



ANALYSIS OF EXPECTATIONS AND PERCEPTIONS OF FAMILY VISIT SERVICES FOR CORRECTION INTENDED CITIZENS IN THE KENDARI CLASS IIA STATE PRIZE

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ABSTRACT

This study aims to identify and analyze: (1) the gap between the expectations and perceptions of visitors to Penitentiary Residents (WBP) for visiting services at the Kendari Class IIA State Detention Center. (2) The level of satisfaction of visitors to Correctional Families (WBP) for visiting services at the Class IIA Kendari State Detention Center. (3) The level of service performance at the Kendari Class IIA State Detention Center according to the perception of Visitors to Correctional Assistance (WBP).

This research uses a descriptive quantitative approach. The population of this study was visitors/families of Correctional Families in Class IIA Kendari State Detention Center, namely 100 people, the sample of this study was determined randomly. Data collection uses a questionnaire and analysis uses IPA (Performance Analysis Index) and CSI (Customer Satisfaction Index).

The results of the study showed (1) the gap between the expectations and perceptions of visitors to Correctional Families (WBP) for visiting services at the Class IIA Kendari State Detention Center has a negative gap value. This means that there is a gap between expectations that are bigger than the reality perceived by visitors; (2) the level of satisfaction of visitors to Correctional Families (WBP) for visiting services at Class IIA Kendari State Detention Center is on a fairly satisfied scale; (3) the level of service performance at the Class IIA Kendari State Detention Center according to the perception of visitors to the families of Penitentiary Assisted Residents (WBP) the majority of the attributes are in quadrant I (Top Priority) which means that the attributes considered important by respondents but their performance is still not good.

Keywords: *Gaps, Satisfaction Levels, Service Performance*

INTRODUCTION

In carrying out its duties, the Ministry of Law and Human Rights encountered obstacles, including abuse of authority, KKN practices, discrimination, and weak oversight. To eliminate the member's deviant behavior, strategic steps have been taken through the development of an Integrity Zone towards a Corruption-Free Area (WBK) by assigning work units to be proposed for WBK/WBBM, but in its development none of the proposed work units have met the assessment standards of the Ministry of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia.

As an effort to create excellent service for service recipients, especially for Correctional Families, the community, and stakeholders as well as the implementation of Good Governance that prioritizes optimization of service delivery, the Directorate General of Corrections stipulates Director General of Corrections Decree Number PAS 36.OT.02.02 dated 18 December 2020 concerning Service Standards Correctional. These standards are set to improve and realize the Penitentiary as a transparent, effective, and accountable public institution and produce quality services, as well as the Kendari Class IIA State Detention Center, one of the Technical Implementation Units (UPT) at the Directorate General of Corrections, Ministry of Law and Human Rights People of the Republic of Indonesia.

There is overcapacity at the Kendari Class IIA State Detention Center, with a capacity of 238 and based on the daily report of the Prison Services Sub-Section on 16 September 2022, 710 detainees and Correctional Families (WBP) are already living, so the limited capacity has resulted in no segregation residential blocks for detainees and Correctional Families (WBP) based on case classification, both general crimes, corruption, politics, and psychotropic cases. This has resulted in prisoners and Correctional Facilitators (WBP) who are none other than perpetrators of various crimes, can influence each other, and cannot be supervised, so there is a high probability of acculturation of crime.

At present, based on data from the PPL section of the Directorate General of Corrections, the number of Correctional Institutions (Lapas) throughout Indonesia is 221, while the number of State Detention Houses (State Detention Houses) is 143, and 57 Branches of State Detention Houses. One of the State Detention Centers is the Class IIA Kendari State Detention Center which is a place of research from a public service perspective. One of the duties and functions of the Kendari Class IIA State Detention Center is to provide services to certain communities, both internally and externally. Internal services are services provided to prisoners and correctional inmates (WBP), which are related to fulfilling the rights of prisoners and correctional inmates (WBP).

External services are services provided to families, lawyers, and parties who have relationships with detainees and Correctional Families (WBP), in the form of visiting services which are carried out every Monday to Thursday with the provision that detainee visits are valid for Mondays and Wednesdays. While for Correctional Families (WBP) it applies to Tuesdays and Thursdays every service hour. But what is the focus of this research is service to prisoners and inmates as Correctional Assisted Citizens (WBP).

The problems that occurred at the Kendari Class IIA State Detention Center indicate that visiting services are felt to have not fully satisfied visitors. One of the missions of the Kendari Class IIA State Detention Center is to participate in a government program that is to be included in the declaration of the Integrity Zone (ZI) where the Integrity Zone is the title given to the Ministry of Law and Human Rights which is committed to realizing a Free Area from Corruption (WBK) and Clean and Serving Bureaucratic Areas (WBBM) through Bureaucratic Reform, especially in terms of preventing corruption and improving the quality of public services.

