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Public Service Research Trends in Indonesia

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Abstract

The objective of this paper is to provide an extensive bibliometric Public Service research trends in Indonesia. Article were located through the Google Scholar database and publish of perish software. We analysed 804 article from 997 journals from 2001 to 2021 (a period of 20 years). Mendeley software was used to resume and manage the references. We have reviewed this database and attempted to classify articles using VOSviewer software. Three clusters were reviewed; the words most frequently occurring in each group were "Pelayanan Publik", 'Publik Service', and 'Service'. This cluster represents the research streams of Public Services.

Keywords: *Public Service, Research, Indonesia*

A. INTRODUCTION

In the last two decades there has been a pandemic of public sector reforms (Bouckaert and Pollitt, 2000). Governments across the globe have restructured and reorganized public organizations is an effort to produce better services (Boyne et al. 2003).

The main task of every government agency is to provide services or organize public services in order to realize public welfare. As, according to Zeithaml et al (1988) services are "Economic activities whose output is not a physical product or construction, is generally consumed at the time it is produced, and provides added value in forms (such as amusement, convenience, comfort, timeliness or health) that are essentially intangible concerns of its first purchaser. The terms service and public provide the basic understanding of public service. Gabriel Roth (1987) "any service available to the public whether provided publicly (as a museum) or privately (as is a restaurant meal)". Any service according to Roth means relating to goods and services in service. Public services in question are all forms of service activities carried out by individual or an organization in the form of services, goods to the community either in groups or individually or organizations. The objective of this paper is to provide an extensive bibliometric public services research trends in Indonesia.

B. METHODS

A literature review should be conducted using explicit, a systematic, and reproducible method (Garza-Reyes, 2015; Fink, 2005), or a mind mapping method that emphasizes the boundary of knowledge (Tranfield et. Al, 2003). A bibliometric review is generally used in scientific disiplines and focuses on a quantitative study of books, journal papers, or other types of written communication (Heersmink et. Al, 2010). For this work, five-step method bibliometric analysis introduced by Fahimnia et. Al (2015) was adopted. These five steps include defining the search keyword as 'Pelayanan Publik' (read : Public Services), refinement of the search results, initial search results, data analysis, and compiling statistics on the initial data, that will be explained in detail in the following subsection.

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Defining search keywords

A literature search was performed in February 2021, using the keyword 'Pelayanan Publik' Publish of Perish (PoP) software with the Google Scholar database was used to collect the data. In the beginning, we entered a query into the PoP software, using the keyword 'Pelayanan Publik', and set specific conditions for 'title words only', 'journal', and years '0-0'. From the Google Scholar database we obtained 997 articles in the initial search for the period from 2001 to 2021 (almost 20 years).

Initial search results

During the initial search, we didn't determine the range of years so that we could discover when the term was introduced. Not surprisingly, the oldest journal (from 2001), where our search hit one the key term 'Administrasi Pelayanan Publik sebuah perbincangan awal', was relevant. The remainder of the next ten articles that surfaced are shown in Table 1. The articles that meet the criteria were published in 2001.

Table 1 Top ten articles (unrefined search)

Authors	Title	Year of Publication
S Zauhar	Administrasi Pelayanan Publik sebuah perbincangan awal (*Public Service Administration an initial conversation*)	2001
I Noor	Mensoalkan : Makna Haqiqi Pelayanan Publik (*Questioning: The Haqiqi Meaning of Public Service*)	2001
B Supriyono, APB undang	Kompentensi di tingkat operasional dalam pelayanan publik di Perkotaan (*Competence at operational level in urban public services*)	2001
Y Yunus	Profesionalisasi Birokrasi dalam Pelayanan Publik (*Professionalization of Bureaucracy in Public Service*)	2002
D Fernanda	Pengembangan Kualitas Pelayanan Publik di Daerah (*Development of the Quality of Public Services in the Regions*)	2003
L Agustino	Good Regulatory Governance sebagai wujud Akuntabilitas Pelayanan Publik (*Good Regulatory Governance as a form of Public Service Accountability*)	
I Dwimawanti	Kualitas Pelayanan Publik (*Quality of Public Service*)	2004
EW Trilestari	Keikutsertaan Masyarakat dalam membangun Kualitas Pelayanan Publik (*Community participation in building the quality of public services Pelayanan*)	2004
S Suwitri	Pelayanan Publik dan Kebijakan Otonomi Daerah di Indonesia (*Public Service and Regional Autonomy Policy in Indonesia*)	2004
A Anwaruddin	Meningkatkan Kualitas Pelayanan Publik melalui Reformasi Birokrasi (*Improving the Quality of Public Services through Bureaucratic Reform*)	2004

Refinement of the search results

We excluded article that were inappropriate for the screening criteria. From the original 997 articles, we pulled 804 papers. Table 2 shows the comparison of metrics data from the refined search and the initial search.

