

Analysis of the Changing Village Status Becoming a Urban Village towards Public Services at Kampung Baruh Tabir Sub-District Merangin Regency

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Abstract—The changing of the village becoming an urban village is one of the long journeys of regional autonomy in Indonesia which has a tremendous impact on the local-level government units. This research tries to show again by analyzing the changing village status becoming an urban village from the aspect of administration government affairs in carrying out public services after the changing village becoming an urban village. The focus on analysis in terms of administrative services. The research method that will be used is qualitative research with descriptive type so that it can analyze how the form of administrative services carried out as a part of the implementation of public services to the society of Kampung Baruh urban village, Tabir Sub-District, Merangin Regency. The result of this research to find out that the implementation of government affairs through administrative service has not been maximally applied, this can be seen from the administrative services of mechanism that is not by standard operating procedures. This is not maximally of administrative services can be measured from the fundamental, the principles and standards of the process implementation public services as well as the duties and the function of the headman as an initiator at once driving the improvement of public services for the society. It is necessary to strengthen the bureaucratic reform at the urban village and leadership level so that it will encourage the presence of innovation in public services, especially administration as a form of government alignments in implementing quality services and to realize welfare and service convenience for the society.

Keywords: *Administrative service, Changing of status, Public services, Urban village, Village*

I. INTRODUCTION

Since regional autonomy, the policy was implemented, public service has become one of the variables that measure the success of the implementation of regional autonomy. This has become a necessity for the government to continue to improve the quality of various services for the society. If the public service is good and quality, the implementation of regional autonomy can be said to be successful. Government bureaucracy has three main functions namely, the function of service, development function and general government function [1]. This research further explains the function of services where are related to government organizational units that are directly related to the community. It is mainly the function, providing direct services with society.

In the context of public services, administrative services are included in the classification of public services. Administrative services are services in the form of providing various forms of documents required by the public, for example, making identity cards, domicile certificates and so on. According to Menpan's decision 63/2003 the fundamental of public service is transparency, accountability, conditional, participatory, equality of rights and balance. This fundamental must be met by the government in the implementation of public services, including administration services.

Besides that, to be able to provide quality services for the community, the government has issued various policies in the form of general guidelines for the implementation of public services and technical guidelines [2]. However, it seems that the description of the implementation of these policies has not been fully able to overcome various service problems. Research on public services in the era of regional autonomy after the transition from village to urban village has done quite a lot of research, but what distinguishes it in this research is the impact of the change from village to urban village in terms of administrative services. During this reform era, decentralization and regional autonomy have been implemented for a long time, but the condition of public services, especially administrative services, has not yet demonstrated quality services.

Public services must emphasize the rights of the community to get a quality service that must be provided by the government to the community in terms of the government's responsiveness in providing services quickly with regard to the completion time of administrative management must be in accordance with the set operational standard time and there must be clarity of information relating with the completeness of administrative management and the reliability of officers in providing services, apparatus hospitality, and empathy where the apparatus' firm attitude in providing administrative services [3].

The regional leader of the region, as well as the headman of the subdistrict and urban village level, must make a real manifestation of public service innovation to open space and access public services for the whole society to create a suitable service situation by the demands of the community

in regional autonomy. Based on this in the context of this research, the headman of Kampung Baruh must realize the dimensions of public service in each regional work unit as one form to encourage the presence of public service innovations, especially administrative services.

II. METHODS

This research is a qualitative type descriptive study that aims to describe, understand and explain the social reality of administrative services that have been applied to the headman of Kampung Baruh after regional autonomy. In this qualitative research, the method used is to collect data from interviews, observations, and additions to various kinds of literature. Primary data from this study are the results of interviews conducted with five key informants and field observations for two months. This research was conducted at the village office of Kampung Baruh, Merangin District. The informants of this research are the village officials (by the organizational structure of the urban village of Kampung Baruh) from the headman to all his employees. Likewise, the community is used as a source of information as the recipient of public services from the village as well as a source of data triangulation, so that the information obtained is complete and valid.

III. DISCUSSION

The village government of Kampung Baruh as the spearhead in providing public services to the people who take care of administrative needs. An urban village government is very important in the process of helping to provide the administrative requirements needed by the community and has been regulated in the Indonesian Constitution Number. 25 of 2009 concerning public services, Government Regulation of the Republic of Indonesia Number. 73 of 2005 concerning an urban village, Permenpan Number. 13 of 2009 concerning guidelines for improving the quality of public services with community participation and Regional Regulation of Merangin District Number. 5 of 2001 concerning the organizational structure and working procedures of sub-districts and urban villages.

Reflections on the quality of public services, in this case, administrative services in the Kampung Baruh of village office can be seen from several factors, namely the responsiveness of officers in providing services quickly and precisely in accordance with the standard operating procedures that have been set and can provide clear information about the completeness of its requirements. However, in reality, based on the results of the research it was found that some officers were inconsistent in providing services, the administrative process was not by the standard operating procedures so that the time needed for the completion of the document that the society wanted was too late.

It should be noted that standardized measures in the administration of public services that must be adhered to by the service provider or recipient include at least, service procedures, completion time, service costs, service products, facilities and infrastructure, and officer competencies. From this measure, the service processes carried out at the Kampung Baruh of village officials have not all been

fulfilled, this is an obstacle as well as the cause of the service being not optimal.

The service bureaucracy shows a high culture of paternalism, in which the service apparatus places leadership as the priority, not the interests of the community. The poor level of discretion or taking the initiative in public services is characterized by a high level of dependence on formal rules and leadership guidelines in carrying out service tasks and the absence of incentives to make improvements.

The findings of the next researcher explained that leadership in this village was not yet mobilized all the potential that exists in the organization, while the success of public services can be measured by the success of a leader in improving the quality of public services. The leader (lurah) becomes an important actor because public service has been the domain where the state represented by the government interacts with non-government institutions. In this area, there was an intense struggle between the government which was directly represented by the style or behavior of the public leadership which was obliged to provide public services with it is citizens. The poor practice of public service delivery will make it easier for citizens and the wider community to evaluate the merits of the leaders' style or behavior. The success in realizing public service excellence and quality will have an impact on increasing public support and trust in the success of work programs that are the main objective of his leadership through public policy [4].

Public services that must be provided by the government to the society make leaders must continue to motivate subordinates who at all times deal directly with the community. The success of subordinates in providing quality services to society is also the success of their leaders.

IV. CONCLUSION

Based on the results of research and discussions that have been carried out on public services, especially administrative services in the Kampung Baruh of urban village officially, the following conclusions can be drawn: first, based on the results of research conducted in terms of responsiveness in providing administrative services quickly and accurately, clarity of administrative information is revealed that the public feels that the services provided at this time have not been maximized, there is an assumption that the process of changing the status of the village to become a urban village, especially in administrative services, has not been increased when seen from the standardized size. This means that the community's perception of administrative services is still the same position (village) before becoming a urban village.

In the aspect of leadership of the headman of Kampung Baruh as an actor important in improving public services, they have not been able to mobilize all the potential that exists in the organization, so that administrative service activities are not following standard procedures. The headman oversight is still low on the performance of employees as a result of the community's evaluation of public services is low.

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