Complaints submitted by customers indicate that the Kendari Class IIA State Detention Center as a manager of organizational visitation services has not been able to realize one of the missions it wants to achieve, namely participating in government programs to enter the Integrity Zone (ZI). Customer perceptions and expectations are supposed to be identical, but in reality, there is a sizeable gap. It is the duty of the Kendari Class IIA State Detention Center as the manager of Visiting Services to build bridges between the two and or make efforts to narrow or close the gaps (gaps) that occur.

LITERATURE REVIEW

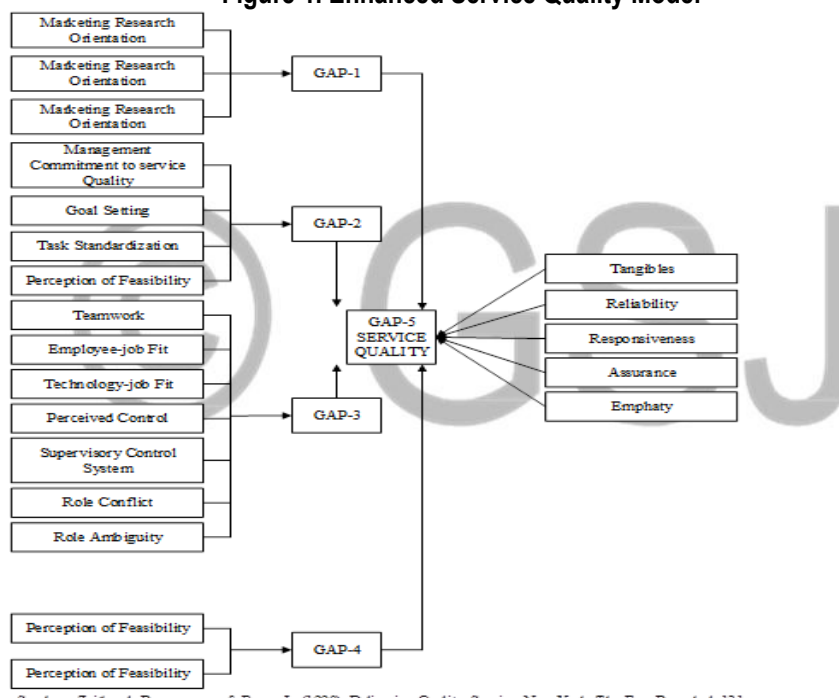
Service Concept

According to Lovelock and Wirtz (2007), the word service was originally related to the job of serving the employer. But along with developments, service is interpreted more broadly, namely as an act of serving, helping, and taking actions that provide welfare or benefits to others. In this case, Lovelock and Wirtz (2007) define service as an economic activity between two parties, which implies an exchange of value between sellers and buyers in the market.

Service Quality Models

The service quality model (services) formulated by Zeithaml, Parasuraman, and Berry (1990) highlights the main requirements in the delivery of perfect service quality (services), then developed further by using the five dimensions of SERVQUAL service quality. This model describes the inter-organizational factors that influence each gap. Thus the gap model that has been developed can help analyze the causes of Gap 5, namely the service quality gap, and how to cover this gap.

Figure 1. Enhanced Service Quality Model



Sumber : Zeithaml, Parasuraman, & Berry, L. (1990). Delivering Quality Service. New York: The Free Press, hal. 131

Service Performance

Performance standards are benchmarks for a comparison between what has been done and what is expected/targeted under the job or position that has been entrusted to someone. Performance standards can also be used as part of accountability for what has been done.

Service quality must start with customer needs and end with customer perceptions (Tjiptono, 2014). This means that a good quality image is not based on the point of view or perception of the service provider, but based on the perspective or perception of the customer, because it is the customer who consumes and enjoys the company's services, so they are the ones who should determine service quality. Therefore the customer's perception of service quality is an overall assessment of the superiority of service, while customer expectations have a large role as a standard of comparison in evaluating quality and satisfaction.

Gaps

The results of the evaluation or comparison between what is received by consumers and expectations or standards produce a gap between what is expected and what is received (perception process). The conclusion of the discrepancy that occurs is determined by the value of the acceptance limit (zone of indifference). Below the acceptance threshold, where what is expected is not met is called the negative gap. That is, the service is considered bad by consumers.

Satisfaction is a person's feeling of pleasure or disappointment that arises after comparing product performance with the desired results (Kotler, 2002). If performance meets expectations, the customer will be satisfied. If performance exceeds expectations, the customer will be highly satisfied.

