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Peran Asn Dalam Pelayanan Publik Uji Laboratorium Di Balai Geoteknik Terowongan Dan Struktur the Role of ASN in Public Services of Labortory Test at the Tunnel and Structure Geotechnical Station

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Abstract

The performance of ASN as a public servant, especially in the field of laboratory test services, have many weaknesses. In the era of the industrial revolution 4.0, ASN is required to be able to work professionally, quickly, and precisely in providing excellent service to the public. This study aims to determine the performance improvement, and the ability of ASN in the era of the industrial revolution 4.0 in supporting the realization of excellent laboratory testing services at The Tunnel and Structure Geotechnical Station, Directorate General of Highways, Ministry of Public Works and Housing. This study uses quantitative methods by conducting institutional surveys and qualitative methods by conducting customer satisfaction surveys. Based on the results of the analysis and discussion, it was found that the public service for laboratory testing within The Tunnel and Structure Geotechnical Station, Directorate General of Highways, Ministry of Public Works and Housing has implemented a laboratory quality system thar refers to SNI/ISO 17025:2017. The service performance has been very good with a Public Satisfaction Index value of 81.86. The public service for laboratory testing at The Tunnel and Structure Geotechnical Station has also implemented a Corruption Free Zone and a Clean and Serving Bureaucratic Area.

Keywords: Government employees; service; public; laboratory; revolution; industry 4.0.

Introduction

The quality of public services in developing countries, especially Indonesia, has many weaknesses and shortcomings compared to developed countries. One element of public service that is very influential is the Human Resources factor. Management of Human Resources in public services, especially ASN (Civil Servants) is regulated in Peraturan Menteri Negara Pendayagunan Aparatur Negara No. 25 Tahun 2006 about Pedoman Penialain Kinerja Unit Pelayanan Publik. In the regulation it is stated that "Public service by civil servants today has become a strategic issue, because the level of quality of public service performance will determine the good or bad of service to the community and in turn will determine the image of the civil servant itself. Improving the quality of public services is expected to improve the good value of the government in society, because with the quality of public services getting better, satisfaction and public trust will be realized". While the general definition of public service based on regulations is an activity or series of activities in the context of fulfilling basic needs

in accordance with the civil rights of every citizen and resident of an item, service, and or administrative service provided by a public service provider.

Service providers are officials/employees of government agencies who carry out the duties and functions of public services in accordance with statutory regulations. While the recipients of services are people, communities, agencies, law, private sector, and government agencies.

One of the government's efforts to reduce the low quality of public services is to provide services online. Online-based public services are a form of utilizing the industrial revolution 4.0 carried out by developed countries today. Based on the results of studies that have been carried out, currently almost all public services have used an information system, starting from the application for testing, the tax system, to transportation services. However, there are still several Ministries or Institutions that have not been maximal in innovating by utilizing current technological advances (Reza, I.F., 2020). Based on research that has been carried out by Reza, I.F (2020) there are several strategies that can be elaborated on in the application of public services in the era of the industrial revolution 4.0 including 1) the application of a single data system. With the same database in all government agencies, it will be easier for the government to take a policy, 2) the use of the technology acceptance model as a reference for the development of the E-Government system. This measurement can be done using the interview method, distributing questionnaires, stakeholder meetings, or other relevant methods, 3) Whole of Government (WoG) STRATEGY in service delivery. WoG is an approach that emphasizes public services working across borders or across sectors to achieve common goals and as an integrated government response to certain issues, 4) implementation of flexible work arrangements for ASN. E-government-based services are the right solution in solving public service problems in today's digital era. ASN must think SMART, with services that have been digitized, the work of bureaucrats becomes easier, more orderly, and neater. Another benefit is the realization of cost and time cuts, as well as minimizing the possibility of corrupt practices in the delivery of public services.

