



The Role of the Consulate General of the Republic of Indonesia in Johor Bahru, Malaysia in Providing Services and Protection for Indonesian Citizens with Problems at Temporary Stopovers (TSS) (Literature Review of HR and Quality Management)

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Abstract: Literature article Reviewing the Role of the Consulate General of the Republic of Indonesia Johor Bahru, Malaysia in Providing Services and Protection for Indonesian Citizens with Problems at Temporary Stopovers (TSS) is a scientific article that aims to build research hypotheses on the influence of variables that will be used in further research, within the scope of science. Human Resource Management and Quality Management. The method of writing this Literature Review article is the library research method, which is sourced from online media such as Google Scholar, Mendeley and other academic online media. The results of this Literature Review article are: 1) ; The service system affects the quality of service 2) the ability of employees affects the quality of service; 3) The service system has an effect on community satisfaction; 4) The ability of employees has an effect on Community Satisfaction; and 5) Service Quality has an effect on Community Satisfaction. Apart from these 2 exogenous variables that affect the endogenous variables of Service Quality and Community Satisfaction, there are still many other factors including the variables of Leadership, Attitude and Behavior, and Facilities.

Keywords: Consulate General of the Republic of Indonesia (KJRI) Johor Bahru, Service Quality, Satisfaction, Service System, and Employee Ability

INTRODUCTION

Globalization of the world has caused borders between countries to become closer and closer which in turn makes the movement of people from one country to another easier. This is certainly very much felt by our country Indonesia where the migration of Indonesian Citizens (WNI) on a large scale abroad both for the purpose of work, tourism, worship, continuing education and other purposes is increasing. It was reported that until December 2021, the number of Indonesian citizens residing and living abroad reached 3.01 million people. Around 90% of them are Indonesian citizens with professions as Indonesian Migrant Workers (PMI) and 10% are students and crew members (ABK).

With the relatively large number of Indonesian citizens, the protection program for Indonesian citizens abroad, led by the Ministry of Foreign Affairs (Kemlu), is becoming increasingly important and a priority. One of the five visions of the Ministry of Foreign Affairs (Kemlu) is to provide excellent protection for Indonesian citizens (WNI) abroad. This vision is the embodiment of the mission of the establishment of the Republic of Indonesia as included in the opening of the fourth paragraph of the 1945 Constitution which reads "The Government of the Republic of Indonesia protects the entire Indonesian nation, advances public welfare, and educates the nation's life". In addition, the Indonesian citizen protection program has become a national priority for the Ministry of Foreign Affairs in the 2020-2024 National Medium-Term Development Plan (RPJMN).

One of the important indicators related to the performance of protecting Indonesian citizens abroad is the settlement of cases for Indonesian citizens abroad. The settlement of cases for Indonesian citizens abroad has increased quite significantly since 2017. It rose from 80.62% to 90.29% in 2021. Although there had been a decline in 2018 and 2020, which were 77.38% and 83.81%, respectively. However, the average settlement of cases for Indonesian citizens abroad has reached 83.06% during the 2017-2021 period. Meanwhile, the achievement of the protection index for Indonesian citizens abroad continues to increase from 90.5% in 2017 to 93.5% in 2021. The average achievement of the protection index is 91.94%.

The issuance of Law No.39 of 2004 concerning the Placement and Protection of Indonesian Migrant Workers Abroad and the issuance of Law No.18 of 2017 concerning the Protection of Indonesian Migrant Workers became legal protection for Indonesian workers working abroad. Article 39 of Law No.39 of 2004 concerning the Placement and Protection of Indonesian Migrant Workers abroad states that: 'The government is responsible for increasing efforts to protect Indonesian workers abroad'. or the Consulate General of the Republic of Indonesia (KJRI) whose concern is the efforts of the Indonesian Embassy/KJRI in providing services, protection and legal assistance.

The Consulate General of the Republic of Indonesia (KJRI) Johor Bahru, Malaysia is one of Indonesia's representatives in Malaysia. As it is known that in Malaysia, apart from the Indonesian Consulate General in Johor Bahru, there are 5 (five) other Indonesian representative offices including the Indonesian Embassy in Kuala Lumpur, the Consulate General of the Republic of Indonesia (KJRI) in Penang, and the Consulate General of the Republic of Indonesia (KJRI) Kota Kinabalu. , the Consulate General of the Republic of Indonesia (KJRI) Kuching, and the Consulate of the Republic of Indonesia (KRI) in Tawau. The Indonesian Consulate General in Johor Bahru itself has 4 (four) countries with a fairly wide work accreditation area, including Johor , Melaka, Negeri Sembilan and Pahang.

