

Standardization of the Integrated District Administration Services Program to optimize Public Services in Sidoarjo Regency

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Abstract— Standardization of the Integrated District Administration Services Program to optimize Public Services in Sidoarjo Regency. An article based on theoretical study and critical review was conducted on the basis of the emergence of problems in the delivery of public services at the regional level. Some service constraints that occur are complicated requirements, Standard Operating Procedure (SOP) which is too many stages or it could be because it has not been well socialized, and the location of integrated service offices that are difficult to reach by the community and other inhibiting factors. To answer that problem down to the lower level, the Sidoarjo Regency Government has one of them launched the Integrated District Administration Services program since a decade ago. The purpose of this article is to describe and analyze the integrated district administration service program in Sidoarjo Regency using the theory of public service standards. Several types of services that are on average already exist in sub-districts throughout Sidoarjo include: Family Card Services (KK), Identity Card Services (KTP), Marriage Certificate Announcement Services Marriage Certificate Services, Moving Letters, Moving Letters Services, Services Job Seeker's Certificate, Service Recommendation Certificate of Police Records (SKCK), Permit to Establish Buildings (IMB) for Non-Residential Residential Levels, Legalization Endorsement Services.

Keywords—public service, service optimization, Integrated District Administration Services

I. INTRODUCTION

As we all know, that a country exists because its people also exist and coexist in it. Therefore one of the main objectives of the establishment of a country is to support and serve all its citizens. Therefore, the Government is present as a leader and representative of the state which is responsible for the survival and welfare of its citizens by providing comprehensive public services. Every citizen knows and agrees about it. According to Savas, in the public sector, the terminology of government services is the delivery of a service by a government agency using its own employees [1]. Public service is the provision of services by government agencies through its employees. Because the state and the government system are the foundation of service for citizens

in obtaining guarantees for their rights, efforts to improve the quality of services will become increasingly important. Public services by the public bureaucracy are intended to prosper the people of a country that embraces the welfare state ideology.

From the explanation above, we have found a keyword that will later become one of the common threads in connecting our entire discussion, namely public service. The above glance has already begun to discuss the nature of public service itself. In fact, there is still a lot of literature both from books by academics and practitioners to be set in the form of regulations with permanent legal force, which examines public services. For example from regulations according to the Decree of the Minister for Empowerment of State Apparatus Number: 63 / KEP / M.PAN / 7 / 2003, the definition of public service is:

“All service activities carried out by public service providers in an effort to meet the needs of service recipients and the implementation of statutory provisions. [2]”

But in fact, when we began to react to the reality of public service in Indonesia, it turned out that not everything was as beautiful and sweet as the one in his theory. Based on the summary report of the Indonesian Ombudsman Institute as the agency responsible for public complaints related to public services and maladministration [3], that in 2018 there were still quite a lot of complaints from various groups of people to the Ombudsman institution which in this case was to deal with complaints delivered by various groups on public services, especially in the Regional Government as much as 39.7% (2,489 reports).

Meanwhile, according to the literature sources of books from experts, for example according to Sinambela [4], public service as every activity carried out by the government to a number of people where each of these activities can be beneficial in a collection or unity, and offers satisfaction of results that are not bound to a product independently just physical.

Back to the fact that Indonesia is one of the countries that have the obligation to provide public services in order to

meet the needs of its citizens and provide welfare. The delivery of public services in Indonesia is inseparable from the state apparatus that drive the government, both in the central government and regional governments. The regional government has obtained the authority stated in the Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government Article 1 [5] in the form of decentralization, the essence of which is the transfer of government affairs by the central government to the autonomous regional government based on the principles of decentralization in force.

If related to Law No. 23 of 2014 concerning Regional Government, the sub-district has a strategic position for a reGENCY or city area to provide public services. Then the central government issued Regulation of the Minister of Home Affairs Number 4 of 2010 about Guidelines for Integrated District Administrative Services [6] (PATEN), which states that PATEN is the administration of public services in the sub-district level from the application stage to the publication stage of documents done in one place.