Table 2 Comparison metrics

Metrics data	Initial search	Refinement search
Query	Jurnal, Pelayanan Publik	Jurnal, Pelayanan Publik from 2018 to 2020
Source	Google Scholar	Google Scholar
Paper	997	804
Citations	3459	848
Years	(2001 – 2021) 20 years	(2018 – 2020) 2 years
Cites/year	172.95	282.67
Cites/paper	3.47	1.05
Authors/paper	1.78	1.85
h-index	25	10
g-index	39	21
Hi, norm	23	8
Hi, annual	1.15	2.67
hA-index	9	6

Compiling the initial data statistics

The resulting search after refinement was download, saved in the Mendeley software, and exported to the RIS format to include all the vital information related to the paper, including authors name, title, keywords, abstract, and

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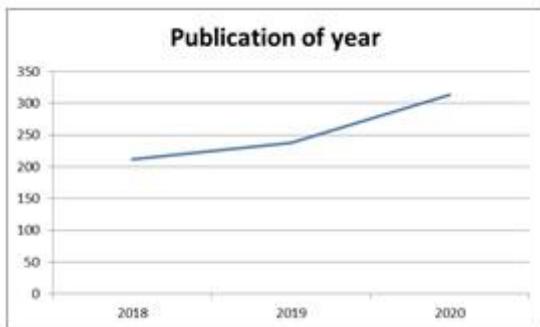dalam Mewujudkan Indonesia Tumbuh, Indonesia Tangguh**

journal specification (year of publication, publication journal, pages and volume, and issue). Data were analysed so that articles could be classified with respect to the year and source of publication as well as the publisher. From the query that employed a maximal time range, PoP obtained 1000 journal articles from 2001 to 2021. Subsequent to verification of whether the various journal publications were reputable, and screening them with the criteria, 20 years of article were published (2001 - 2021). The number of article published increased from year to year. Figure 1 presents the distribution and the number of publications per year. Concerning the group of publishers, ejournal.unsrat.ac.id, publikasi.unitri.ac.id, jwk.bandung.lan.go.id, core.ac.uk, jurnal.unigal.ac.id, jurnal.umsrappang.ac.id, ejournal.goacademica.com, jurnal.unpad.ac.id most often, followed by journal.unpas.ac.id, journal.uinsgd.ac.id, e-jurnal.lppmunsera.org, ojs.uniska-bjm.ac.id, neliti.com, lppmstianusa.com, jiana.ejournal.unri.ac.id, and ejournal.ipdn.ac.id (Figure 2).

Figure 2. Publication trend

Notes : an upward trend in appropriate publications for this analysis becomes more pronounced and first appears in 2019.

Figure 3. Publishers of cited articles

Notes : en.cnki.com.cn, Taylor & Francis, and koreascience.or.kr are the three most often appearing publishers.
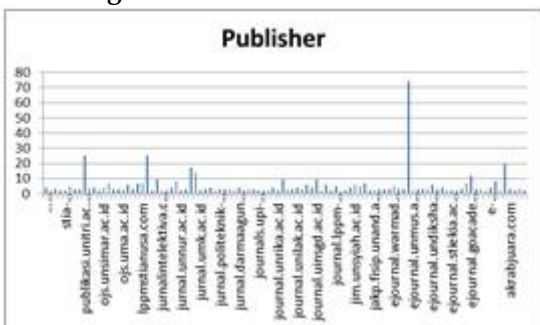
Data analysis

This paper presents the bibliometric analysis for the term 'Pelayanan Publik' for the Google Scholar database. A bibliometric review in this paper using PoP software launced in 2006 and developed by Professor Anne Wil Harzing from Tarma Research Software Pty Ltd-Melbourne (Harzing, 2011). We used version 1.1.16 For this analysis. We executed this software on February 2021, obtaining 997 paper in the initial results with 3459 citations (172.95 citations/year). Refining of the results left us with 804 articles (a decrease of 19.35 %); the data regarding citations also changes, with 848 citations (a decrease of 75.48 %) and 282.67 cititations/year (increase of 63.44 %). The full results of the comparison metrics before and after the refinement of the search as summarised in Table 2.