In the office area of the Indonesian Consulate General in Johor Bahru, there is a community service area consisting of immigration services and consular services. Apart from that, there is also the Johor Bahru Indonesian School (SIJB) and also a Temporary Stopover (TSS). TSS is a place of residence that has been prepared by the Indonesian Consulate General in Johor Bahru for Indonesian citizens with problems. The provision of a temporary shelter (TSS) is an effort of the Indonesian Consulate General in Johor Bahru in providing services and protection for Indonesian citizens who are facing problems. The Consulate General of the Republic of Indonesia (KJRI) Johor Bahru has the responsibility to provide the best facilities for every citizen, so that all Indonesian citizens can feel the legal protection provided by the government.

Based on the background, it can be formulated the problems to be discussed in order to build hypotheses for further research, namely:

1. Does the Service System affect the Quality of Service?
2. Does the ability of employees affect the quality of service?
3. Does the Service System affect Community Satisfaction?

4. Does the ability of employees affect community satisfaction?
5. Does Service Quality Affect Community Satisfaction?

LITERATUR REVIEW

Service quality

Currently, there are still many weaknesses in public services by government officials, so that they have not been able to meet the quality expected by the community. This is indicated by the existence of various public complaints submitted through the mass media, so that it can create an unfavorable image of the government apparatus. Various policies have been issued by the Government in order to improve the quality of public services: Decree of the Minister for Empowerment of State Apparatus Number 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services and Decree of the Minister for Empowerment of State Apparatus Number: KEP/25/PAN /2/2004 concerning General Guidelines for Compiling the Community Satisfaction Index for Service Units of Government Agencies. (R Rinaldi, 2012)

Service Quality is the level of service related to the expectations and needs of customers or users. This means that the service is qualified if a particular company or institution is able to provide products and services (services) in accordance with the wishes, needs and expectations of customers / users. (Akbar Asfishan, 2019). The quality of services offered to customers must be considered by service providers, because customers are increasingly critical in choosing service providers. One way to measure service quality is to use the Importance Performance Analysis method, namely by calculating the gap between the level of performance and the level of importance of the variables offered by the service provider company. (Astuteryanti Tri Lustyana, Adinda Viola Salsabila, 2020).

Put forward by Logothetis (Warella, 2007) "Quality is fulfillment to the needs and expectations of service users or clients as well as the ease of improving them on an ongoing basis". Meanwhile, according to Doming (Tjiptono, 2004: 48) explains "Quality is a predictable level of uniformity and dependence on low costs and in accordance with the market". In relation to the problem of service quality, basically service quality is an abstract and elusive concept (Tjiptono, 2004). This is due to the existence of four unique characteristics of services that distinguish them from goods, namely intangible, inseparable between production and consumption, output is not standardized and cannot be stored. Kotler (2009) that quality must start from consumer needs and ends in consumer perception. Consumer perception of the service quality it self is a consumer's overall assessment of the superiority of a service. There are 5 (five) determinants of service quality which can be detailed as follows:

1. Reliability, namely the ability to perform services that promised accurately and reliably.
2. Responsiveness, namely the ability to help service users and provide services quickly.
3. Confidence, namely the knowledge and courtesy of the apparatus and their ability to generate trust and confidence or "assurance"
4. Empathy, which is a condition for caring, giving personal attention to others service users.
5. Tangible, namely the appearance of physical facilities, equipment, personnel, and communication media.

Measuring service quality means comparing the performance of a service with a predetermined set of standards. Parasuraman et al (Tjiptono, 2004) used a multi-item scale named servqual (service quality). This tool is intended to measure expectations and perceptions service users and gaps in the service quality model. Lehtinen (Tjiptono, 2004) stated that there are two dimensions of service quality, namely process quality (which is evaluated by service users during the service provided) and output quality (which is evaluated after the service is rendered).

