

Cooperative Establishment Service System in the Cooperative Office and Small and Medium Enterprises (UKM) Makassar City

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Abstract— This study aims to determine the cooperative formation service system that is applied in the Makassar City Cooperatives and UKM Office. To achieve this goal the researcher determined 5 (five) informants. This type of research and the approach used is qualitative descriptive by using data collection techniques through observation, interviews and documentation. The results showed that the cooperative formation system at the Makassar City Cooperatives and UKM Office paid attention to the delivery of the requirements to the community well, the use of the establishment systems, mechanisms and procedures which were considered good enough, the period of formation services had been properly assessed, there were no fees charged in the service process that can be categorized as good, the product / or result of the service that is good because it has been able to provide legal protection, and there is no complaints service unit, suggestions and input that are considered not good.

Keywords— Services, Cooperatives, UKM

I. INTRODUCTION

In fulfilling the daily needs of people, they tend to do an effort through activities that can be carried out independently, either indirectly, or through collaboration with others [1]–[5]. This is a reflection that humans as social beings cannot be separated from the fact that there is dependence between one another. Activity is the process of using the mind and mind, senses and limbs through or without the help of a person to get something in the form of goods or services. This process of getting something is called service [6]–[9].

Public service is an activity or series of activities in the context of fulfilling service needs in accordance with the legislation for every citizen and population of goods, services and / or administrative services provided by public service providers [10], [11]. The Constitution mandates the State to fulfill basic needs for each community for its welfare, so that the effectiveness of a government system is largely determined by the good and bad implementation of public services. The opening of the 1945 Constitution

explicitly states that one of the objectives of the establishment of the Republic of Indonesia is to advance the general welfare and educate the life of the nation. Welfare referred to in this case is from the fulfillment of a community's needs.

There are so many facilities in the process of fulfilling needs, one tends to do an activity that is in accordance with the capabilities possessed, but not a few people who join themselves in a community economic group which is often called a cooperative. Cooperatives are associations of people, Merging people based on volunteerism, there are economic goals to be achieved. Which means: Cooperatives are democratically controlled and controlled business organizations, there is a fair contribution to the capital needed. Cooperative members receive risks and benefits in a balanced manner.

II. RESEARCH METHODS

The approach used is a qualitative approach while still paying attention to the symptoms found in the field regarding the service system for establishing cooperatives at the Makassar City Cooperatives and UKM Service [12]. This research is a qualitative descriptive research, which is a research that describes narratively based on data that has been objectively researched from the results of interviews, observations, and documentation. To get the data, the researcher announced data through the source to answer the problem of the researcher. The source in question is the primary data source consisting of: 1) Head of the Makassar City Cooperative and UKM Office, 2) Head of the Cooperative Legal and Registration section, 3) Staff of the Cooperative Registration and Legal section, and 4) 2 Chairmen of the Cooperative Unit. Data collection techniques using interview techniques, observation, documentation. While the data analysis used is an interactive model developed by [13].

III. RESULT AND DISCUSSION

The results of research conducted by researchers regarding the cooperative service system in the Makassar City Cooperatives and UKM Service in general can be said to be quite good. This can be seen from some of the data obtained from the explanation of some informants regarding the service of forming cooperatives.

A. Requirements

Requirements are requirements (files or goods) that must be fulfilled in the management of a type of service, both technical requirements and administrative services. Service requirements are a demand that must be fulfilled in service delivery [14]–[16]. Providing information about the conditions of formation, can give effect to the efficient use of time management. In the Minister of the Interior No. 15 of 2014 explains that "in the requirements identification process it is necessary to note whether the requirements must be delivered at the beginning, at the end or gradually according to needs".

Based on the available data, the provision of information regarding the requirements for forming cooperatives by the service providers to the community explained that the requirements given were in accordance with the stages. Whereas at the beginning of the management, the agency provides the conditions for its establishment for registration to the service. After that, it will be given back a blank or form that needs to be completed again before the counseling and business feasibility survey will be carried out. Gradually providing information regarding the conditions required in the establishment has the aim that the community that manages the formation of the cooperative will be more directed and more structured.

B. Systems, Mechanisms and Procedures

The systems, mechanisms and procedures intended in providing cooperative formation services here are all processes that are applied in service delivery [17]–[20]. This is a process through which people get services. In addition, the service delivery process needs to pay attention to the existing Procedure Service Standards (SOP).

