



The Quality of public service in re-verification at the Department of Industry and Trade of Gunung Mas District

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Abstract

Tera and Re-Tera Services are under the responsibility of the Metrological Division, especially the Tera and Re-Tera Service Section at the Gunung Mas Regency Industry and Trade Office. This study aims to find out how the Quality of Public Services is Re-Labeled by the Gunung Mas Regency Industry and Trade Office. Based on the results of observations, interviews and documentation in this study, it shows that the Quality of Public Services in the Re-Tera by the Gunung Mas Regency Industry and Trade Office can be concluded as follows: 1. The Re-Tera service carried out by the Gunung Mas Regency Industry and Trade Office has basically been carried out in accordance with public service standards which are in line with the regulations of the Minister of Apparatus Empowerment State No. 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Services. 2. The availability of human resources to provide services in the implementation of certified services and have special expertise in the field of Tera-Tera Re-Tera is only 1 (one) employee. 3. There are no basic technical rules for services in the form of Regional Regulations and Regulations of the Gunung Mas Regency Industry and Trade Office. The suggestions in this study are: 1. It is necessary to conduct a more in-depth assessment of the analysis of employee needs, especially Penera. 2. In addition, it is also necessary to make specific rules related to the Re-Tera Tera Service.



INTRODUCTION

Formed based on Law Number 23 of 2014 concerning Regional Government and Government Regulation Number 41 of 2007 concerning Regional Apparatus Organization (State Gazette of the Republic of Indonesia Number 4741) and Government Regulation Number 18 of 2016 concerning Regional Apparatus and Regional Regulation of Gunung Mas District Number 7 of 2019 concerning the Formation and Composition of Regional Apparatus of Gunung Mas District (Gunung Mas District Gazette of 2019 Number 270) along with the Implementation Guidelines of the Regent Regulation Number 63 of 2019 concerning the Position, Organizational Structure, Duties and Functions as well as the Work Procedures of the Department of Industry and Trade within the Government of Gunung Mas District. In the mandate of these regulations, one of the authorities carried out by the Department of Industry and Trade of Gunung Mas District is to provide excellent service to the public.

Law Number 25 of 2009 concerning Public Services sets out the government's important responsibility to provide excellent public services to all citizens (Afrizal, 2019). According to Bisri & Asmoro (2019), public service is an activity carried out to fulfill the basic needs of the community in accordance with the fundamental rights of every citizen and resident to goods, services, or administrative services provided by service providers and related to public interests. Public service has become a strategic policy issue (Hildawati, 2019). To provide protection to every citizen, the government must improve the

quality of public services and ensure the provision of public services in accordance with government principles (Hildawati, 2021). Law No. 25 of 2009 concerning Public Services and Government Regulation No. 96 of 2012 concerning the Implementation of Law No. 25 of 2009 concerning Public Services are references for public service practices in Indonesia (Hadi, 2009).

One form of service provided by the Department of Industry and Trade of Gunung Mas District in the field of metrology is calibration and re-verification of Measurement, Weighing, Measuring and Supporting Equipment (UTTP) used in trade transactions. Calibration or re-verification is the activity of observation, testing, and culminates in the issuance of a valid calibration mark or cancellation mark on the performance of a measuring, weighing, measuring, and supporting tool. (UTTP) that has been calibrated, periodically must be re-calibrated based on the Specific Technical Requirements (SSIK) of each UTTP issued by the Directorate of Metrology of the Ministry of Trade of the Republic of Indonesia. Calibration and re-verification services for measuring instruments are carried out so that the public can obtain goods according to the proper size with the exchange value paid. To improve consumer protection and maintain the quality of goods and services, the Ministry of Trade conducts supervision of Measurement, Measuring, Weighing, and Equipment (UTTP). UTTP must be accurate and reliable as a tool for measuring stored goods so that all parties receive the same protection.