C. RESULT AND DISCUSSION

Our study shows that journals have a substantial impact on metrics related to cititations. Table 3 shows the most cited authors and articles. The article written by Y Rukayat has been cited by 179 authors, becoming the most frequently cited article in this field. This article, entitled Kualitas pelayanan publik bidang administrasi kependudukan di kecamatan pasirjambu (*The quality of public services in the field of population administration in the Pasirjambu sub-district*), was written in 2018 and published in Jurnal Ilmiah Magister Administrasi. The second most-cited article is a paper by JT Nugraha (2018) that was published in the 'Jurnal Komunikasi dan Kajian Media' and quoted subsequently by 47 authors; it was followed in order by an article by S Suandi (2019) on the topic of 'Analisis Kepuasan Masyarakat terhadap Pelayanan Publik Berdasarkan Indeks Kepuasan Masyarakat di Kantor Kecamatan Belitang Kabupaten OKU Timur (*Analysis of Public Satisfaction with Public Services Based on the Community Satisfaction Index at the Belitang District Office, East OKU Regency*)'. All article cited more than 5 times are present (with complete citation information) in Table 3.

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Figure 3. Network visualisation
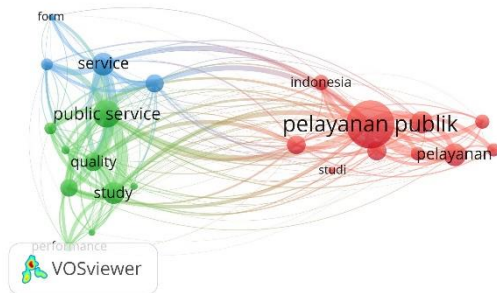
Notes : Three colours, blue, green, and red are showed that there are three clusters of Public Services research.

After accounting for other metrics and citation frequency, we analysed the outputs from the PoP software into the VOSviewer software to determine what keywords were occurring frequently. Frequency of keywords can be regulated by according to 20, 10, 5, 1 or other occurrences. The VOSviewer tool was developed by Waltman and van Eck in 2010 (see at https://www.vosviewer.com) and is used for visualising bibliometric maps. This software showed the bibliometric mapping on three different visualisations, density visualisation, and overlay visualisation (Figure 4), network visualisation (Figure 3). The VOSviewer can classify keywords into different clusters. The bullets show the weights of the occcurrences.

Figure 4. Density visualisation mapping
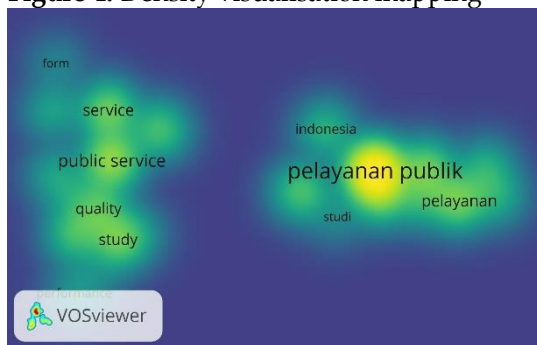
Notes : the highest the weights of elements and the largest number of items showed by the yellow colours, followed by green.

Extracting from abstract fields and the title, full counting with the minimum number of occurrences set to 15, we get 5318 terms and 23 items meeting the threshold. Common words (23) were excluded (penelitian ini bertujuan, penelitian ini, pelayanan, tahun, masyarakat, dan, pelayanan public, Indonesia, effect, form, community, problem, performance, quality, studi, implementation, population, study, service, research, public service, government, kualitas pelayanan publik). Three clusters are identified here. The First cluster (shown on the left side of Figure 3), consists of 10 elements, with the most frequent terms being 'pelayanan publik' (385 occurrences),'dan'(92), 'indonesia'(62), 'kualitas pelayanan publik'(90), 'masyarakat'(109), 'pelayanan'(117), 'penelitian ini' (55), 'penelitian ini bertujuan' (48), 'studi', (23) and 'tahun' (57). The second cluster has 9 items and includes ''public service' (154 occurances), ' effect' (16), 'implementation'(41), 'performance'(28), 'population'(20), 'problem'(27), 'quality'(87),'research'(78), and 'study'(110). The Third cluster identified 4 items, with the most common being 'Service' (116 occurrences), 'community'(41), 'form'(19), and 'government'(84).

