to society. In increasing the economic growth of the people of a country, especially in the country of Timor Leste, people are more interested in finding work abroad than working in the country, this ties up foreign exchange earnings for the country.

Meanwhile, the government in the State of Timor Leste in every form of service uses a centralized system, which is controlled by the central ministry office and is responsible for the General Director. The service process does not go directly through electronic media in filling out forms, so that service activities from government employees are limited to the community, such as providing identity cards, citizenship and making passport books which are carried out at the office of the Ministry of Justice of the Democratic Republic of Timor Leste.

Government employees do work sometimes not in accordance with predetermined procedures, the government office of justice in service to the community,

with the following reason there is a problem in the information technology system this causes delays or delays in work in producing passports, from 2022 to 2023 there are often problems 4 to 5 times there were problems with the same reason, namely, electronic system problems, running out of documents or running out of passport book supplies, but there was no clear accountability information from the government about making passports to the people of Timor Leste. This has hampered the activities of the East Timorese workforce to leave the country, most of the East Timorese workers are in Korea, Australia, Portugal, Ireland and England.

With the problem of government service on passports, can it affect people's satisfaction in making passports? According to Priansa (2018) states that "public satisfaction is a public response to the discrepancy between the level of expectations that are owned and the actual performance that is felt after utilizing public services"

The purpose of writing is, to determine public satisfaction in public services which are influenced by technology facilities, standard operating procedures, employee performance and communication ethics.

LITERATURE REVIEW
Community Satisfaction

Community satisfaction is a measure of the government's work program activities in providing public services. Satisfaction according to Wilkie (1990) is an emotional response to the evaluation of experience in fulfilling needs. Tjiptono (2012) customer satisfaction is a situation where a person realizes that his needs and desires are fulfilled according to the expectations of the product he gets. Meanwhile, according to Lupiyoadi and Hamdani (2009) argued that the main determinants of satisfaction are; perception of service quality.

From the definition above, it can be said that satisfaction is a response to feelings and service from a person or community after owning and using a product or service, if there is satisfaction then it is as expected and if it is not as expected then there is no satisfaction in using the product or service.

Perception or assessment of a person's satisfaction, according to Philip Kotler (2000) , the level of satisfaction ratings, there are 3 levels, namely:

1. If performance is lower than expectations it will cause feelings of dissatisfaction.

2. If the performance is in line with expectations, it will cause a feeling of satisfaction.

3. If performance exceeds expectations, it will cause feelings of great satisfaction.

While the Satisfaction Goals according to Tjiptono (2016), have benefits for service providers because: 1. Persuasive Power Word of Mouth, with the hope of convincing others about the form of service provided by government institutions to service recipients with good institutional performance can increase public confidence in government institutions 2. Sensitivity Reduction, with the hope of avoiding the level of costs or prices set in the services provided. 3. Service Satisfaction as an Indicator, the success of the work program of government institutions and in the future will be

maintained and trusted by the community as a form of strategy in the future period. 4. Economic Benefits Maintaining public trust Attracting from other people about the image of the institution.

From the perception of satisfaction with public services, there are stages of the service process with provisions that are determined for each fulfillment of needs or use of products that have agreement on services, namely before using service products in the process stages and after having a product or after using service products, then the performance process The services performed can begin to be felt by service users or consumers until the wishes of service users are achieved, or obtain the product.

Ratings about perceptions Community satisfaction can be assessed from service performance including perceived timeliness, cost or price set, treatment of service quality standards, service delivery facilities, speed of employees in service, service communication ethics, then the process and stages of service carried out before obtaining results or products and services can be expressed as, the transitional process of satisfaction experienced by customers, consumers or the public in obtaining products and services.

Information Technology Facilities

Information technology is a combination of computer technology and communication technology. According to George H. Bodnar (2000) information technology is a collection of input data that is processed so that it can be used as a basis for decision making.

The role of information technology in organizations has functions, which were introduced by GR Terry (2000), namely:

1. Operational Function Support.
2. Monitoring and Control function.
3. Planning and Decision Functions.
4. Communications function.
5. The Interorganizational function collaborates or establishes partnerships with a number of other companies.

While Widuri and Jaryono (2012), information technology has played a strategic and significant role in organizations. It is a set of tools used to transform data into information that can be used as material in decision making.