In its services, the Metrology Division of the Department of Industry and Trade of Gunung Mas District has been equipped with tested measuring instruments. Testing of Measurement, Measuring, Weighing, and Equipment is usually carried out to the regional level of Kalimantan in South Kalimantan, then subsequently tested at the National Level in Bandung. With the instruments of measurement, Measuring, Weighing, and Equipment (UPTT) having been tested, it is hoped that it can provide good service to the community.

However, there are still issues faced in the provision of services provided. Where to this day, there are no rules at the district level that specifically regulate Calibration and Re-Calibration, including the formulation of standard operating procedures (SOP) in the implementation of services carried out in the Department of Industry and Trade of Gunung Mas District. So that the implementation of services up to now, only relies on the rules above that is Law Number 2 of 1981 concerning Legal Metrology and the Minister of Trade of the Republic of Indonesia Regulation Number 115 of 2018 concerning Legal Metrology Unit.

In addition, there is also a problem with the availability of human resources owned to provide services in this Metrology Sector, there are only 3 people who work, while among the three there is only one who has expertise in the field of Calibration and Re-Calibration, considering that only 1 employee has studied specifically in the field for about 8 months. While the services provided are not only in Gunung Mas District, but there are also several districts that cooperate with Gunung Mas District, one of which is Kapuas District, considering that there are still several districts in Central Kalimantan that do not have Measurement, Weighing, and Equipment that have passed national standardization testing. Therefore, several district governments cooperate with the Department of Industry and Trade of Gunung Mas District.

As for the novelty of this research can be seen from the results of research conducted by Hildawati, Public Service Quality (Case Study: Calibration Service / Recalibration In Gunung Mas District), Based on the presentation and analysis of researchers related to the quality of service SKCK at the Public Service Office Intelligence Unit and Security Surabaya Police, it can be concluded that Calibration and Recalibration Services in Gunung Mas District are under the responsibility of the Dumai City Trade Office, especially the Calibration and Recalibration Service Section. The number of inadequacies, inadequate testing tools, lack of access to information, and limited service areas are issues found. The purpose of this study was to determine the quality of calibration and re-verification services provided by the Dumai City Trade Office. Dabholkar (1996) uses his theory in Al Idrus (2019: 2), which explains that the quality of service metrics consists of physical aspects (physical aspects), reliability (reliability), interpersonal interactions (interpersonal interactions), problem solving (problem solving), and policies (policies). The research sample consisted of 119 employees from the Trade Office and Business Actors. In this study, the criteria for dimensions of public service quality can be used to assess the quality of public services provided by government officials. According to Kotler in Alma, 2002: 284 there are five dimensions that can be used to measure service

quality: tangible (tangible), reliability (reliability), responsiveness (responsiveness), assurance (assurance), and empathy (empathy).

METHODOLOGY

This study employs a qualitative approach. According to Yusuf (2019), qualitative research is an approach that emphasizes the search for meanings, understandings, concepts, symbols, characteristics, descriptions, and phenomena of an event. It is naturalistic and holistic, focused and employs various methods, prioritizing quality, and presents data in descriptive or narrative form. The aim of qualitative research is to generate responses to a statement or phenomenon through a systematic scientific process that utilizes qualitative approaches. This research aims to understand how events or occurrences relate to individuals involved in such situations or phenomena.

RESULTS AND DISCUSSION

Based on the results of observations, interviews, and documentation conducted by the researcher, the Quality of Public Service in Calibration and Re-verification by the Department of Industry and Trade of Gunung Mas District can be seen in the following description.

Review of National Policy

Support from the Department of Trade and Industry of Central Kalimantan Province and the Ministry of Industry and Trade is crucial for implementing industrial and trade programs. However, at present, the region cannot fully accept all provincial and central policies. This is because the Department of Industry and Trade of Gunung Mas District implements the Vision and Mission of the Regent of Gunung Mas: Realizing Gunung Mas District that is Dignified, Advanced, Competitive, Prosperous, and Self-Reliant (STRUGGLING TOGETHER).