The testing laboratory of the Tunnel and Structure Geotechnical Station under the Directorate General of Highways, Ministry of Public Works and Housing is one of the technical institutions that has the function of carrying out public services in the field of testing. The Technical Service Unit (UPT) of this laboratory is located on street A.H. Nasution No. 264 Bandung. The BGTS laboratory management system (Tunnel and Structure Geotechnical Station) refers to SNI ISO/IEC 17025:2017 concerning General Requirements for Competency of Testing and Calibration Laboratories.

To improve the quality of testing services, according to SNI ISO/IEC 17025:2017, BGTS laboratories must: 1) have sufficient managerial and technical personnel to carry out their duties, 2) have arrangements in place to ensure that its management and personnel are free from unwanted commercial, financial and external influences and pressures, 3) have policies and procedures to ensure the protection of the confidentiality of information and customer property rights, 4) establish organizational structure and laboratory management, 5) define the responsibilities, authorities and relationships between all personnel, 6) have technical management in charge of technical activities and provision of necessary resources.

This study aims to determine the level of public service for BGTS laboratory testing in terms of managerial and technical personnel aspects as well as community satisfaction with the test results. Based on the research that has been done (Julipani, S.N. and Syafitri,

Z.A., 2021) it is found that the factor that determines the success of the organization is that the organization has the ability to provide excellent service to the community or customersService quality depends on how far the difference between expectations and reality received by customers. Customer satisfaction is strongly influenced by product quality, service quality, price, and emotional factors.

Methodology

This Research Uses Quantitative Methods. The Quantitative Method According To Nasrudin, J (2019) Is A Process To Find Knowledge By Using Data In The Form Of Numbers As A Tool To Analyze Information About What You Want To Know. Quantitative Methods Aim To Develop And Use Mathematical Models, Theories Or Hypotheses Related To Natural Phenomena. Data Collection Techniques Using Observation and Questionnaires.

The Population In This Study Are Customers Who Receive Laboratory Testing Services At The Tunnel And Structure Geotechnical Station. The Sampling Technique In Customer Satisfaction Survey Analysis Is A Sampling Technique From All Customers Which Is Carried Out Randomly Without Regard To The Level Of Importance. The Number Of Customers Who Were Asked To Fill Out The Questionnaire Were 12 Customers.