From the existing definitions it can be concluded that, with the existence of information technology to support information activities in organizations including supply data information, inventory data, personnel data, financial data, service and marketing data, thus Information Technology has the basic function of helping organizational managers to carry out management functions. Many private and government organizations use technology as a benchmark for organizational progress, including providing information services to both product or service users and service providers, any information from customers is recognized as a legal activity or action. but every service that is carried out to the community and society always evaluates the quality of technology with the assumption that as modern information technology is used, the organization or institution has a high quality of progress by utilizing

information technology as an organizational service culture both formally and non-formally.

Standard Operational Procedural.

Tjipto Atmoko (2011) defines procedural operational standards, as guidelines for carrying out work in accordance with the functions and structured rules of performance appraisal tools for government and non-government agencies, based on technical, administrative and procedural indicators according to work procedures, work procedures and work systems in the work unit concerned.

Sailendra (2015:11) Standard Operating Procedures are guidelines used to ensure activities within an organization or company run smoothly.

Purnamasari (2015:16) the objectives and functions of the SOP are as follows:
1. Clearly know the roles and functions of each position in the organization.
2. Forming discipline to all members of the organization both in institutions, organizations and companies.
3. Maintain a consistent level of performance in each work unit, expedite work or assignments for employees.

The existing understanding can be concluded under standard operating procedures, as a rule of implementing work according to quality standards of every activity carried out within the organization if an employee or employee does not follow standard operating procedures, then it can be said as an administrative violation this can be an assessment of work performance and organizational performance.

These standard procedures are very useful for public services

provide direction of service action from public service provider institutions to the community and the community as service users, with the hope of satisfying the public who use these services.

Definition of Employee Performance.

McCormick & Tiffin (1980) Performance is the quantity and time used in carrying out tasks, working time is the number of absences, tardiness and length of work.

According to Mangkunegara (2004), employee performance is work results based on the quality and quantity of an employee or employees in carrying out their duties. Meanwhile, according to Torang (2014) "Performance is the quantity or quality of the work of individuals or groups within the organization in carrying out the main tasks and functions that are guided by norms , standard operating procedures, criteria and measures that have been set or that apply in the organization.

From the definition above, employee work performance is the achievement of results that are measured by conformity based on the provisions set in the organization including work results in accordance with standard operating procedures, suitability of quality, quantity and timeliness of work results set.

Communication Ethics

Communication ethics contains the moral notion of good present in all forms of culture in communication between humans both in the real world and in cyberspace, (Rasyid M.,2022). influencing one's process with other people as message recipients by encouraging certain attitudes or behaviors.

The definition of communication ethics includes the art of speaking or politeness in speaking so that it can be understood by the public, speech ethics can show a person's moral quality because the way to convey ideas, ideas through language will determine the level of degree and dignity and the weight of a person's moral ethics. Communication ethics, discussing actions which is carried out by humans based on reason and philosophy, to judge, determine, and determine from an action carried out by humans that can be judged from human actions include: honesty, good, bad, noble, honorable, and so on., which related to the process of delivering and receiving messages from one person to another and will affect the attitude of the waiter to feel satisfied with the communication made.

Previous Research

Previous research as study material about the phenomena that occurred before, can be seen in the following table

Table 1. Previous research

No	Name and Title	Results
1.	The Effect of Apparatus Performance on the Level of Community Satisfaction in Gemuh District, Kendal Regency By: Charis Christiani Serat Acitya-UNTAG SEMARANG Scientific Journal 17 j urnal. untagsmg.ac.id/ index. php/sa/article /downloads/64/80	Performance has a positive influence on the level of satisfaction, meaning that the higher the performance offered and given in the service, the higher the level of satisfaction and conversely, the lower the service, the lower the level of satisfaction.
2	The Effect of Service Quality and Communication Ethics on the Level of Satisfaction of Female Savings and Loans Customers (Spp) at the Lancang Turtle Activity Management Unit (Upk), Indragiri Hulu Riau Regency in 2021 Bella Grasella1 , Andi Heru Susanto2 Journal of Social Sciences, Management, and Accounting (Jisma) Vol.1 No.4, October 2022, Pp: 409-428 Issn: 2830-2605 (Online)	Communication ethics has a positive and significant effect on customer satisfaction.