In achieving the above vision, the mission of medium-term development in the RPJMD is as follows:

1. Enhancing and accelerating regional infrastructure development fairly and professionally.
2. Improving the quality of human resources development (HRD).
3. Enhancing regional economic competitiveness.
4. Accelerating Bureaucratic Reform.
5. Enforcement and assurance of legal certainty (Law Enforcement).
6. Developing cultural values and local wisdom.
7. Sustainable development.
8. Maintaining and enhancing harmony among communities for the sake of the Unitary State of the Republic of Indonesia.

Physical Resources (Tangible)

The seriousness of the government in terms of quality is also underpinned by the concept and principles of good governance as a parameter for assessing the progress of governance implementation (Ministerial Regulation on State Apparatus Empowerment, No. 13 of 2009). In good service, it can be seen from the presence of adequate facilities and infrastructure. Facilities and infrastructure are a set of tools and facilities used to ensure that a process runs smoothly according to the established objectives.

In the service process, physical evidence (tangible) refers to the physical facilities demonstrated by the service provider in various forms. User satisfaction is greatly influenced by the physical appearance (tangible) provided.

The availability of facilities and infrastructure owned by the Department of Industry and Trade of Gunung Mas District in Calibration and Re-verification services can be seen in the following table.

Table 1.1 Facilities and Infrastructure at the Department of Industry and Trade of Gunung Mas District

No	Type	Total
1	Computer	16
2	Printer	16
3	Laptop	4
4	Official vehicle	4
5	Official motorcycle	12
6	Laboratory room	1
7	Air conditioner	18

Source. Created by the Author Year 2024

Furthermore, in the services provided related to Calibration and Re-verification (Tera-Tera Ulang), the availability of facilities and infrastructure can be seen in the table below.

Table 1.2 Data on Calibration and Re-verification Services for UTTP Devices in Gunung Mas District, Year 2023

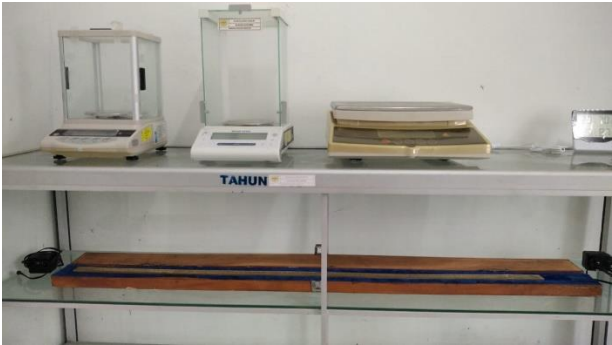
Source. Metrology Division 2023

The table above is a summary of UTTP data.

TOTAL DATA		
MEASURING, WEIGHING, AND EQUIPMENT (UTTP) AND PAD PROJECTIONS		
DISTRICT GUNUNG MAS		
NO	DISTRICT	TOTAL UTTP
1	TEWAH	441
2	MANUHING (Tumbang Talaken)	213
3	RUNGAN (Jakatan Raya)	206
4	RUNGAN HULU (Rahuyan)	57
5	SEPANG	271
6	KURUN	503
7	KAHAYAN HULU UTARA (Tumbang Miri)	205
8	DAMANG BATU (Marikoi)	51
9	MIRI MANASA (napoi)	32
10	MANUHING RAYA (Tehang)	111
11	MIHING RAYA (Kampuri)	238
12	RUNGAN BARAT (Rabambang)	122
TOTAL AMOUNT		2450