The gap (gap) between the expected service to the service received by customers. The service that customers expect is formed based on word-of-mouth communication that occurs between consumers, the consumer's personal needs for the service or product provider, and the experience of the consumer who has used the service or product. These customers then compare the expectations they have made to the reality of the service they receive or feel.

Correctional Service Standards in State Detention Centers

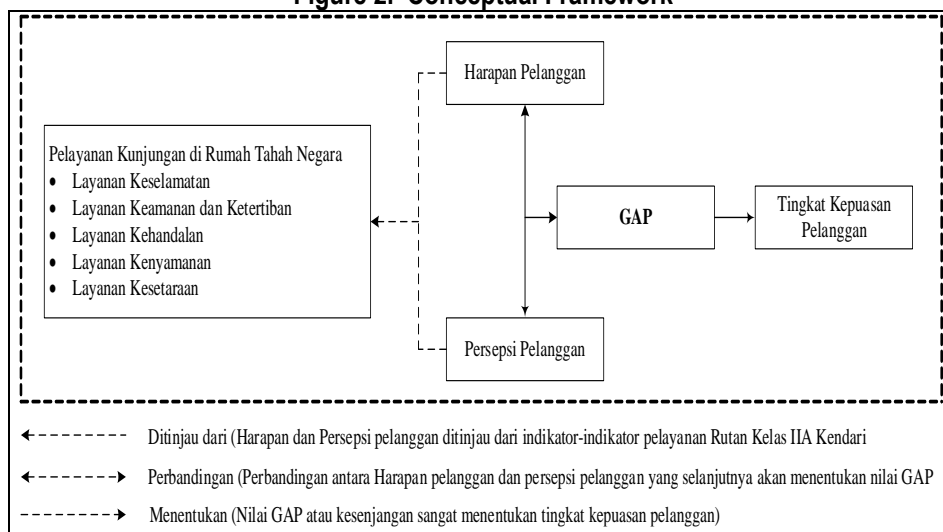
Broadly speaking based on the Decree of the Director General of Corrections Number PAS-36.OT.02 December 18 2020 concerning Correctional Service Standards. Standard indicators used to measure the level of satisfaction are:

1. Safety services include 1) Safety information and facilities; 2) Health information and facilities.
2. Security and order services include 1) Security Facilities in the form of CCTV in the observation room; 2) Security support equipment; 3) Availability of officers in each inspection route; 4) Examination of body and belongings; 5) Period of visit.
3. Reliability services include 1) Information regarding visit schedules; 2) Ease of visitors registering themselves; 3) Ease of meeting WBP.
4. Convenience services include 1) a Waiting room; 2) a cuddle room; 3) a Toilets; 4) Places of worship; 5) Cleaning facilities; 6) Smoking areas; 7) Parking lot.
5. Equality services include 1) Facilities for persons with disabilities; 2) a Nursing room for mothers; 3) a Playground for toddlers.

Conceptual Framework

Service quality is then measured by looking at the gap or gap between the expectations/expectations of customers who have enjoyed the services provided by management and the customer's perception of the quality provided to them/service performance. The result is the quality of service perceived by customers. For more details, it can be seen in Figure 2 below:

Figure 2. Conceptual Framework



Based on Figure 2 above, there are three possible assessments of the satisfaction felt by customers, namely:

1. Very satisfied if the perception of the service received or felt exceeds the expectations of the customer (gap value = positive).
2. Satisfied if the perception of the service received or felt is the same as expected (gap value or gap = 0).
3. Dissatisfied if the perception of the service he receives or feels is below what is expected by the customer (gap value or gap = negative).

RESEARCH METHODS

Research Design

This research uses a descriptive quantitative approach. A quantitative approach is a research approach that is carried out by processing and presenting data by using statistical calculations involving numbers or scores/values to enable researchers to make decisions objectively.

Population and Sample

As for the visiting population, the average visit for the period June - December 2022 is 2,535 people, and then the sample is taken using the Slovin equation, namely so that the number of samples for visiting is 96 respondents and rounded up to 100 respondents to families of Correctional Families.

Data and Data Sources

The data used are primary data and secondary data primary data is sourced from respondents through distributing questionnaires to the families of Correctional Families (WBP) who come to visit the Kendari Class IIA State Detention Center, while secondary data is data collection through documents relevant to this research study sourced from the State Detention Center. Class IIA Kendari, website, and related agencies. Documentation data in the form of Room/cell dimensions, facilities, prison service support facilities, as well as other relevant documentation data.

Data Analysis Technique

Quantitative descriptive analysis was carried out by conducting interviews with related parties around the research area, then measurement of the satisfaction index (CSI) is carried out using the average value of

the level of expectation and performance of each item of service and science analysis in this study has the main function of providing display of information related to the level of satisfaction and interests of the Kendari Class IIA Detention Center Residents (WBP), as well as services that according to Correctional Assisted Residents (WBP) need to be improved because the current conditions are not satisfactory.