Sidoarjo Regency is an area/regency that applies for PATEN precisely in 18 of its districts. One of the substantive conditions that must be fulfilled by the sub-district is the delegation of a portion of the regent/mayor's authority to a Sub-district Chief. Delegation in the substantive conditions has been stipulated in Sidoarjo Regent Regulation Num. 78/2008 about the Transfer of Partial Authority of the Regent to the Sub-District Head [7] precisely in article 2 which states that "The Sub-district Chief besides carrying out general tasks of government, also carries out some of the authority delegated by the Regent". In addition, it is also written in the Sidoarjo Regent's Regulation Num. 18 / 2009 concerning the Technical Guidelines for the Implementation of a portion of the Regent's Authority [8] which is delegated to the District Head. Since PATEN was implemented, the District Governments throughout the Sidoarjo Regency began to clean up and prepare facilities and infrastructure, human resources, and systems to support the application of PATEN.

Types of services in applying PATEN in Sub-Districts include: Resident Identity Card (KTP), Family Card Services (KK), Moving Letters Services, Moving Letters Services, Non-Muslim Marriage Certificate Announcement Services, Search Certificate Services Work, Service Recommendation Certificate of Police Records (SKCK), Permit to Establish Buildings (IMB) for Non-Residential Residential Buildings with an area of less than 200 M², Services for Ratification of Inheritance Certificates. All types of public services available in the Sub-district are stipulated in the respective Sub-District Decree regarding Standard Operating Procedures (SOP) and Sub-District Service Standards (SP) consisting of service requirements, completion period and validity period, retribution fees (if any) procedures, mechanisms and services, facilities and infrastructure. With the application of PATEN, it is expected to make it easier for the community to take care of administrative services in the District because it is more effective when viewed in terms of closeness of distance and time given the position of the district is closer and more strategic to the residence of citizens than to the City / Regency Center.

II. RESEARCH METHODS

This research can be classified as a literature review, critical research and based on the researcher experience. The focus of this research is to Standardization of the Integrated District Administration Services Program to optimize Public Services in Sidoarjo Regency. The researcher collected and analyzed data for around two months. The data can be obtained by collecting literature data. The researcher collected materials from various sources, such as a scientific journal, book reports, research results, reference books, and other written documents related to the research focus as well.

III. RESULTS AND DISCUSSION

In this results and refinement chapter, there are basically two main points that are outlined. First, there needs to be an explanation related to the standardization of public services itself before moving on to the next discussion. Secondly, here the stage of problem analysis has occurred here using the focus of the theory of public service standards.

A. Overview of Public Service Standards

Every implementation of public services is required to have service standards aimed at ensuring certainty for service recipients. Mahmudi [9] explains his opinion on matters that must be considered / meticulous in standard public service procedures:

- 1) Simplicity; a service procedure should be easy to understand by the customer/applicant and not convoluted.
- 2) Clarity; clarity in technical and administrative matters. This clarity is important for the community to deal with various irregularities that are detrimental to the community.
- 3) The certainty of time; the implementation of public services must be completed in accordance with the timeframe set by the public service agency/office.
- 4) Product accuracy; public service products provided must be accurate, correct, appropriate and legal.
- 5) Completeness of facilities and infrastructure; availability of work facilities and infrastructure which are very sufficient and radiant at the service office.
- 6) Security; public service processes and products provide a sense of security and legal concern.
- 7) Ease of access; the location and location of the service offices must be strategic so that the community can easily reach locations, in this case, the district office.
- 8) Comfort; service environment must be orderly, orderly, provided a comfortable, clean, neat waiting room, a beautiful and healthy environment and equipped with supporting facilities, such as toilets, parking lots, places of worship, and so forth.

B. Standardization of the Integrated District Administrative Services Program in Sidoarjo Regency

Application of "Integrated District Administrative Services (PATEN)" in the Framework of Service Management Standardization in Sidoarjo Regency which is analyzed based on research focus.

1) The simplicity of Service Procedures

In terms of procedures and mechanisms, there are simplified procedures and mechanisms of service. Procedures and mechanisms can be seen in the flowchart of service flow where the applicant no longer has to go to various tables and meet with several officers. The applicant only needs to submit and retrieve the file at the desk/counter available in the service room.

2) Certainty Service Time

Implementation of public services can be done within a predetermined period of time. The time period for completing services has been specified in the Service Standards (SP) and District Standard Operating Procedures (SOP). This step aims to create a positive outlook on the performance of employees in each District.

3) Completeness of Facilities and Infrastructure

In terms of facilities and infrastructure, in several Sub-district Offices, they have good capacity to support the performance of their employees, especially in public service rooms where the community receives services. Then the office equipment in the physical development section is also sufficient for the implementation of PATEN. This was also supported by the existence of vehicle facilities for the technical team to survey building locations for the type of Building Permit (IMB) service.