Alat Ukur Takar Timbang dan Perlengkapannya		Jan	Feb	Mar	Apr	Mei	Jun	Jul	Agt	Sep	Okt	Nov	Des	TOTAL
1	Meter Kayu													0
2	Ban Ukur													0
3	Depth Tape													0
4	Ullage Temperature Interface (UTI)													0
5	Capacitance Level Gauge													0
6	Radar Level Gauge													0
7	Ultrasonic Level Gauge													0
8	Floot Level Gauge													0
9	Servo Level Gauge													0
10	Electromagnetic Level Gauge													0
11	Meter Taksi													0
12	Meter Parkir													0
13	Takaran Kering													0
14	Takaran Basah													0
15	Tangki Ukur Mobil BBM													0
16	Tangki Ukur Tetap Silinder Tegak BBM													0
17	Tangki Ukur Tongkang													0
18	Tangki Kapal													0
19	Timbangan Ban Berjalan													0
20	Weighing in Motion (Timbangan Kendaraan Bergerak)													0
21	Railweighgt Bridge (Timbangan Kereta Api Bergerak)													0
22	Timbangan Pengecek dan Penyortir													0
23	Timbangan Elektronik Kelas II, III dan IIII													0
24	Timbangan Pegas	7	7	3	8	5	16	25	25	23	65	26	22	62
25	Timbangan Cepat													0
26	Neraca			2	11	5	1		3					22
27	Dasim					2	1		1					14
28	Timbangan Milisimal											3	7	0
29	Timbangan sentisimal								2					2
30	Timbangan desimal													0
31	Timbangan bobot insgaut													0
32	Timbangan Meja Beranger	3	1	2	11	6	1	3	18	8	9	3	5	70
33	Meter Kadar Air													0
34	Pompa Ukur BBM			8			4	1	5	4				39
35	Pompa Ukur Elipji													0
36	Pompa Ukur Bahan Bakar Gas													0
37	Meter Arus BBM													0
38	Meter Gas													0
39	Meter Air Diameter Nominal s 254 mm													0
40	Anak Timbangan		6	25	35	34	2	16	44	38	32	16	2	250
TOTAL		10	15	42	85	66	25	51	106	75	104	48	224	851





This table contains the names and data of the equipment in the above images.