RESEARCH RESULT AND DISCUSSION

Respondent Characteristics

Respondent characteristics are used to determine the diversity of respondents based on age, gender, occupation, type of crime, and recent education. It is hoped that this will provide a fairly clear picture of the condition of the respondents and their relation to the problems and objectives of the research.

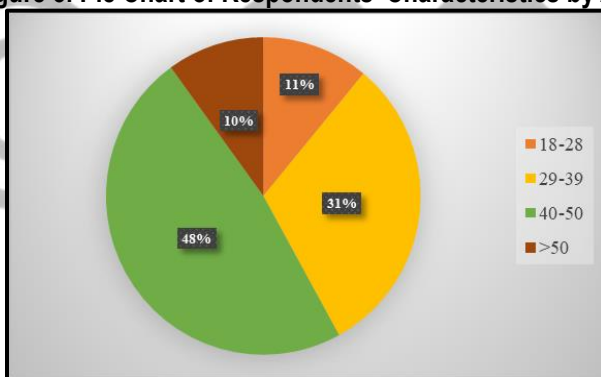
Characteristics of Respondents by Age

Table 1. Characteristics of Respondents by Age

No	Age	Number of Respondents	Percentage (%)
1	18 – 28 Years	11 people	11.00
2	29 – 39 Years	31 people	31.00
3	40 – 50 Years	48 people	48.00
4	50 – 60 Years	10 people	10.00
	Amount	100person	100.00

2023 Analysis Results

Figure 3. Pie Chart of Respondents' Characteristics by Age



Based on the data table 1 above, shows that most of the respondents in this study had an age level between 40-50 years with a percentage of 48% or 48 respondents, while the smallest was at the age level > 50 years with a percentage of 10% or 10 respondents. The rest are at the age level of 29-39 years with a percentage of 31% or 31 respondents, at the age level of 18-28 years with a percentage of 11% or 11 respondents.

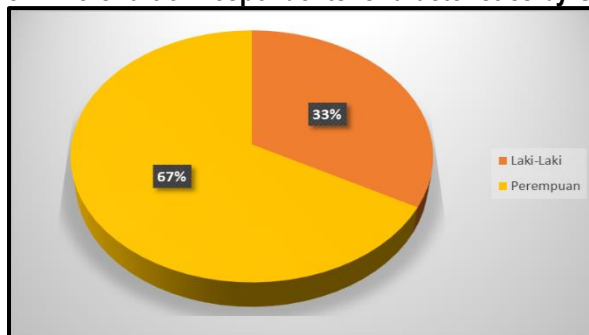
Characteristics of Respondents based on Gender

Table 2. Characteristics of Respondents by Gender

No	Gender	Number of Respondents	Percentage (%)
1	Man	33 people	33.00
2	Woman	67 people	67.00
	Amount	100 people	100.00

2023 Analysis Results

Figure 4. Pie Chart of Respondents' Characteristics by Gender



Based on table 2 the above shows that most of the respondents in this study were female with a percentage of 67% or 67 respondents and the rest were male with a percentage of 33% or 33 respondents.

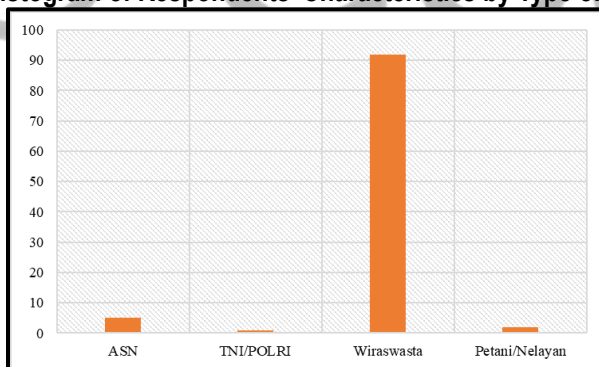
Characteristics of Respondents by Occupation

Table 3. Characteristics of Respondents by Occupation

No	Type of work	Number of Respondents	Percentage (%)
1	ASN	5 people	5.00
2	TNI/POLRI	1 person	1.00
3	Self-employed	92 people	92.00
4	Farmers/Fishermen	2 persons	2.00
Amount		100 people	100.00

2023 Analysis Results

Figure 5. Histogram of Respondents' Characteristics by Type of Occupation



Based on Table 3 data. above, shows that most of the respondents in this study had jobs as entrepreneurs with a percentage of 92% or 92 respondents, while the smallest in this study had jobs as TNI/Polri with a percentage of 1% or 1 respondent, the rest in this study had jobs as ASN with a percentage of 5% or 5 respondents, work as a farmer/fisherman with a percentage of 2% or 2 respondents.