Results and Discussion

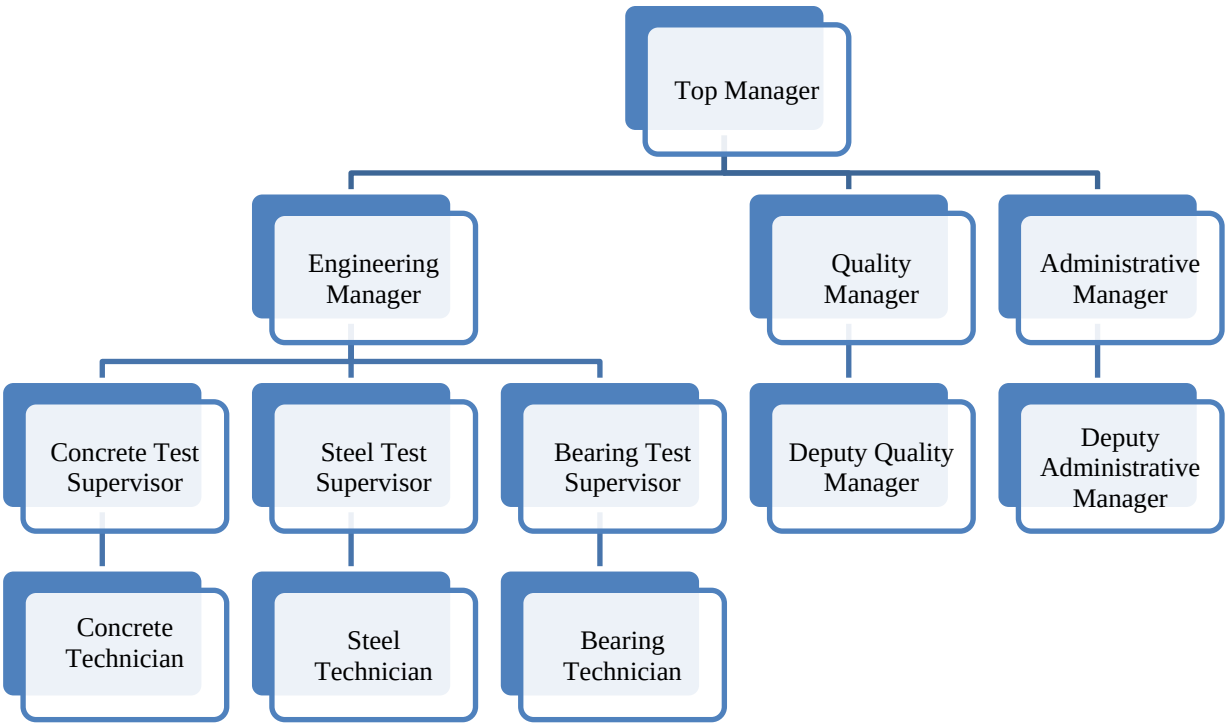


Figure 1 *Organizational Structure of the Bgts Laboratory Management System*

Upt Bgts Laboratory Is One Of The Laboratories Under The Ministry Of Public Works And Public Housing That Has Implemented The Sni Iso/Iec 17025:2017 Management System And Has Received Accreditation From Kan (National Accreditation Committee). The Bgts Laboratory Has Received both National and International Recognition as A Competent Laboratory. Referring To The Requirements In Sni Iso/Iec 17025:2017 Clause 5, The Organizational Structure Of The Bgts Laboratory Is Shown In Figure 1.

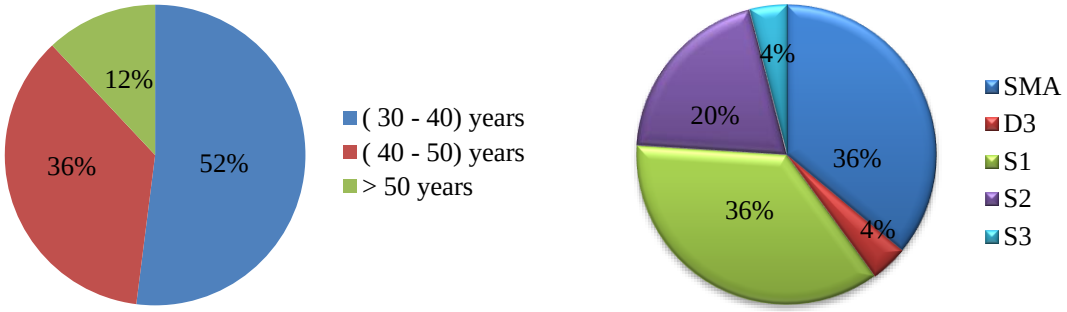
Based On The Organizational Structure In Figure 1, An Organizational Structure Is Made Showing The Position, Age, And Qualifications Or Education Level As Shown In Table 1.