DATA PERALATAN DAN STANDAR UKURAN						
NO.	NAMA ALAT	MEREK	MODEL/TIPE	DESKRIPSI		KETERANGAN
				KAPASITAS/UKURAN	KECERMATAN / DAYA BACA	
1	DIGITAL CALIPER	ASIMETO		0 - 300 mm	0.01 mm	No. SERTIFIKAT : 0103/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 03 Maret 2022
2	DIGITAL CALIPER	ASIMETO		0 - 300 mm	0.01 mm	No. SERTIFIKAT : 0102/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 03 Maret 2022
3	ANAK TIMBANGAN KUNINGAN KHUSUS DACIN LOGAM Kelas M1	RS	LEMPING	5 kg - 20 kg		No. SERTIFIKAT : 0087/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 03 Maret 2022
4	ANAK TIMBANGAN Kelas M2 (22 Unit)	DLA		20 kg		No. SERTIFIKAT : 0108/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
5	ANAK TIMBANGAN Kelas M1 (13 Unit)	NKH		1 g s/d 1000 g		No. SERTIFIKAT : 0086/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 26 Februari 2022
6	ANAK TIMBANGAN Kelas M2 (4 Unit)	NKH		500 g, 1 kg, 2 kg, 5 kg		No. SERTIFIKAT : 0094/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 02 Maret 2022
7	ANAK TIMBANGAN Kelas M2 (9 Unit)	RS		5 mg - 500 mg		No. SERTIFIKAT : 0092/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 26 Februari 2022
8	ANAK TIMBANGAN Kelas M2 (13 Buah)	-		1 g - 1 kg		No. SERTIFIKAT : 0093/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 26 Februari 2022
9	ANAK TIMBANGAN Kelas M2 (8 Buah)	-		1 g - 10 kg		No. SERTIFIKAT : 0095/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 02 Maret 2022
10	ANAK TIMBANGAN Kelas M2 (25 Buah)	PA		20 kg		No. SERTIFIKAT : 0115/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
12	ANAK TIMBANGAN STANDAR KELAS F2 (1 Buah)	EXELLEN		5 kg		No. SERTIFIKAT : 0090/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 03 Maret 2022
13	ANAK TIMBANGAN STANDAR KELAS F2 (1 Buah)	EXELLEN		10 kg		No. SERTIFIKAT : 0089/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 03 Maret 2022
14	ANAK TIMBANGAN STANDAR KELAS F2 (1 Buah)	EXELLEN		20 kg		No. SERTIFIKAT : 0088/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 03 Maret 2022
15	ANAK TIMBANGAN Kelas F2 (27 Buah)	EXELLEN		1mg - 2 kg		No. SERTIFIKAT : 0114/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 26 Februari 2022
17	ANAK TIMBANGAN (25 Unit)	PA		20 kg		No. SERTIFIKAT : 0116/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
18	TIMBANGAN ELEKTRONIK KELAS I	METTLER TOLEDO		220 g	0.1 mg	No. SERTIFIKAT : 0098/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
19	TIMBANGAN ELEKTRONIK Kelas I (1 Unit)	EXCELLEN		2000 g	0.01 g	No. SERTIFIKAT : 0097/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
20	TIMBANGAN ELEKTRONIK Kelas I (1 Unit)	EXCELLEN		30 kg	0.1 g	No. SERTIFIKAT : 0096/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 02 Maret 2022
21	BEJANA UKUR	MDH / Bandung		5 L	0.5 mL	No. SERTIFIKAT : 0101/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
22	BEJANA UKUR	MDH / Bandung		10 L	0.5 mL	No. SERTIFIKAT : 0100/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
23	BEJANA UKUR	MDH / Bandung		20 L	0.5 mL	No. SERTIFIKAT : 0099/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
24	GELAS UKUR Kelas A (1 Unit)	WAKI PYREX		100 mL		No. SERTIFIKAT : 0109/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 02 Maret 2022
25	GELAS UKUR Kelas A (1 Unit)	WAKI PYREX		250 mL		No. SERTIFIKAT : 0110/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 02 Maret 2022
26	GELAS UKUR Kelas A (1 Unit)	WAKI PYREX		500 mL		No. SERTIFIKAT : 0111/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 03 Maret 2022
27	GELAS UKUR Kelas A (1 Unit)	WAKI PYREX		1000 mL		No. SERTIFIKAT : 0112/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
28	GELAS UKUR Kelas A (1 Unit)	WAKI PYREX		2000 mL		No. SERTIFIKAT : 0113/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 03 Maret 2022
29	ALAT BOURYEE Kelas III (1 Set)	MDH		5 ct. s/d 50 L		No. SERTIFIKAT : 0105/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
30	MISTAR (1 Unit)	MDR	MX 16	1 - 100 cm		No. SERTIFIKAT : 0104/PKTN.4.11/SERT/03/2021, Tanggal berlaku s/d 01 Maret 2022
31	STOP WATCH (1 Unit)	SEKO	HS30		0.01 s	Masih di Verifikasi di Balai Direktorat Metrologi
32	THERMOHYGROMETER (1 Unit)	CORONA	GL 89	38.38 - +50C, Humidity Range: 10% - 95%		Masih di Verifikasi di Balai Direktorat Metrologi
33	THERMOKOPEL (1 Unit)	MASTECH	MS6514	- 200 - 1300 oC	0.1 oC	Masih di Verifikasi di Balai Direktorat Metrologi



Image of Metrology Service Vehicle



Photo of Tera-Tera Ulang activities



Photo of cleaning standard equipment

From the description above, it can be understood that in Tera-tera Ulang services, there are adequate facilities and infrastructure that have passed national standardization tests for weighing and measuring instruments in accordance with applicable regulations.

In line with this, based on the Ministry of Home Affairs Regulation No. 70 of 2014 concerning Calibration and Re-verification of UTTP instruments, Article 4 point 3 states that the re-verification hearing location outside the Regional Technical Implementation Unit (UPT), Provincial UPTD, or District/City UPTD or where the UTTP is used. Therefore, the location for calibration and re-verification services is adjusted according to the implementation of these activities. However, the Department of Industry and Trade of Gunung Mas District has a dedicated laboratory for Calibration and Re-verification services.