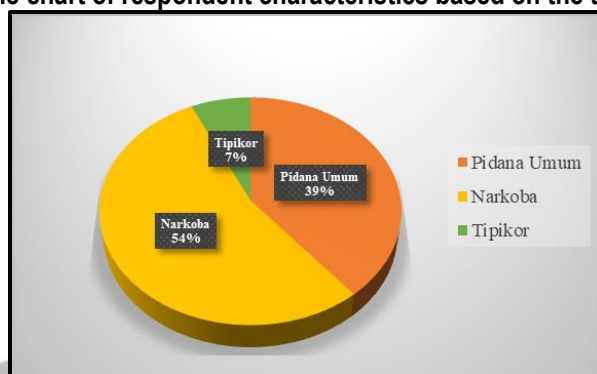
Characteristics of Respondents based on the Type of Crime Visited

Table 4. Characteristics of Respondents Based on Types of Crimes Visited

No	Type of Crime	Number of Respondents	Percentage (%)
1	General Crime	39 people	39.00
2	Drugs	54 people	54.00
3	Corruption	7 people	7.00
Amount		100 people	100.00

2023 Analysis Results

Figure 6. Pie chart of respondent characteristics based on the type of crime



Based on Table 4 data above, shows that most of the respondents in this study have families who will be visited with a type of drug crime with a percentage of 54% or 54 respondents, while the smallest in this study are families who will be visited with a type of Corruption crime with a percentage of 7%. or 7 respondents, the rest in this study have families who will be visited with general types of criminal acts with a percentage of 39% or 39 respondents.

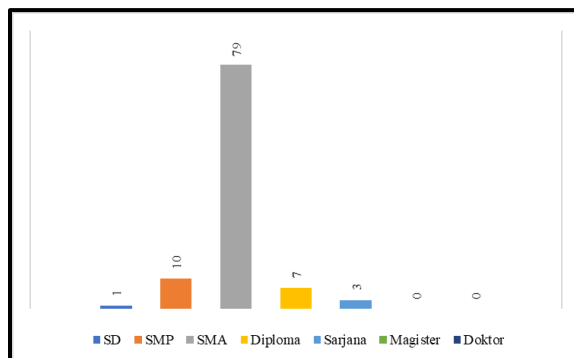
Respondent Characteristics based on Last Education

Table 5. Characteristics of Respondents Based on Last Education

No	Last education	Number of Respondents	Percentage (%)
1	Elementary School (SD)	1 person	1.00
2	Junior High School (SMP)	10 people	10.00
3	Senior High School (SMA)	79 people	79.00
4	Diploma	7 people	7.00
5	Bachelor degree)	3 people	3.00
6	Masters (S-2)	0 people	0.00
7	Doctor (S-3)	0 people	0.00
Amount		100 people	100.00

2023 Analysis Results

Figure 7. Histogram of Respondents' Characteristics Based on Last Education



Based on table data 5 above, shows that most of the respondents in this study had the last level of education was Senior High School (SMA) with a percentage of 79% or 79 respondents, while the smallest in this study had the last level of education SD with a percentage of 1% or 1 respondent, the rest in this study had the last education level of Junior High School (SMP) with a percentage of 10% or 10 respondents, the last education level was a Diploma with a percentage of 7% or 7 respondents.

Conformity of Expectations and Services

Compatibility level is a comparison between performance scores and scores of interests/expectations from visitors to Kendari Class IIA State Detention Center services. The value of the performance level is obtained by multiplying each performance level rating frequency with the rating weight, then adding up the total. the calculation is done for each service attribute. In the same way, the level of importance for each attribute is obtained. The result of the calculation between conformity and interest will obtain the result of the calculation of the conformity level in units of percent (%).

Table 6. Conformity Value of Each Attribute

grain	Attribute	Service Score $\sum Xi$	Expectation Score $\sum Yi$	Attribute Conformity (%)	Variable Conformity (%)
Safety Service					
1	Availability of easily visible and affordable information and safety facilities such as fire extinguishers, evacuation route instructions, evacuation gathering points, and emergency telephone numbers	440	368	83.8	87.2
2	Availability of health information and facilities in the form of first aid kits that are easily visible and affordable	449	392	87.3	
3	Availability of security and order facilities such as CCTV	444	402	90.5	
Security and Order Services					
1	Availability of security support facilities such as metal detectors, fire extinguishers	450	354	78.6	82.6
2	Availability of officers in each flow of inspection	455	369	81.1	
3	Is the inspection of the body and luggage according to the procedure	456	417	91.4	
4	Is the visit time according to standard	446	355	79.5	
Reliability Service					
1	A comfortable waiting room is available	438	372	84.9	86.8
2	Ease of registering visitors	449	375	83.5	
3	Ease of Meeting Correctional Assisted Residents	445	410	92.1	
Convenience Service					
1	A comfortable waiting room is available	445	344	77.3	80.9
2	A comfortable sleeping room is available	462	341	73.8	
3	Availability of comfortable toilets (sufficient capacity for men and women, sufficient water, and no smell)	458	330	72.0	