Table 3. Article with 5 or more citations

No	Cititations	Author	Title
1	179	Y Rukayat	Kualitas pelayanan publik bidang administrasi kependudukan di kecamatan pasirjambu (*The quality of public services in the field of population administration in the Pasirjambu sub-district*)
2	47	JT Nugraha	E-Government Dan Pelayanan Publik (Studi Tentang Elemen Sukses Pengembangan E-Government Di Pemerintah Kabupaten Sleman) (*E-Government and Public Services* (*Study on Elements of Successful E-Government Development in Sleman Regency Government*))
3	25	S Suandi	Analisis Kepuasan Masyarakat terhadap Pelayanan Publik Berdasarkan Indeks Kepuasan Masyarakat di Kantor Kecamatan Belitang Kabupaten OKU Timur

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			(*Analysis of Public Satisfaction with Public Services Based on the Community Satisfaction Index at the Belitang District Office, East OKU Regency*)
4	21	H Atthahara	Inovasi pelayanan publik berbasis e-government: studi kasus aplikasi Ogan Lopian Dinas Komunikasi dan Informatika di Kabupaten Purwakarta (*E-government-based public service innovation: a case study of the Ogan Lopian application of the Office of Communication and Information in Purwakarta Regency*)
5	21	W Aswati, A Mas'ud, TN Nudi	Pengaruh Kesadaran Wajib Pajak, Pengetahuan Pajak, dan Akuntabilitas Pelayanan Publik Terhadap Kepatuhan Wajib Pajak Kendaraan Bermotor (*The Effect of Taxpayer Awareness, Tax Knowledge, and Public Service Accountability on Motor Vehicle Taxpayer Compliance*)
6	17	T Taufik, H Warsono	Birokrasi Baru Untuk New Normal: Tinjauan Model Perubahan Birokrasi Dalam Pelayanan Publik Di Era Covid-19 (*New Bureaucracy for New Normal: Overview of Bureaucratic Change Models in Public Services in the Covid-19 Era*)
7	16	E Rosyidah, I Fadah, ...	Pengaruh Kepuasan Kerja Dan Budaya Organisasi Terhadap Kinerja Pegawai Melalui Komitmen Organisasi Di Unit-Unit Pelayanan Publik Kabupaten Jember (*The Effect of Job Satisfaction and Organizational Culture on Employee Performance Through Organizational Commitment in Jember Regency Public Service Units*)
8	15	TL Prabowo, I Irwansyah	Media komunikasi digital polisiku: pelayanan publik polri kepada masyarakat (*My police digital communication media: police public service to the community*)
9	13	KW Wicaksono	Tipologi Inovasi Sektor Publik Pada Tiga Program Inovatif Pemerintah Daerah Kota Surabaya (Tinjauan Reflektif Terhadap Tiga Inovasi Pelayanan Publik Pemerintah) (*Typology of Public Sector Innovations in Three Innovative Programs of*

			the Surabaya City Government (*Reflective Review of Three Public Service Innovations*)
10	11	A Apriyansyah, I Maullidina, ...	Efektivitas Sistem Informasi Desa (SID) Dalam Pelayanan Publik Di Desa Dlingo, Kecamatan Dlingo, Kabupaten Bantul (*The Effectiveness of the Village Information System (SID) in Public Services in Dlingo Village, Dlingo District, Bantul Regency*)

D. CONCLUSION

The current study reviewed a set of 301 articles with themes related to 'Kumuh'. The articles were collected from the Google Scholar database using PoP software. These 804 articles were extracted from a larger original set of 997 articles. Refinement led to a decrease in the number of articles of 19.35 %, though the number of cititations decreased 75.48 %. For these articles, the citations/year increased by 63.44 % from the larger set, with the h-index decreasing from 25 to 10. The gaps in this current study shows directions for a future agenda in 'Pelayanan Publik' and recaps and its study, and supports the essential findings of the review. Overall, studying 'Pelayanan Publik' concepts is on an upward trend, with special attention needed for more inter-regional research collaborations other developing countries and involving asian researchers in specific sectors.

The current study has at least two limitations. First, although this study used formal tools (PoP software, Mendeley, the VOSviewer, Microsoft Excel), subjective assessments by could still lead to the introduction of errors and authors exist. Second, potentially constrained by a limited database (Google Scholar) used for article collection and is also the study is mainly based on a limited set of keywords. Future studies should use a larger sample size by the database accessed and extending the keywords used. In addition, comparison of the results of analysis using different bibliometric analysis software (such as HistCite and BibExcel) is recommended.

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