Clarity and Service Convenience (Reliability)

Reliability or ease of service procedures refers to the ability of officers to serve users/owners of Measurement, Weighing, Measuring, and Equipment (UTTP) instruments with accuracy, precision, and concern. The ability to provide Calibration and Re-verification services at the Department of Industry and Trade of Gunung Mas District found in the research includes 3 employees specializing in Metrology, but only 1 employee has the specific expertise to conduct Calibration and Re-verification services as a Verifier without assistance from other staff. This limitation in human resources poses a challenge in delivering reliable services, especially considering the wide area covered across 12 districts in Gunung Mas District, plus collaborations with other districts in Central Kalimantan.

Furthermore, up to now, the rules governing Calibration and Re-verification services in Gunung Mas District, particularly those carried out by the Department of Industry and Trade of Gunung Mas District, have not yet been derived from central regulations. Thus, the Calibration and Re-verification services are based solely on the Minister of State Apparatus Empowerment Regulation No. 63/KEP/M.PAN/7/2003 on General Guidelines for Public Service Implementation, Ministry of Trade Regulation No. 68 of 2018 regarding Calibration and Re-verification of Measurement,

Weighing, and Equipment, and Ministry of Trade Regulation No. 115 of 2018 regarding Legal Metrology Units. Local regulations from Gunung Mas District and those from the department itself have not yet stipulated Standard Operating Procedures (SOP) for implementation.

Despite the technical absence of rules in Calibration and Re-verification services provided by the Department of Industry and Trade of Gunung Mas District, clarity regarding requirements is adequately understood by users of Calibration and Re-verification services. According to Ministry of Trade Regulation No. 70 of 2014 concerning Re-verification of UTTP instruments, Article 3 point 4, the re-verification period is 1 (one) year.

Regarding funding, regulations have been issued regarding the elimination of financing. Hence, it is clear that financing is no longer imposed.

Employee Response to Complaints (Responsiveness)

Responsiveness refers to the willingness of officers to assist users/owners of Measurement, Weighing, Measuring, and Equipment (UTTP) instruments, demonstrating readiness, accuracy, and clarity in providing information, as well as the ability to promptly fulfill requests from users/owners of Measurement, Weighing, Measuring, and Equipment (UTTP). In this regard, the research found that employees are sufficiently responsive in addressing each complaint received. However, due to the limited number of employees, the service delivery remains suboptimal.

The information provided is clear, both administratively and in other procedures. However, the absence of new regulations governing the technical aspects of Calibration and Re-verification services has limited the development of Standard Operating Procedures (SOPs) in service delivery.

Calibration and Re-verification services offered by the Department of Industry and Trade of Gunung Mas District must adhere to the principle of accessibility. Ensuring easy access is crucial as it directly relates to the community. The Department has facilitated easy access for service users by providing services at their locations, aligning with the principles of public service as outlined in the General Guidelines for Public Service Implementation (MENPAN No. 63 of 2003).

Assurance

Assurance refers to knowledge, politeness, and the ability of employees to instill confidence in customers towards the organization. It includes components such as communication, credibility, competence, and politeness.

MENPAN No. 63 of 2003 outlines standards for public service and discusses adequate service capabilities and security provided by public service providers. The quality of service is significantly influenced by these assurance aspects.

Based on the findings of the research, assurance in Calibration and Re-verification services is satisfactory. This is evident in the accuracy and standardization of Measurement, Weighing, Measuring, and Equipment (UTTP) instruments owned by the Department of Industry and Trade of Gunung Mas District. This is achieved through progressive testing of instruments from regional to national levels to ensure measurement results comply with applicable regulations.