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Economics Doctoral Study Program
University of 17 August 1945 Surabaya-2023

ICOEMA 2023

3	Vertical and Horizontal Accountability for Financial Management of Village Funds Elsa Rachma Santi., Master of Accounting Study Program Thesis 2018., Faculty of Economics and Business, Satya Wacana Christian University Salatiga	accountability to society. Meanwhile, horizontal accountability for the stages of planning, implementing, reporting, and accountability has fulfilled the dimensions of transparency, accountability, control, and responsiveness. Some of the obstacles are human resource difficulties in operating computers to input data into system applications.
4	Analysis of Community Satisfaction Factors at the Indonesian Child Protection Commission, Budiharjo Postgraduate Program at Prof. University. Dr. Moestopo (Religion) Budiharjo @Dsn.Moestopo .Ac.Id. Scientific Journal of Administration and Public Policy, Vol. 8, No. 1, June 2022, Pg. 21-27	1. There is a positive and significant influence between the quality of service on the satisfaction of the service recipient community. 2. There is a positive and significant influence between employee performance on the satisfaction of the community receiving KPAI complaint services.
5	The Influence of Advances in Information Technology, Management Participation, and Work Motivation on Employee Performance at PT Cladtek Bi-Metal Manufacturing Indonesia., Ega Oktavia Kusuma1 , Winanda Wahana Warga Dalam2., ICAESS 2022, October 05, Batam, Indonesia Copyright © 2023 EAI DOI 10.4108/eai.5-10-2022.2325854	Advances in Information Technology have a positive and significant effect on performance .
6	Effect of Standard Operating Procedures on Employee Performance at Duta Laundry Tangerang *(The Influence of Standard Operating Procedures on Employee Performance at Duta Laundry Tangerang)* ., Wijayanti Dewi Prabandari & Ervina Taviprawati., Hotel Management Department Trisakti School of Tourism Jl IKPN Bintaro, Tanah Kusir South Jakarta, Indonesia Volume 6 , Issue 6 , June – 2021 International Journal of Innovative Science and Research Technology ISSN No:-2456-2165	The result is a significant influence between Standard Operating Procedures and employee performance.

7	Impact of Information and Communication Technology on Bank Performance and Delivery of Customer Service in Banking Industry., Alhaji Abubakar Aliyu, Rosmaini Bin HJ Tasmin Department of Technology Management Faculty of Technology Management, Business and Entrepreneurships Universiti Tun Hussein Onn Malaysia, 86400, Parit Raja, Batu Pahat, Darul Ta'zim, Johor, Malaysia., Int. J Latest Trends Fin. Eco. sc. Vol-2 No. March 1, 2012	The use of Information and Communication Technology (IT & K) can cause a decline costs, but the effect on profitability .
8	Factors Influencing Community Satisfaction in Managing Resident Identity Cards (Ktp-El) and Population Documents at the Semarang City Population and Civil Registration Service Office., Untung Sartini1) , Maria M Minarsih2) , Heru Sri Wulan3) Department of Management, Faculty of Economics and Business Pandanaran University Semarang,.., Journal Of Management, Volume 2 No.2 March 2016	There is an influence of public service facilities and employee professionalism on community satisfaction
9	Communicating philanthropic CSR versus ethical and legal CSR to employees: empirical evidence in Turkey Yijing Wang Department of Media and Communication, Erasmus Universiteit Rotterdam, Rotterdam, Netherlands, and Buket Pala Erasmus Universiteit Rotterdam, Rotterdam, Netherlands., Corporate Communications: An International Journal Vol . 26 No. 1, 2021 pp. 155-175 Emerald Publishing Limited 1356-3289 DOI 10.1108/CCIJ-01-2020-0014	In conditions where CSR communication takes place effectively, because skepticism of certain types of CSR initiatives can coexist with disclosure, If organizations use social media communications in a way that will serve the CSR interests of their employees, it is likely that CSR initiatives will become more meaningful and have a social impact. the greater one.
10	Public sector motivational practices and their influence on job satisfaction: Country differences., Susana de Juana-Espinosa Business Organization, Alicante University, Alicante, Spain, and Anna Rakowska., Business, Maria Curie-Sklodowska University, Lublin, Poland. European Journal of Management and Business Economics Vol. 27 No.2, 2018 p. 141-154 Emerald Publishing Limited 2444-8494 DOI 10.1108/EJMBE-02-2018-	The results show no significant country differences overall. Public service identity appears to carry more weight in determining public employee job satisfaction than is country specific. Public HRM can introduce innovative practices to increase perceptions of fairness and fair procedures as a way to increase satisfaction.
11	The influence of business ethics and community outreach on faculty engagement: the mediating effect of legitimacy in higher education., Alicia Blanco-Gonzalez and	Findings – This study contributes to the literature on organizational management and advises university administrators to adopt an ethical management style based