Table 1 *Organizational Structure of the Bgts Laboratory Management System*

No.	Name	Position	Age	Graduate
1	Dr. Fahmi Aldiamar, ST., MT	Top Manager	42	S3
2	Gatot Sukmara, ST. ,MT	Engineering Manager	47	S2
3	Suantoro Wicaksono, ST. M. Sc	Deputy Engineering Manager	39	S2
4	Elis Kurniawati, ST., M. PSda	Quality Manager	40	S2
5	Imam Murtosidi, ST	Deputy Quality Manager	55	S1
6	Indra Dwi Putri, S. Sos., MT	Administrative Manager	39	S2
7	Septinurriandiani, ST., MT	Deputy Administrative Manager	34	S2
8	Budi Subrata, ST	Concrete Test Supervisor	42	S1
9	Hanna Abdul Halim, ST	Steel Test Supervisor	36	S1
10	Amad Jaenudin, ST	Bearing Test Supervisor	55	S1
11	Sutarya, A. md	Concrete Technician	34	D3
12	Nandang Suryana	Concrete Technician	49	SMA
13	Umar Saepudin, ST	Concrete Technician	41	S1
14	Deni Hermawan	Concrete Technician	38	SMA
15	Dodi Junawan	Concrete Technician	38	SMA
16	Rubby Mastra, ST	Steel Technician	45	S1
17	Harri Tri Wibowo, ST	Steel Technician	45	S1
18	Wawan Darmawan	Steel Technician	44	SMA
19	Asep Nurdin, ST	Steel Technician	37	S1
20	Sopian	Steel Technician	38	SMA
21	Agung Wahyudi, ST	Bearing Technician	34	S1
22	Rakhmat	Bearing Technician	37	SMA
23	Jajat	Bearing Technician	45	SMA
24	Indra bakti	Bearing Technician	51	SMA
25	Iskandar	Bearing Technician	40	SMA

Source: *BGTS Laboratory Data, 2021*

From Table 1 It Can Be Classified The Number Of Laboratory Personnel By Age And Education Level As Shown In Figure 2a And Figure 2b.



(2a) (2b)

Figure 2a) *Number of personnel by age and Figure 2b) Number of personnel by graduate*

Based On Figure 2a) Laboratory Personnel Aged Between (30-40) Years Were 52%, Between (40-50) Years Were 36% And Aged Over 50 Years Were 12%. Referring To Government Regulation No. 21 Of 2014 Concerning The Dismissal Of Civil Servants Who Reach The Retirement Age Limit For Functional Officials States Concerning Dismissal Of Civil Servants Who Reached The Retirement Age Limit For Functional Officials State That "The Retirement Age Limit Is 58 (Fifty Eight) Years For Young Expert Functional Officers And First Experts And Skilled Functional Officers".

The Average Age Of Personnel Working In The Bgts Laboratory Is In Their Productive Age And Has Not Yet Reached The Retirement Age Limit. However, It Is Necessary To Recruit New Asn To Replace Asn Who Are Approaching The Retirement Age Limit. According To Research Conducted By Aprilyanti, S (2017), It Is Stated That A Person's Age And Years Of Service Will Affect 8.3% Of Work Productivity In An Organization Or Company. Based On The Level Of Education In Figure 2b) As Many As 36% Of The Personnel Who Work In The Laboratory Each Have A High School Education And A Bachelor's Degree. As Many As 20% Are S2, And 4% Have S3 And D3 Graduated, Respectively.

Personnel With A High School Education Level With A Working Period Of Between (10 – 20) Years Are Classified As Technicians As Skilled Workers. For Personnel With S1 To S3 Qualifications, They Are Categorized As Experts. To Improve The Competence Of Personnel, Education And Training Programs (Education And Training) Are Carried Out.

Education and Training Of Laboratory Personnel Aims To Improve Personnel Competence. The Types Of Training Carried Out Are Those Related To The Implementation Of A Quality System That Refers To Sni Iso/Iec 17025:2017 (For All Experts And Skilled Workers) And Training Related To The Field Of Engineering, As Well As Training Related

To Information Technology (It). Table 2 Shows The Mapping Of The Competence Of Bgts Laboratory Personnel To Several Skills And Expertise In Testing And Operating Test Equipment.