grain	Attribute	Service Score ΣXi	Expectation Score ΣYi	Attribute Conformity (%)	Variable Conformity (%)
4	Availability of comfortable worship (clean and odorless)	493	486	98.5	
5	Hygiene facilities are available in the form of trash cans	436	347	79.5	
6	There is a special smoking area for visitors	348	249	71.5	
7	Availability of a place to park both 2-wheeled and 4-wheeled vehicles (parking area according to land, smooth vehicle circulation)	437	411	94.0	
Equality Service					
1	There are facilities provided for persons with disabilities.	467	342	73.2	59.2
2	There is a special place for breastfeeding mothers	464	248	53.4	
3	There is a play area for toddlers	462	236	51.1	
Average					79.34

From Table 6 above, the overall percentage of suitability of performance and interests is 79.34%. while based on the suitability variable, namely safety service facilities at 87.2%, reliability service facilities at 86.8%, security, and order service facilities at 82.6%, convenience service facilities at 80.9%, and equality service facilities at 59.2%.

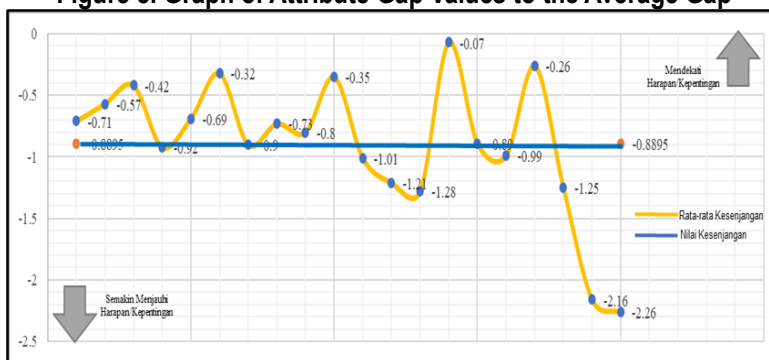
The variable that has the greatest suitability is the variable availability of comfortable (clean and odorless) worship of 98.5%. It is assumed that respondents/visitors at the Kendari Class IIA State Detention Center consider that a comfortable place of worship is close to their interests or expectations.

The variable that has the lowest suitability value is the variable availability of a playground for toddlers by 51.1%, the importance of a playground for toddlers is felt by visitors to the Class IIA Kendari State Detention Center while waiting for Correctional Assistance (WBP), so this variable needs to be prioritized in improving services at the Class IIA Kendari State Detention Center.

Gap Value

From the graph, it can be seen that several attributes are above or below the average gap value line. The position of the attributes above shows that it is getting closer to the values interests and expectations of the community/family of the Kendari Class IIA State Detention Center, while the position below the average line shows that it is getting further away from the expectations and interests of the community/family of the Kendari Class IIA State Detention Center.

Figure 8. Graph of Attribute Gap Values to the Average Gap



Attribute values that are below the average value are assumed to be attributes that need special and serious attention and can be made a priority to improve visiting services at the Class IIA Kendari State Detention Center.

Level of Satisfaction of Visitors to Correctional Assistance (WBP) for Visit Services at Class IIA Kendari State Detention Center

Analysis of the overall level of visitor satisfaction is calculated using the Customer Satisfaction Index, the CSI value is obtained by dividing the average satisfaction score (multiplication of the level of performance with the overall level of satisfaction) by the maximum scale (scale of five times the average level of performance) used in this research, then multiplied by 100 percent.