	Cristina Del-Castillo-Feito Rey Juan Carlos University, Madrid, Spain, and Giorgia Miotto., Blanquerna Ramon Llull University, Barcelona, Spanish.	on information transparency, accountability and the involvement of faculty members in decision-making processes to increase their involvement and, hence, increase student satisfaction.
12	*The limited role of African strategic communication practitioners in ethical communication practices.* Abyshey Nhedzi and Caroline Muyaluka Azionya *Department of Strategic Communication, University of Johannesburg, Johannesburg, South AfricaCorporate* Communications: An International Journal Emerald Publishing Limited 1356-3289 DOI 10.1108/CCIJ-10-2021-0115	Findings – The dominant theme that emerges from this study is the marginalization and exclusion of the communication function in decision making during crisis situations. Communicators are seen as implementers, technicians, and not strategic advisers. Protection of the reputation of the organization is carried out at the expense of ethics and moral awareness of practitioners. This article examines the concepts of ethical communication and decision-making in a multicultural African context using Ubuntu's moral theory and strategic communication. The practitioner's role as an organization's moral conscience is hindered, suppressed, and undermined by directives from organizational leadership to use unclear, complex communication, selective transparency, and misrepresentation of facts.

Research methods

It is a qualitative research that includes literature review or *library research, with* the aim of being able to reveal the meaning behind the phenomena that occur in society.

Literature review studies are carried out by procuring studies or review studies from books or other literature that are relevant to the research topic.

Research Results

The discussion of this article measures people's satisfaction in receiving government services regarding making passports in the State of Timor Leste as an element of receiving state income and foreign exchange which is influenced by information technology, procedural operational standards, and communication ethics, with the result that there is an intermediate influence on community satisfaction.

Information technology influences people's satisfaction

Information Technology has an important role in the organization as a basic function to facilitate employee activities in serving the community including: information on population identity data, speed of providing information, information on work risk control, and access to service information. If information technology is used properly by employees who have good knowledge and skills, it will increase people's

satisfaction in terms of using public services. However, every service that is carried out to the community and society always evaluates the quality of technology with the assumption that as modern information technology is used, the organization or institution has a high quality of progress by utilizing information technology as an organizational service culture both formally and non-formally.

Product operational standards on community satisfaction.

Procedural operational standards are implemented properly according to the objectives and competencies of work standards understood by employees who perform public services. This can increase people's satisfaction in using public services.

The influence of employee performance on community satisfaction.

Employee performance is the ability of individuals or groups that have good quality in accordance with the standards of organizational goals which include; quality of work, quantity of work , timeliness, work interaction skills, work efficiency and effectiveness at work. Thus employees who have these abilities can influence community satisfaction.

The influence of communication ethics on public satisfaction.

Employees who carry out public services prioritize good communication ethics to convey information or messages to the service user community if the service process is not in accordance with the results desired by the service user but with good communication ethics can be accepted and appreciated about the honesty of service problems but can received by service users because communication ethics has the value of the message conveyed does not raise negative suspicions, good communication ethics can increase people's satisfaction because they feel valued.

Conclusion

From the results of the existing studies, it can be concluded that if the government pays attention to good information technology facilities in accordance with technological advances, this can increase people's satisfaction in using government services regarding passport making. If the standard operating procedures in the service are implemented properly, it will increase public satisfaction in using the service. If employee performance is improved, it will affect community satisfaction, and if employee communication ethics are improved, it can affect people's satisfaction in using services.

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