Table 2 *Competency Mapping Of Bgts Laboratory Technician Personnel*

No.	PARAMETER Testing	BUDI SUBRATA	HANNA ABDUL HALIM	AMAD JAENUDIN	SUTARYA	NANDANG SURYANA	UMAR SAEPUDIN	DENI HERMAWAN	DODI JUNAWAN	RUBBY MASTRA	HARRI TRI WIBOWO	WAWAN DARMAWAN	ASEP NURDIN	SOPIAN	AGUNG WAHYUDI
A															
1	Compressive strength of cylindrical concrete	C	C	C	C	C	C	C	C	NC	NC	NC	NC	NC	NC
2	Cube compressive strength	C	C	C	C	C	C	C	C	NC	NC	NC	NC	NC	NC
3	Tensile strength of concrete	C	C	C	C	C	C	C	C	NC	NC	NC	NC	NC	NC
4	Compressive strength of core concrete	C	C	C	C	C	C	C	C	NC	NC	NC	NC	NC	NC
5	Tensile strength of concrete reinforcement	C	C	C	NC	NC	NC	NC	NC	C	C	C	C	C	NC
6	Tensile strength of metal material	C	C	C	NC	NC	NC	NC	NC	C	C	C	C	C	NC
7	Strand tensile strength	C	C	C	NC	NC	NC	NC	NC	C	C	C	C	C	NC
8	Bearing overload, strain and shear test	C	C	C	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	C
B	**Operator**	C	C	C	C	C	C	C	C	C	C	C	C	C	C
1	UTM machine Shimadzu Digital	C	C	C	C	C	C	C	C	C	C	C	C	C	C
2	Dial Gauge	C	C	C	C	C	C	C	C	C	C	C	C	C	C
3	Vernier calipers	C	C	C	C	C	C	C	C	C	C	C	C	C	C
4	Scales balance/mechanic	C	C	C	C	C	C	C	C	C	C	C	C	C	C

Description: C is competent; NC is incompetent
BS:Budi Subrata
HAH:Hanna Abdul Halim
AJ:Amad Jaenudin
STY:Sutarya
NS:Nandang Suryana
US:Umar Saepudin
DH:Deni Hermawan
DJ:Dodi Junawan
RM:Rubby Mastra
HTW:Harri Tri Wibowo
WD:Wawan Darmawan
AN:Asep Nurdin
SP:Sopian
AW:Agung Wahyudi

RH:Rakhmat
JJ:Jajat
IB:Indra Bakti
IS:Iskandar

Based On The Results Of Competency Mapping, Each Supervisor Has Competence In Conducting Tests (Concrete, Steel, And Bridge Rubber Bearings) And Operating Equipment. Each Technician Has Competencies That Match Their Expertise And Can Operate All The Tools In The Laboratory. For The Next Program, It Is Necessary To Carry Out Comprehensive Training To Improve The Competence Of Laboratory Technicians So That Each Technician Is Able To Carry Out All Tests (Concrete, Steel, And Rubber Bearings For Bridges) So That The Testing Service Process Runs Continuously.

In Addition To Attending Education And Training, All Technicians Are Required To Take A Proficiency Test. Proficiency Test Is A Test Of The Technician's Ability To Perform One Of The Tests, Where The Results Are Compared With The Results Of Tests In Several Other Laboratories. If The Results Of The Proficiency Test Are Within The Inlayer Limits, It Can Be Ensured That The Personnel Conducting The Tests In The Laboratory Are Competent In Their Field Of Expertise. However, If The Results Of The Proficiency Test Are Still Outlayer, It Is Necessary To Make Improvements Related To Increasing The Competence Of The Personnel. The Value Of Customer Satisfaction Will Depend On The Level Of Competence Of The Personnel.

Based On The Results Of Research Conducted By Santhi And Hartati (2018), The Level Of Competence Of Personnel In An Organization Is Directly Proportional To The Level Of Customer Satisfaction. Low Competence Of Employees Or Personnel Will Provide Poor Service, But If The Competence Of Personnel Is Good It Will Have An Impact On High Levels Of Customer Satisfaction. The Flow Of Bgts Laboratory Testing Services Refers To Sni Iso/Iec 17025:2017 As Shown In Figure 3.