Table 7. Calculation results of the Customer Satisfaction Index (CSI)

No	Attribute			WF weight	Weight Score	CSI
		X	Y			
1	Availability of easily visible and affordable information and safety facilities such as fire extinguishers, fire warnings, evacuation route instructions, evacuation gathering points, and emergency telephone numbers	3.69	4.40	0.3300	1.2180	77.55%
2	Availability of health information and facilities in the form of first aid kits that are easily visible and affordable	3.92	4.49	0.3368	1.3204	
3	Availability of security and order facilities such as CCTV	4.02	4.44	0.3331	1.3389	
Safety Service			13.33	1	3.8774	
4	Availability of security support facilities such as metal detectors, fire extinguishers	3.54	4.50	0.2490	0.8816	74.78%
5	Availability of officers in each flow of inspection	3.69	4.55	0.2518	0.9291	
6	Is the inspection of the body and luggage according to the procedure	4.17	4.56	0.2523	1.0523	
7	Is the visit time according to standard	3.55	4.46	0.2468	0.8762	
Security & Order Services			18.07	1	3.7392	
8	A comfortable waiting room is available	3.72	4.45	0.3333	1.24	77.13%
9	Ease of registering visitors	3.75	4.45	0.3333	1.25	
10	Ease of Meeting Correctional Assisted Residents	4.1	4.45	0.3333	1.3667	
Reliability Service			13.35	1	3.8567	
11	A comfortable waiting room is available	3.44	4.45	0.1445	0.4972	72.68%
12	A comfortable sleeping room is available	3.41	4.62	0.1500	0.5117	
13	Availability of comfortable toilets (sufficient capacity for men and women, sufficient water, and no smell)	3.3	4.58	0.1487	0.4909	
14	Availability of comfortable worship (clean and odorless)	4.86	4.93	0.1601	0.7782	
15	Hygiene facilities are available in the form of trash cans	3.47	4.36	0.1416	0.4914	
16	There is a special smoking area for visitors	2.49	3.48	0.1130	0.2814	
17	Availability of a place to park both 2-wheeled and 4-wheeled vehicles (parking area according to land, smooth vehicle circulation)	4.11	4.37	0.1419	0.5833	
Convenience Service			30.79	1	3.6340	
18	There are facilities provided for persons with disabilities.	3.42	4.67	0.3352	1.1465	55.11%
19	There is a special place for breastfeeding mothers	2.48	4.64	0.3331	0.8261	
20	There is a play area for toddlers	2.36	4.62	0.3316	0.7827	
Equality Service			13.93	1	2.7553	

Source: Calculation Results 2023

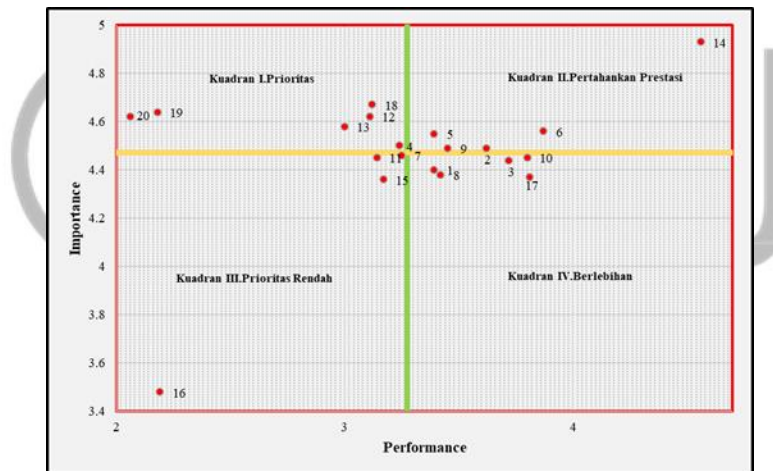
Performance Level of Visit Services at Class IIA Kendari State Detention Center

From the results of the attribute mapping, it will be known which attributes are in Quadrant I (top priority), Quadrant II (Maintain Achievement), Quadrant III (excessive), and Quadrant IV (low priority). The results of the calculation of the service attributes in the Class IIA Kendari State Detention Center using the Importance Performance Analysis (IPA) method are presented in Table 8 below:

Table 8. Calculation results using the Importance Performance Analysis (IPA) method

No	Attribute	Service	Hope
1	Availability of easily visible and affordable information and safety facilities such as fire extinguishers, evacuation route instructions, evacuation gathering points, and emergency telephone numbers	3.69	4.40
2	Availability of health information and facilities in the form of first aid kits that are easily visible and affordable	3.92	4.49
3	Availability of security and order facilities such as CCTV	4.02	4.44
4	Availability of security support facilities such as metal detectors, fire extinguishers	3.54	4.50
5	Availability of officers in each flow of inspection	3.69	4.55
6	Is the inspection of the body and luggage according to the procedure	4.17	4.56
7	Is the visit time according to standard	3.55	4.46
8	A comfortable waiting room is available	3.72	4.38
9	Ease of registering visitors	3.75	4.49
10	Ease of Meeting Correctional Assisted Residents	4.10	4.45
11	A comfortable waiting room is available	3.44	4.45
12	A comfortable sleeping room is available	3.41	4.62
13	Availability of comfortable toilets (sufficient capacity for men and women, sufficient water, and no smell)	3.30	4.58
14	Availability of comfortable worship (clean and odorless)	4.86	4.93
15	Hygiene facilities are available in the form of trash cans	3.47	4.36
16	There is a special smoking area for visitors	2.49	3.48
17	Availability of a place to park both 2-wheeled and 4-wheeled vehicles (parking area according to land, smooth vehicle circulation)	4.11	4.37
18	There are facilities provided for persons with disabilities.	3.42	4.67
19	There is a special place for breastfeeding mothers	2.48	4.64
20	There is a play area for toddlers	2.36	4.62
Total Average		3,574	4,472

