ABSTRACT

PROMOTION SERVICES FOR CIVIL SERVANTS IN THE MUTATION DIVISION OF THE PERSONNEL AND HUMAN RESOURCES DEVELOPMENT AGENCY OF SOUTHWEST PAPUA PROVINCE

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Promotion services for civil servants in Southwest Papua Province still face challenges such as errors in official decree data, lack of outreach, and inconsistent implementation of procedures. There were 1,558 files submitted during 2023–2025, and 475 files did not comply with regulations. This situation highlights the need to improve competence, transparency, and adherence to procedures in order to achieve professional and accountable civil service management. This study aims to examine the promotion services for civil servants in the Mutation Division of the Personnel and Human Resources Development Agency of Southwest Papua Province.

This research uses a descriptive qualitative method. The research process consists of four stages, starting with the preparation stage, followed by data collection and data analysis, and ending with the compilation of the research findings. The data sources consist of primary and secondary data.

The research findings indicate that the quality of promotion services at the Personnel and Human Resources Development Agency of Southwest Papua Province is considered adequate in terms of facilities and employee appearance. However, it remains suboptimal in aspects such as reliability, responsiveness, assurance, and empathy due to limitations in human resources, infrastructure, coordination, and understanding of standard operating procedures. Therefore, the author recommends improving the promotion service by enhancing workflow processes, disseminating standard operating procedures, increasing human resources, establishing a rapid response team, strengthening internal supervision, and improving communication between regional agencies. These findings are presented in a policy brief as policy recommendations.

Keywords: Service Quality, Promotion, Civil Servants.

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