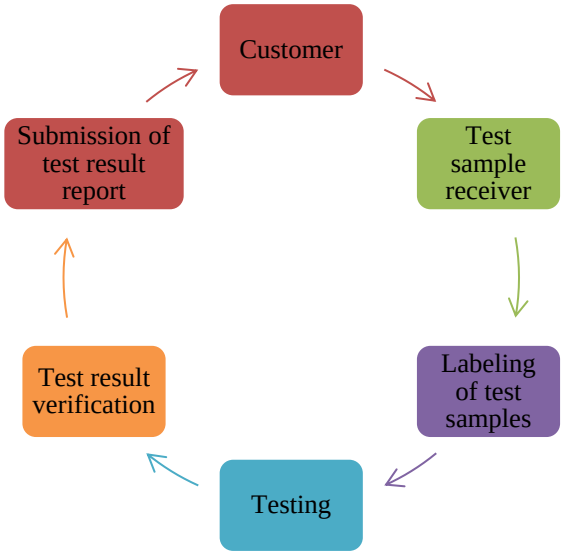


Figure 3 *Flow of BGTS laboratory testing services*

Based on Figure 3, the stages of laboratory test services begin with receiving test samples from customers. The test sample received must be in a condition suitable for testing. The numbering and labeling of the test is carried out by the recipient of the sample. After that the sample recipient submits the test sample to the Engineering Manager for testing as

requested by the customer. Table 3 shows a list of names of customers who received BGTS laboratory testing services.

Table 3 *List of Laboratory Testing Customers*

No.	Customer's name
1	PT. Pratama Ruber
2	PT. Jaya Beton Indonesia
3	PT. Supranusa Indogita
4	Hutama - Adhi - Bangun Cipta (KSO)
5	PT. Kakada Pratama
6	Waskita - Acset KSO
7	PT. Bumi Suksesindo
8	PT. Semen Indonesia Beton
9	Politeknik Negeri Bandung
10	PT. Graha Survei Indonesia
11	PT. Wijaya Karya (Persero) Tbk.
12	Badan Pemeriksa Keuangan Republik Indonesia

The Engineering Manager gives instructions to the Supervisor who is competent in his field. The supervisor gives instructions to each technician who is already proficient in carrying out his duties according to his area of expertise. Tests are carried out using test equipment that has been calibrated regularly. The test results are validated by the verification team to check the traceability value of the method used. After the verification process, the test results are recorded in a form of an electronic report. During the test, the customer is not allowed to witness the testing process to prevent the customer from intervening with the laboratory technician. Reports on laboratory test results that have been checked by the Engineering Manager and approved by the Top Manager are provided to customers electronically or non-electronically (if requested by the customer). To determine the level of customer satisfaction with the performance of the BGTS laboratory, a customer satisfaction survey analysis was carried out by distributing questionnaires to all customers. The parameters used to determine the customer satisfaction index are as follows:

- Technical and administrative requirements needed in the service according to the type of service (U1).
- The procedure for the stages of service provided is viewed from the aspect of the simplicity of the service flow (U2).
- The target time provided is in accordance with that determined by the service provider unit (U3).
- Affordability to the amount of fees/tariffs set in accordance with those agreed upon by the service unit (U4).
- Service results received are in accordance with predetermined provisions (U5).
- The Ability of the Test Taker In Accordance With the Knowledge, Expertise, Skills the Ability of Service Officers (U6).
- Courtesy and Friendliness Provided By Service Personnel In Accordance With Service Standards (U7).
- Ability and Obligation to Provide Services In Accordance With Existing Service Standards (U8).
- Speed In Responding And Following Up On Complaints, Suggestions And Input From Consumers (U9).
- Each Parameter Will Be Assessed Based On 4 Criteria Including:

1 Value 1 = Dissatisfied;
2 Value 2 = Unsatisfied;
3 Value 3 = Satisfied;
4 Value 4 = Very Satisfied.
5 The Community Or Customer Satisfaction Index Was Analyzed Based On The Distributed Questionnaires. The Results Of The Questionnaire Are Shown In Table 4.