Figure 9. Cartesian Diagram Processing Results of the Natural Science Method



Based on the results for the level of performance in the table above, it turns out that the attribute that performs very well according to the respondents is attribute 14, namely the availability of comfortable worship (clean and odorless). This can be seen from the average service that gets the highest score, namely 4.86. this means that the services provided by the Kendari Class IIA State Detention Center in terms of providing places of worship are good. In other words, for users of Kendari Class IIA State Detention Center services, the hope is to provide comfortable worship (clean and odorless) for visitors at Kendari Class IIA State Detention Center is good and does not disappoint. While the attribute with the lowest performance is attribute 20, namely the availability of a playground for toddlers.

In terms of the level of expectation based on the table above, the attribute that is very important according to the respondents is attribute 14, namely the availability of comfortable worship (clean and odorless). The visitors to the families of Penitentiary Families (WBP) at the Class IIA Kendari State Detention Center consider that the provision of comfortable (clean and odorless) worship facilities is provided. While the attribute with the lowest expectation value is attribute 15, namely the availability of cleaning facilities in the form of trash cans, the respondent considers that this attribute needs to be improved again, the expectations are still below the standard under the respondent's assessment, this is because it relates to hygiene facilities.

The results of the mapping of the average value of service attributes can be seen from most of the service attributes in Quadrant I (Top priority) of 6 attributes, Quadrant II (Maintain achievement) of 5 attributes, Quadrant III (Low Priority) of 4 attributes, and Quadrant IV (Excessive) with 5 attributes.

RESEARCH LIMITATIONS

The researcher realizes that the implementation of this research is inseparable from the limitations experienced, in addition to time and cost limitations, namely:

1. Limitations of the current research with family visitors of Correctional Families (WBP) respondents at the Kendari Class IIA State Detention Center who do not understand the purpose of the research questionnaire. Because of that caution is very important and needed when generalizing the results of this research, especially to visitors at State Detention Centers/Correctional Institutions/Institutes for Special Development of Children and Women's Correctional Institutions in other areas in Southeast Sulawesi and Indonesia. Future researchers can develop this research on all Correctional Families (WBP), especially in Southeast Sulawesi and other areas in Indonesia.
2. This research data uses visitors' perceptions through self-assessment or self-appraisal, not the perceptions of Correctional Assisted Residents (WBP) who can directly experience good services at State Detention Centers/Correctional Institutions/Special Development Institutions for Children and Women's Correctional Institutions.

CONCLUSIONS AND SUGGESTIONS

Conclusion

Based on the results of the research and discussion, it can be concluded that this research is as follows:

1. The gap between the expectations and perceptions of visitors to Correctional Families (WBP) for visiting services at the Class IIA Kendari State Detention Center has a negative gap value. This means that there is a gap between expectations that is bigger than the reality perceived by visitors.
2. The level of satisfaction of visitors to Correctional Assisted Residents (WBP) for visiting services at the Class IIA Kendari State Detention Center is on a fairly satisfactory scale.
3. The level of service performance at the Class IIA Kendari State Detention Center according to the perception of visitors to the families of Penitentiary Assisted Residents (WBP) is that the majority of the attributes are in quadrant I (Priority Main), which means that the attributes considered important by the respondents, however, their performance is felt to be still not good.

Suggestion

Based on the gap value, the attribute values that are below the average value are assumed to be attributes that need special and serious attention and can be made a priority to improve visiting services at the Class IIA Kendari State Detention Center.

1. The results of respondents' perceptions of the satisfaction of visitors to Correctional Families (WBP) for visiting services at the Class IIA Kendari State Detention Center which have the lowest mean value are satisfied with the service received exceeding expectations on the equality service attribute. Because of this, the management at the Kendari Class IIA State Detention Center still needs to improve its service capabilities, especially the equality services provided beyond expectations because it offers quality services to visitors/the public.
2. Performance results that are in quadrant I at the Kendari Class IIA State Detention Center are a priority to improve performance again so that things that are important to visitors at the Kendari Class IIA State Detention Center are not a problem, which makes service performance at the Class IIA State Detention Center Kendari is down.

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