Service Quality has been widely studied by previous researchers, including: (Haitao & Ali, 2022), (Suharyono & Ali, 2015), (Gusfa et al., 2017), (Subronto et al., 2021), (Pitri et al., 2022), (Firmansyah & Ali, 2019), (Hafat & Ali, 2022), (Nugroho & Ali, 2022).

Community Satisfaction

Service quality has a close relationship with satisfaction customers/society. Service quality provides an impetus to customers/community to establish strong ties with institution/company. In the long term, institutions/companies can improve customer/community satisfaction where the company/institution maximize a pleasant customer/community experience and minimize the unpleasant (Atmawati and Wahyuddin, 2007). Service quality is one of the variables that is quite important in implementation of community duties or public service tasks (Nitisemito, 2001: 160). Thus, if an apparatus is able to provide services that high then the community will feel satisfied, on the contrary if the quality of service given is low, then people who need services will feel not satisfied. (Yulina Eliza, 2015)

In general, satisfaction is a person's feelings of pleasure or disappointment that appears after comparing performance with the desired result (Kotler, 2005). If the performance meets expectations, the customer will be satisfied. If the performance exceeds expectations, the customer will feel very satisfied. Whereas Jacobalis (Suryo, 1998) states that satisfaction is a sense of relief or happy because expectations about something are fulfilled.

According to Tse and Wilton (in Tjiptono, 2004) it is stated that satisfaction or service user dissatisfaction is the service user's response to the evaluation perceived discrepancy between prior expectations and post performance use it. Service user satisfaction is a function of expectations and performance. Oliver (Tjiptono, 2004) gives the opinion that satisfaction as a whole is determined by the mismatch of expectations which is comparison between perceived performance and expectations. Satisfaction is positive function of service user expectations and disconfirmation beliefs. With Thus, community satisfaction or dissatisfaction is a response from comparison between expectations and reality.

Community satisfaction has been widely studied by previous researchers, including: (Faisal et al., 2021), (Ali et al., 2020), (Richardo et al., 2020), (Hafat & Ali, 2022), (Chong & Ali, 2021), (Firmansyah & Ali, 2019), (Arif Musthofa & Ali, 2021), (Salam et al., 2021).

Service System

The government has a big enough role to fulfill the needs and welfare of its people. One of the tangible manifestations is through the implementation of public services. (TD Anggraeni, 2014).

Public service is likened to a process, where there are people who are served, serve, and the type of service provided. So that public services contain things that are substantially different from the services provided by the private sector. (E Revida, S Aisyah, AF Pardede, S Purba, 2021). Public services are services provided by the government in order to meet all the needs of the community, so that they can be distinguished from services carried out by the private sector (Ratminto and Winarsih, Atik Speti, 2010).

The development of increasingly sophisticated technology, the world is now entering the era of the industrial revolution 4.0, which emphasizes the pattern of the digital economy, artificial intelligence, big data, robotics, and so on or known as the phenomenon of disruptive innovation. (Muharam Hospital, 2019). Develop a public service system with good governance perspective. (A Dwiyanto, 2021).

The Service System has been widely studied by previous researchers, including: (Thanh Nguyen et al., 2019), (Widayati et al., 2019), (S & Ali, 2022), (Lawu et al., 2022), (Putra et

al., al., 2021), (Arsad & Ali, 2021), (Khalik et al., 2021), (Bastari et al., 2020), (Maharani & Ali, 2019).

Employee ability

Work ability is a work result achieved by a person in carrying out the tasks assigned to him based on skills, experience and sincerity and time. (R Mahardika, 2019). Employee work effectiveness is a condition that shows the level of success of employees in achieving performance in organizations that consists of the employee's work ability (input), the employee's work (output) and level of service satisfaction produced by employees (outome). (IRJ Noor, 2019).

Ability is a skill to carry out or perform a job or task based on skills and knowledge and supported by the work. Therefore, employees who have high work ability will be able to support the achievement of The organization's vision and mission is to immediately advance and develop rapidly, in anticipation of global competition. (IRJ Noor, 2019)

The ability of an individual to continue to run a business in carrying out various tasks until it is successful which can be done by someone. The overall capabilities of individual personnel are essentially shaped by the qualities and abilities proposed by J. Winardi (2007:319) that one direct result of the nature of the capabilities that every organizer must have is to continue to foster "initiative". While Lowser and Potter define ability as individual characteristics such as intelligence, manual skills, traits which are a person's potential strength. 48 Journal of Educational Research Vol 12 No. 2, October 2011 to act and are stable (As'ad, 2000: 61). The ability of the individual is at least determined by three aspects of the basic conditions, namely: sensory and cognitive conditions, knowledge of how to respond correctly, and the ability to carry out the response. So ability is what one can do and not what he does (As'ad, 2000: 60).