4) Ease of Access

Changes in the paradigm of government that is centralized towards decentralization are basically followed by changes in the delivery of public services. Public services must be brought closer to the community and make it easy for the public to reach public services. So the government formed a service unit in the district. This can be seen in the strategic district conditions. In terms of location and location, the Kecamatan Office is more easily accessible by the community than the Integrated Services Office located in the center of the City / Regency.

Supporting Factors and Inhibiting Factors for the Implementation of "Integrated District Administrative Services (PATEN)" in Sidoarjo Regency.

1. Supporting Factors

a) Implementing One-Stop Integrated Service Patterns

The application of PATEN in each District Office offers a relatively simple process of public

service, must be on time, as well as reasonable levy financing and by applying a one-stop integrated service pattern. With the establishment of the PATEN application, it is expected that the applicant will only meet/face to face with the customer service so as to minimize the occurrence of interaction with the service personnel.

b) Facilities and infrastructure

In the Minister of Domestic Affairs Regulation Number 4 of 2010 concerning Guidelines for District 10 Integrated Administrative Services [6], facilities and infrastructure that must be really provided include the applicant's registration counter / desk for service applicants, where the file is processed, the place for payment of fees, the place of delivery documents or Decree (SK) place for managing data and information, place for handling complaints, picket rooms, and waiting rooms. In terms of facilities and infrastructure, several sub-districts, for example, Taman Subdistrict according to the results of observations have good capacity and in accordance with established regulations.

c) Innovation in Public Services

Some District Governments, for example in the Taman sub-district are making innovations to facilitate the public in reaching public services, namely service hours plus opening on Saturdays from 7:00 to 12:00. In addition, there are innovations namely IMB Mobile in IMB services. IMB Mobile is a socialization activity carried out by the Taman Subdistrict government to 24 Villages in the Taman District regarding IMB services. In this IMB Mobile, officers from the Taman Sub-district Office make a schedule to visit each village and conduct socialization.

2. Inhibiting Factors

a) Lack of Employees

The limited availability of human resources (employees) who understand and understand the procedures, mechanisms, and rules in the provision of services is one of the obstacles to the application of PATEN.

b) There is a Service Bureau (Brokers)

In almost every integrated service office in several regions, service bureaus can be found because their work is considered to help the community in administering a permit / administrative service. Some Sub-District Offices responded that the problem with the existence of a service bureau was difficult to dismiss because public services could be represented as through a power of attorney. As long as the requirements and

procedures are correct and appropriate, the file will be received by the service officer.

IV. CONCLUSION

The implementation of integrated district administration services in the Subdistrict throughout of Sidoarjo Regency has been standardized in Sidoarjo Regent Regulation No. 78/2008 concerning the Transfer of Partial Authority of the Regent to the District Head [7] and Regent Regulation No. 18/2009 concerning the Technical Guidelines for the Implementation of the partial Authority of the Regent [8] which is delegated to the District Head. Referring to the legal basis, Service Standards (SP) and Operational Procedure Standards (SOP) that have been formulated, include: from service requirements, completion period and validity period, fees for levies (if any), procedures and service mechanisms, facilities and infrastructure. Based on observations in the field the data obtained by researchers, it can be concluded that all the points above have been running in accordance with the SP and SOP in each District. Researchers analyzed the application of PATEN with the standard theory of public service procedures, one-stop service (one-stop service), and factors related to public service.

In the application of PATEN in the Subdistrict throughout Sidoarjo Regency, one example in the Taman Subdistrict is also inseparable from the supporting and inhibiting factors. Supporting factors are implementing the One-Stop Integrated Service (PTSP) pattern, the availability of facilities and infrastructure, the existence of innovations in public services that are adding hours of service opening on Saturdays and IMB Mobile innovations. Inhibiting factors include there are still service bureaus (brokers) and a lack of human resources or employees.

Therefore, a breakthrough is needed to reduce these inhibiting factors. Regarding illegal service bureaus that still exist, it is necessary to increase supervision within the organization (internal) and those from outside the organization (external). Increased supervision is maximized by further socialization of all types of services in the District Office, especially IMB services. Then related to the lack of staff, the Government needs to increase the number of employees who are good, friendly, polite, understand the system, solutive, insightful and committed to the public

service to improve the quality of public services. In addition, there is also a need for coordination between the Sub-district Office and the Sidoarjo Regency Regional Personnel Agency (BKD) to increase the number of employees especially in the public service and physical development sections.

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