Table 4 *Results of Questionnaire Data*

Parameter	Respondent (n = 12)												Value			
	R1	R2	R3	R4	R5	R6	R7	R8	R9	R10	R11	R12	1	2	3	4
U1	4	3	3	3	3	3	3	4	4	3	3	3	0	0	9	3
U2	4	3	3	3	3	3	2	4	4	3	3	4	0	1	7	4
U3	4	3	3	2	2	3	2	3	4	3	3	2	0	4	6	2
U4	4	3	3	4	2	2	2	3	4	4	4	3	0	3	4	5
U5	4	3	3	4	2	3	3	3	4	3	4	3	0	1	7	4
U6	4	3	4	4	3	3	3	3	4	3	4	3	0	0	7	5
U7	4	3	4	4	3	3	3	3	4	3	4	4	0	0	6	6
U8	4	3	4	4	3	3	3	3	4	4	4	3	0	0	6	6
U9	4	3	4	3	3	3	3	3	4	4	3	3	0	0	8	4

Note: *R.Rn Is The 1st Respondent To The Nth Respondent*

Based On The Questionnaire Data In Table 4, The Recapitulation Results Are Obtained As Shown In Table 5.

Table 5 *Results of Customer Satisfaction Questionnaire Analysis*

Parameter	Respondent's choice							
	Value 1		Value 2		Value 3		Value 4	
	Total	Presentation	Total	Presentation	Total	Presentation	Total	Presentation
U1	0	0%	0	0%	9	75%	3	25%
U2	0	0%	1	8%	7	58%	4	33%
U3	0	0%	4	33%	6	50%	2	17%
U4	0	0%	3	25%	4	33%	5	42%
U5	0	0%	1	8%	7	58%	4	33%
U6	0	0%	0	0%	7	58%	5	42%
U7	0	0%	0	0%	6	50%	6	50%
U8	0	0%	0	0%	6	50%	6	50%
U9	0	0%	0	0%	8	67%	4	33%

Referring To the Decree of the Minister for Empowerment of State Apparatus No. Kep/25/M.Pan/2/2004 Concerning General Guidelines For Compiling The Community Satisfaction Index For Government Service Units, The Analysis Of The Customer Satisfaction Index Is Calculated Using Equation (1) As Follows:

$$U_n = \frac{\{R_1 x\ 1\} + \{R_2\ x\ 2\} + \{R_3\ x\ 3\} + \{R_4\ x\ 4\}}{n} .(1)$$

Description:
Un is the element value of -n
R_1 is the number of respondent for the value 1

R_2 is the number of respondent for the value 2
R_3 is the number of respondent for the value 3
R_4 is the number of respondent for the value 4
n is the number of parameter

$$CSI = \frac{Total\ value\ of\ \ perception\ elements}{Filled\ element}\ x\ weighing\ value \quad (2)$$

Based On Equation (1) And Equation (2) The Value Of The Community Satisfaction Index (Csi) Is Shown In Table 6.

Table 6 *Results of the Index of Community Satisfaction with the Bgts Laboratory*

	Parameter	∑ Value /Parameter	NRR /Parameter	NRR weighted/Parameter
U1	Service requirements	39	3.25	0.36
U2	Service procedure	39	3.25	0.36
U3	Certainty of service schedule	34	2.83	0.31
U4	Service fee certainty	38	3.17	0.35
U5	Service products	39	3.25	0.36
U6	Service officer ability	41	3.42	0.38
U7	Courtesy and friendliness of the staff	42	3.50	0.39
U8	Information in accordance with service standards	42	3.50	0.39
U9	Handling speed, complaints, suggestion, and input	40	3.33	0.37
	∑ Weighted value			3.27
	Community Satisfaction Index (CSI)			81.86
				Very Good

The Required Rules Based On the Decree of the Minister for Empowerment of State Apparatus No. Kep/25/M.Pan/2/2004 Is Shown In Table 7.