NO	TUJUAN/SASARAN	INDIKATOR TUJUAN/SASARAN	Satuan	TARGET KINERJA TUJUAN / SASARAN PADA TAHUN KE -					Ket
				2020	2021	2022	2023	2024	
1.	Meningkatkan daya saing perindustrian dan perdagangan	Pertumbuhan PDRB sektor perindustrian (juta)	Juta rupiah	340.864,75	358.183,28	375.501,80	392.820,33	410.138,85	
		Pertumbuhan PDRB sektor perdagangan (juta)	Juta rupiah	362.597,65	385.037,48	407.477,30	429.917,13	452.356,95	
	Meningkatnya pertumbuhan sektor industri	Persentase pertumbuhan industri aktif	%	95,16	95,29	95,41	95,52	95,63	
		Kontribusi sektor Perindustrian terhadap PDRB	%	8,95	9,05	9,15	9,25	9,35	
	Meningkatnya pertumbuhan sektor perdagangan	Kontribusi sektor Perdagangan terhadap PDRB	%	10,50	10,50	10,50	11,00	11,00	
	Meningkatnya pemakaian UTTP dan BDKT sesuai aturan Metrologi Legal	Persentase UTTP dan BDKT berstandar Metrologi Legal	%	70	70	70	70	70	

Here are the Medium-Term Goals and Targets for Local Government Services from 2020 to 2024.

Source: Strategic Plan of the Department of Industry and Trade of Gunung Mas District 2019-2024

Empathy

Empathy or attention to service users/owners of Measurement, Weighing, Measurement, and Equipment (UTTP) is anticipation of their needs, attention to complaints, willingness to understand their needs, sincerity in service, and ease of establishing working relationships between officers and service users/owners of Measurement, Weighing, Measurement, and Equipment (UTTP).

The diversity of community and institutional characters poses a challenge to service providers, thus employing a cultural approach is one of the efforts undertaken by the Department of Industry and Trade of Gunung Mas District to demonstrate empathy towards service recipients.

CONCLUSION

Based on the observations, interviews, and documentation outlined above regarding the Quality of Public Services in Metrology Calibration by the Department of Industry and Trade of Gunung Mas District, the following conclusions can be drawn:

The Metrology Calibration services provided by the Department of Industry and Trade of Gunung Mas District are fundamentally conducted in accordance with public service standards aligned with the regulations: Ministerial Decree No.

63/KEP/M.PAN/7/2003 concerning General Guidelines for Service Provision, Minister of Trade Regulation of the Republic of Indonesia No. 68 Year 2018 Regarding Calibration and Re-calibration of Measurement, Weighing, Measurement, and Equipment (UTTP), and Minister of Trade Regulation of the Republic of Indonesia No. 115 Year 2018 Regarding Legal Metrology Units. One of the key aspects is the availability of standardized Measurement, Weighing, Measurement, and Equipment (UTTP).

However, various challenges persist in the Metrology Calibration services, such as the availability of human resources capable of delivering certified services, with specialized expertise in Metrology Calibration being limited to only one employee.

Equally important is the lack of specific technical regulations at the district level and within the Department of Industry and Trade of Gunung Mas District, thus detailed rules regarding Metrology Calibration remain unspecified.

Recommendations from this study include conducting further in-depth assessments of staffing needs, particularly for Metrology Calibration specialists (Penera). Additionally, there is a need to establish specific regulations concerning Metrology Calibration services.

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LEGISLATION

Law Number 23 Year 2014 concerning Government

Law Number 25 Year 2009 concerning Public Services

Regional Regulation and Government Regulation Number 41 Year 2007 concerning Regional Organization (State Gazette of the Republic of Indonesia Number 4741)

Government Regulation Number 18 Year 2016 concerning Regional Devices

Gunung Mas District Regulation Number 7 Year 2019 concerning the Formation and Arrangement of Regional Devices in Gunung Mas District (Regional Gazette of Gunung Mas District Year 2019 Number 270) along with the Implementation Guidelines of the Gunung Mas Regent Regulation Number 63 Year 2019 concerning the Position, Organization Structure, Tasks and Functions as well as the Work Procedures of the Department of Industry and Trade within the Government of Gunung Mas District.

Ministerial Decree No. 63/KEP/M.PAN/7/2003 concerning General Guidelines for Service Provision