Employee abilities have been widely studied by previous researchers, including: (Darwisyah et al., 2021), (Mulyani et al., 2020), (Sivaram et al., 2020), (Agussalim et al., 2016), (Sivaram et al., al., 2019), (Somad et al., 2021), (Ridwan et al., 2020a), (Ridwan et al., 2020b), (Widodo et al., 2020), (Bimaruci et al., 2020) , (Maida et al., 2017).

Table 1: Relevant past Research

| No | Author (year) | Hasil Riset Terdahulu | Persamaan Dengan Artikel Ini | Perbedaan Dengan Artikel Ini |
|----|---------------------------------------|---|---|---|
| 1 | AAN Sjaib, S Bahri, J Juharini (2021) | Service System and Employee Capabilities have a positive and significant impact on Service Quality | Employee Ability Affects Service Quality | Service System Affects Service Quality |
| 2 | F Nurmasitha (2013), J NIM (2016) | Service System, Employee Ability and Leadership have a positive and significant impact on Service Quality | Service System and Employee Capabilities affect Service Quality | Leadership affects Service Quality |
| 3 | L Handayani, N Suryani (2019) | Service System and Employee Capabilities have a positive and significant impact on Service Quality and Community Satisfaction | Service System and Employee Capabilities affect Service Quality | Service System and Employee Capability have an effect on Community Satisfaction |
| .4 | J woosnam, T Yuningsih (2018) | Service System and Employee Capabilities have a positive and significant impact on Service Quality | Employee Ability Affects Service Quality | Service System Affects Service Quality |
| .5 | D Navis, S Sulaeman, G Ahmad | Service System, Employee Ability and Leadership have a positive and significant | Service System and Employee Capabilities affect Service Quality | Leadership affects Service Quality |

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|----|------------------------------------|---|---|---|
| | (2020) | impact on Service Quality | | |
| 6 | NE Putri, A Hakim, M Makmur (2015) | Service System and Employee Capabilities have a positive and significant impact on Service Quality and Community Satisfaction | Service System and Employee Capabilities affect Service Quality | Service System and Employee Capability have an effect on Community Satisfaction |
| 7 | SE Susanty (2020) | Service System and Employee Capabilities have a positive and significant impact on Service Quality | Employee Ability Affects Service Quality | Service System Affects Service Quality |
| 8 | A Hidayat, A Permana (2017) | Service System, Employee Ability and Leadership have a positive and significant impact on Service Quality | Service System and Employee Capabilities affect Service Quality | Leadership affects Service Quality |
| 9 | AS Dewi, M Muhsin (2019) | Service System and Employee Capabilities have a positive and significant impact on Service Quality and Community Satisfaction | Service System and Employee Capabilities affect Service Quality | Service System and Employee Capability have an effect on Community Satisfaction |
| 10 | A Rudini (20115) | Service System and Employee Capabilities have a positive and significant impact on Service Quality | Employee Ability Affects Service Quality | Service System Affects Service Quality |

RESEARCH METHODS

The method of writing this Literature Review article is the descriptive qualitative method and library research, sourced from the online application of Google Scholar, Mendeley and other online applications. This Literature Review article is in the field of Human Resource Management and Quality Management.

In qualitative research, literature review must be used consistently with methodological assumptions. This means that it must be used inductively so that it does not direct the questions posed by the researcher. One of the main reasons for conducting qualitative research is that the research is exploratory, (Ali, H., & Limakrisna, 2013)

DISCUSSION

Based on the formulation of the problem, relevant theoretical studies and previous research, the discussion of this literature review article is:

1. Influence of Service System on Service Quality

The service system is an activity or sequence of activities carried out by a person or group of people in a company organization or business entity to provide assistance and convenience to people who have an interest in the organization in order to achieve goals in accordance with the basic rules and procedures that have been set. The service system is an integrated whole of all units and activities related to one another in the community. To strive for the achievement of service goals, human resources are one of the supporters and support for the implementation of services that are realized as personnel, funds, facilities, and infrastructure that are available or held and utilized by the community and the government. Observing these activities, all existing institutions need to carry out their duties and functions properly, in order to maximally support the achievement of service goals

2. The Influence of Employee Ability on Service Quality

Regarding the relationship between the theory of employee competence and the quality of public services, Zeithami-Parasurman-Berry in Sedarmayanti (2009: 254) states that: To find out the quality of service that is actually felt by the community lies in the ten

dimensions of service quality according to what is said community, namely one of them is competence (competent), namely the demands it has good knowledge and skills by the apparatus in providing services. This theory strengthens the understanding that one of the elements to measure service quality is a variable of employee competence. In addition, for that researchers propose a title related to the problem of the influence of employee competence on quality of public services. (IA Ardiansyah, 2021).

3. The Influence of the Service System on Community Satisfaction

Satisfaction can be measured from feelings of pleasure or disappointment from people who have received services from an agency which is a function of performance and expectations, besides that satisfaction is also an attitude or evaluation formed by people who have expectations of what is given by an agency, in the end. , an agency gets comments from the public which are also very much needed as an evaluation of an agency. (DG Putra, 2017)

Quality service plays an important role in shaping satisfaction consumers, besides that it is also closely related to creating profits for consumers company. The higher the quality of services provided by the company, the satisfaction felt by customers will be higher. The provision of quality services to the community is one of the obligations that must be carried out by every state administrator. It can even be said that the success of the government in providing public services to the community is the success of governance. (Rija BR Bancin, 2019)

4. The Influence of Employee Ability on Community Satisfaction

Robbins (1998) says that work ability is a individual capacity to perform various tasks in a job. He further said that one of the most important factors and affect the success of employees in carrying out a work is work ability. Ability is the potential that exists within a person to do so that allows someone to be able to do the job or not be able to do the job. Application according to the Big Indonesian Dictionary (2006:656) "is the process, method, act of implementing, installing, utilizing, implementing, regarding the practice of implementing a series of planned and gradual activities carried out by the implementing agency based on policies that have been determined by the competent authority. . While Muchlas (2005:80), states that work ability is the individual's capacity to complete various tasks in a job by mobilizing all the abilities possessed by the employee such as intellectual abilities, emotional abilities, and physical abilities.

In the operational management function, work ability is a development function, because in this function the development of employee work abilities is very concerned. Work ability is basically very influential on the quality or weight of the work achieved by an employee. This is understandable because in work ability there are various potential skills, skills, and other potentials that support an employee's work which is reflected in his physical and psychological condition. Thus the concept of work ability contains the understanding of the power that exists within a person to do work. The main dilemma faced by employers who use mental ability tests for selection, promotion, training and perfect personal decisions is that they have a negative impact on racial or ethnic groups. A higher likelihood of employee work is achieved when management has ensured the ability and then ensures that employees in their work have the ability (Robbins, 1998).

5. The Effect of Service Quality on Community Satisfaction

Service quality has a close relationship with customer satisfaction. Service quality provides a boost to customers with the aim of forging a strong bond with the company. Over the long term, this kind of bond allows the company to carefully understand customer expectations and their needs. Thus, the company can increase customer satisfaction where

the company is able to maximize in providing a pleasant customer experience and minimize an unpleasant customer experience (Tjiptono, 1996).

Good service is very important in retaining customers. Because a good form of service can attract the attention of the community. A well-managed service is expected to meet the expectations of the community, because the community has a big role in comparing standards of satisfaction and quality evaluation. Community satisfaction is a comparison between people's beliefs, namely the customers themselves that they will receive with the quality of services they receive in the form of performance. The level of service quality is perceived as satisfactory and good, and if the quality of services provided exceeds the expectations of the community, it is perceived as ideal. (DG Putra, 2017)

In Law No. 25 of 2000 concerning National Development (Propernas) 2000-2004 concerning public services. So that the quality of service has the meaning of a dynamic relationship between service providers and service recipients so as to create satisfaction between the two. Along with implementing