The system used in providing the service needs to pay attention to the times and the application of information systems that have developed in the community. Where using the existing information system can facilitate the service process needed. According to Dwizz in Ronif stated that "with the use of IT-based information systems in providing services providing benefits, including saving precisely, faster, easily accessible, easier data checking and easier data processing".

Based on the results of research conducted by researchers, it was found that the use of information systems had not been applied. What is in the process of forming a cooperative is still using a manual system by providing information directly accompanied by blank giving to the community to be completed. But for the next process after going through the registration process, the community will be directed to a notary who in his service has implemented a better information system. This is because the access to the existing system can only be made by a notary. Seeing this, it does not close the possibility to improve the quality of services provided by the agency, even though it has not used

an adequate information system but in its implementation it can still be done well.

C. Term of Service

Service time is the period of time needed to complete the entire service process from each type of service [21], [22]. The process of identifying service times is carried out for each type of service. In calculating time, it is necessary to pay attention to both the procedures that govern the relationship with service users, as well as the procedures that govern the relations between officers.

Based on the data obtained in interviews with several informants, it was found that "the period of service for the formation of cooperatives is influenced by the level of agility of the community in handling". There are several factors that can affect service time, namely organizational organizational factors, public apparatus / service factors, and service system factors.

According to [23]–[29] in public services there are several factors that can affect service time, including the rule factor. The rule factor meant here is how the level of discipline in the community in the process of managing the formation of cooperatives, because if there is no schedule that is made well by the community can affect the service time. Therefore, in managing the formation of cooperatives, it is necessary to instill in themselves the management of good management time.

D. Service Fees

Fees are fees charged to service recipients in managing and / or obtaining services from the organizer whose amount is determined based on an agreement between the organizer and the community [30]–[32]. The cost identification process also needs to be carried out based on the same stages in the service procedure. Determination of service fees also needs to consider the level of community capacity in fulfillment.

For services applied to government agencies related to the formation of cooperatives in this case the Makassar City Cooperatives and UKM Service has not collected any fees, this has come into effect since the enactment of Law Number 23 of 2014 although previously there was a magnitude of fees provided in the form of retribution. According to the Minister of Administrative Reform, the state apparatus No. 15 of 2014 itself states that "for the service management unit, if service to customers is provided free of charge, it means that the overall cost of service is borne by the manager (government)".

Even though in the provision of service from the official service there is no charge, but if it is considered again regarding the management system it has involved a notary in the procurement deed and as a liaison to the ministry to obtain a cooperative legal entity. Based on the existing identification, it is also expected that the fees collected by the notary public can be handled by the government considering that the Indonesian government is carrying out an independent economic movement, in which the existing cooperative units can be used as dividing material in realizing the program.

E. Service Products

Service products are results that are given and received in accordance with the stipulated conditions [33]–[35]. Service products can be in the form of provision of goods, services and or administrative products received by service users. In the formation of cooperatives, the expected product will be the issuance of the founding deed and cooperative legal entity that can be a legal basis for carrying out business activities.

In doing this business, sometimes the community becomes less vulnerable to the future of the business they are running. With the founding deed and cooperative legal entity obtained, it is indirectly under the auspices of the government where all forms of business activities carried out will be monitored and protected by the government with the force of the applicable law. So with the existence of legal certainty, the sustainability of the business becomes clearer.

F. Complaint Services, Suggestions and Feedback.

Complaint service, suggestions and input on services received by the community is a step in improving the existing service system [36]–[40]. With the complaints service, the community can convey problems found in the service delivery process, which can be used as a valuation of its services. In the Ministry of Administrative Reform No. 15 of 2014 stated that "the organizing organization is obliged to make a complaint management mechanism".

From the data found in the field, there is no means of complaints about services received by the community. Seeing this, of course the community cannot give an opinion about the service they receive. To facilitate the complaint, the party providing the service provider must make the complaint procedure. In addition, the complaints mechanism must be clearly informed.

In addition to the complaints unit, there are facilities for requesting suggestions and input regarding services obtained by the community, at least through the suggestion box. The suggestion box is a means of gathering all forms of complaints, input, criticism and suggestions from the results of the services provided. With the suggestion box, people who receive services in an agency can put it in writing.

IV. CONCLUSION

Based on the results of research conducted by researchers, it can be concluded that in the implementation of the cooperative formation system that was carried out at the Makassar City Cooperatives and UKM Office was good enough. The perceived obstacles in service delivery are lack of facilities that can support the quality of service. This is in the form of a narrow room with various types of services in it.

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