Table 7 *Perception Value, Csi Interval, Csi Conversion Interval, Service Quality, and Service Unit Performance*

Perception Value	CSI Interval	CSI Conversion Interval	Service Quality	Service Unit Performance
1	1,00 – 1,75	25,00 – 43,75	D	Poor
2	1,76 – 2,50	43,76 – 62,50	C	No Good
3	2,51 – 3,25	62,51 – 81,25	B	Good
4	3,26 – 4,00	81,26 – 100,00	A	Very Good

Referring To Table 5 And Table 7, The Results Of The Analysis Of The Customer Satisfaction Index For Asn Public Services In Laboratory Testing At The Tunnel And Structure

Geotechnical Station Are Very Good (A Value). The Graph Of The Community Satisfaction Index For Laboratory Test Services Is Shown In Figure 4.

Figure 4 *Graph of the Bgts Laboratory Community Satisfaction Index*

With A Very Good Community Satisfaction Index (Csi), The Number Of Customers Who Carry Out Tests At The Tunnel And Structure Geotechnical Station Laboratory Every Year Has Increased. Another Thing Is That From The Aspect Of Service To The Community, The Ministry Of Public Works And Housing (Pupr) Won An Appreciation And Award For The Integrity Zone Towards A Corruption Free Area (Wbk) And A Clean And Serving Bureaucratic Area (Wbmm) From The Ministry Of Administrative Reform And Bureaucratic Reform. (Panrb) In December 2021. Through The Wbk/Wbmm Award, The Acceleration Of Bureaucratic Reform Was Achieved Which Aims To Encourage Economic Growth And The Success Of National Development.

Conclusion and Suggestion

Conclusion

Public Services In The Form Of Laboratory Testing Of The Tunnel And Structure Geotechnical Station Of The Ministry Of Public Works And Housing Strive To Provide Excellent Service To The Community, Specially Testing Customers. One Of Them Is By Implementing The Implementation Of A Laboratory Quality Management System With Reference To Sni/Iso 17025: 2017. Based On The Results Of The Analysis And Discussion, It Was Found That The Asn Personnel Involved In The Laboratory Quality System As Testing Servers Had Met The Qualifications Required In Sni/Iso 17025: 2017. Based On Educational Qualifications And Age, Asn Working In Public Service Testing Is Included In The Category Of Productive Age. Some Of The Training And Education Programmed For Competency Improvement Are In Accordance With The Stipulated Requirements. Based On The Results Of The Customer Satisfaction Survey, It Can Also Be Concluded That Public Services Carried Out In Laboratory Testing (With A Community Satisfaction Index Value Of 81.86) Are In The Very Good Category. The Increase In Customer Satisfaction Will Be Directly Proportional To The Increase In The Number Of Customers. In Addition To Having Competence, The Implementation Of The Corruption-Free Integrity Zone (Wbk) And The Clean And Serving

Bureaucratic Region (Wbmm) Zone Are Implemented Very Well, It Was Proven That In December 2021 The Ministry Of Public Works And Housing Won An Appreciation And Award From The Ministry Of Administrative Reform And Bureaucratic Reform (Panrb).

Suggestion

Some Of The Suggestions In This Study Include:

- It Is Necessary To Regenerate Asn Who Will Experience Retirement So That There Is No Gap In Terms Of Their Fields Of Expertise And Competence.
- It Is Necessary To Carry Out Continuous Communication So That The Application System Of Sni/Iso 17025: 2017 Continues To Run Even Though There Is A Change Of Personnel.
- It Is Necessary To Pay Attention To The Management Of Digital Data Storage In The Form Of Big Data So That At Any Time The Data Can Still Be Accessed If Needed.
- Synergy Is Needed Between Structural Officials And Functional Officials So That The Excellent Service Process Can Be Improved.

Acknowledgment

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