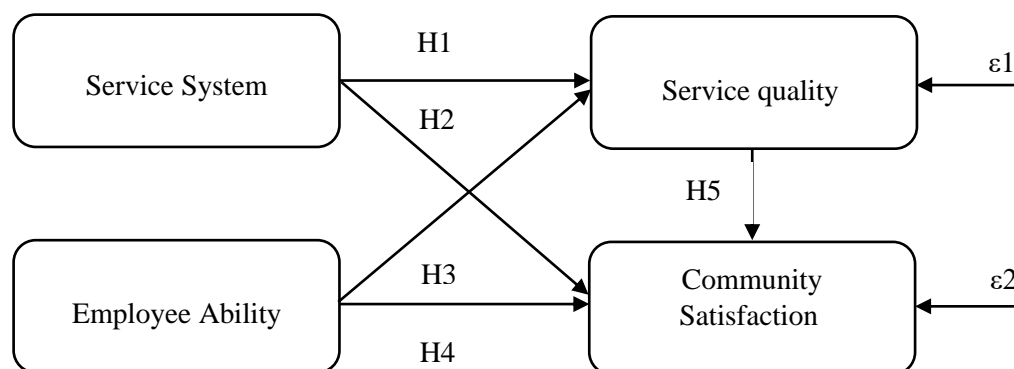
In an open political system during the reformation period, government institutions inevitably have to change their perspective on the public.

The role of the government here is decreasing while the role of the community is getting bigger. This paradigm has an influence on the quality of the relationship between government and society. Service quality is seen more broadly, where not only the outcome aspect is emphasized, but also includes processes, the environment, and people. (DG Putra, 2017). Service quality can inspire people to build strong long-term relationships and ultimately can increase satisfaction and minimize public dissatisfaction and have a close relationship with public satisfaction (Eliza, 2015).

The public service sector that provides a service to clients is one of the important variables that provides an important commitment to creating a good reputation and trust locally. Public protests in the form of long queues, helpless assistance, and actually bad offices are not satisfactory to affect the image and quality of the level of administration in public areas (Hadiyati, 2014)

Conceptual Framework

Based on the formulation of the problem, theoretical studies, relevant previous research and discussion of the influence between variables, the framework for thinking in this article is as follows.



Gambar 1: Kerangka Berpikir

Based on the conceptual framework picture above, then: Service system and employee capabilities affect Service Quality and Community Satisfaction, either directly or indirectly.

Apart from these three exogenous variables that affect service quality, there are many other variables that affect performance including:

- 1) Organizational Culture:: (D Dahlan et al., 2017), (R Radiany et al., 2015) dan (P Ansari et al., 2021), (Setyadi & Ali, 2017), (Octavia & Ali, 2017), (F. Saputra, 2022).
- 2) Work Motivation: (RI Poetri dkk et al., 2020), (IG Pernanu dkk, 2016), (N Nilamsari et al., 2014) dan (A Risparyanto et al., 2017), (R. Saputra, 2022), (Ilhamalimy & Ali, 2021).
- 3) Leadership: (A Setiadi et al., 2018), (J NIM et al., 2016), (ES Lie et al., 2016), (MWR Setiadi et al., 2019), (Sudiantini & Saputra, 2022), (Riyanto et al., 2017).
- 4) Attitude and Behavior: (E Eriswanto et al., 2017), (F Sana et al., 2020), (Mansur & Ali, 2017).
- 5) Facilities:(RRA Kurniasari et al., 2020), (NP Pebrianti et al., 2015), (E Haryanto et al., 2013), (SH Nahdliyin et al., 2021), (M & Ali, 2017), (Ali, H., & Limakrisna, 2013).

CONCLUSIONS AND RECOMMENDATIONS

Conclusion

Based on the theory, relevant articles and discussions, hypotheses can be formulated for further research:

1. The service system affects the quality of service.
2. The staffing system affects the quality of service.
3. The Service System has an effect on Community Satisfaction.
4. The staffing system has an effect on community satisfaction.
5. Quality of Service has an effect on Community Satisfaction.

Suggestion

Based on the conclusions above, the suggestion in this article is that there are many other factors that affect Service Quality and Community Satisfaction, apart from Service Quality and Community Satisfaction at all types and levels of organizations or companies, therefore further studies are still needed. to look for other factors that can affect Service Quality and Community Satisfaction other than those examined in this article such as: Leadership, Attitudes and Behavior, and Office Facilities.

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