

# The Role Of The Sub-District Government In Public Service Management For The Community In Muaradua Kisam Sub-District, South Ogan Komerling Ulu Regency

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## ABSTRACT

The Muaradua Kisam sub-district government as one of the government organizations, of course, also has the main task of providing civil services and public services for its community in addition to empowerment and development tasks. However, in the practice of government in the Muaradua Kisam sub-district in the previous period, there was a tendency for the sub-district government to prioritize development tasks over service tasks to the community. As a result, service tasks that should take precedence, are actually neglected while the implementation of development tasks has also not succeeded in improving welfare that satisfies the community fairly and evenly. This research method is a descriptive method with qualitative data analysis, with the aim of knowing the role of the government in organizing public service management and knowing the supporting and inhibiting factors in the implementation of government services in the muaradua kisam sub-district. The results showed that the role of the Muaradua Kisam sub-district government in the task of organizing public services in Muaradua Kisam sub-district is running well. However, human resources and service facilities are still a factor inhibiting these services. so that it is expected to improve or perfect the role of government in organizing public service tasks in the Muaradua Kisam sub-district, OKU Selatan Regency in the future.

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## INTRODUCTION

Law of the Republic of Indonesia Number 5 of 1974 stipulates regional autonomy as the right, authority, and obligation of regions to regulate and supervise their own communities in accordance with applicable laws and regulations. Regional autonomy is the granting of authority to local governments to independently regulate and manage national affairs. In other words, local governments have the right and obligation to make decisions related to local interests. This means that authority and responsibility are transferred to a lower regional level from the central government. Local governments as autonomous regions have wide freedom to regulate and take care of the interests of their communities to get quality public services and continue to increase from time to time. These demands are growing in tandem with the

growing awareness that citizens have the right to be served and the government's obligation to meet these needs. The challenge faced by the government in providing public services is not only to create an efficient service, but also how to make services can be carried out without distinguishing the status of the community and creating a fair and democratic service. The scope of public services (public services) covering aspects of people's life provided by the government is very numerous, but in reality there are still often services that are still rigid, expensive and still convoluted, attitudes and actions of officers who are not friendly and arrogant, service facilities that do not meet technical requirements, beauty and health which are phenomena that often color the process of the relationship between servants and those served.

Muliawaty, L et.al (2020) The utilization of e-government has become a necessity in order to improve public services to realize good governance, by implementing an e-government system, namely: Community needs are the top priority in government services. Quality public services are one of the manifestations of good governance. The performance of public services has a great influence on the quality of people's lives. Therefore, building a reliable public service management system is an obligation for the Region to improve the welfare of its citizens. It is not surprising that improving the quality of public services is one of the reasons why the Government decentralizes the authority to provide public services to the Regions. By handing over the authority to provide services to the Regions, it is hoped that public services will become more responsive or responsive to the dynamics of the community in their Regions. The delegation of part of the authority of the Regent to the sub-district heads in each region is actually an urgent thing to be done so that the implementation of development can run well. The Muaradua Kisam District Government as one of the government organizations at the sub-district level out of 19 sub-districts in Ogan Komering Ulu Selatan Regency which has a duty or function as a public service institution to the community. As with other government organizations, Muaradua Kisam sub-district has three main functions, namely the service function, the empowerment function and the development function. The three main functions of the Muaradua Kisam sub-district government, service duties are the main and first tasks that must be prioritized in addition to two other tasks.

Service tasks that should need to be prioritized are actually neglected while the implementation of development tasks has also not succeeded in improving welfare that satisfies the community fairly and equitably. Such government practices tend to be societal problems that need to be solved. The community in meeting the demands for civil services (Birth Certificates, Identity Cards, Population Transfers, Family Cards and others) has not been able to obtain services that satisfy customers. Similarly, public services in the form of the management of Building Permits (IMB), Business Place Permits, services for resolving land dispute cases and others have not been felt by the community, there is a service system that guarantees that there is no waste of time, power and funds in its management.

## METHODS

The research method used by researchers in this study is a descriptive method with qualitative data analysis, namely the problem-solving procedure investigated by observation by describing the state of the research object at the present time based on the facts that appear or as they are. According to Sugiyono (2006) descriptive research is research conducted to determine the value of independent variables, either one or more variables without making comparisons, or connecting between one variable and another.

Qualitative analysis is processing data by filtering information on existing events, then connecting them and tabulating them through qualitative analysis techniques with data collection techniques in literature studies and field studies. While descriptive research according to Moh. Nazir (1988: 63) quoted by Sugiyono (2005: 345), which is a method in researching the status of human groups, an object, a condition situation, a system of thought, or a class of events in the present. The purpose of descriptive research is to make descriptions, pictures or paintings systematically, factually and accurately about the facts, characteristics and relationships between the phenomena being investigated. In qualitative data, clarity can be obtained about the processes that occur in the local scope and we can follow and understand the flow of events chronologically, assess cause and effect in the scope of the minds of local people and obtain many and useful explanations. In this research, the subjects studied as data sources or respondents were Eighteen (18) Villages in Muaradua Kisam District. Based on the purposive sampling method and the results of the number of samples as well as the characteristics and distance to the sub-district capital, the villages that were sampled in this study included Muaradua Kisam Village, Pagar Dewa Village, Ulak Agung Ulu Village, Ulak Agung Ilir Village, Sukananti Village and Bandar Alam Baru Village. In this study, researchers used purposive sampling. In this study N (population size) is 18 and e d (margin of error) is 0.05. Then  $18 / 1 + ((18 \times (0.05)^2)) = 18 / 2.81 = 6.405$  rounded to 6 By using the SLOVIN formula, the authors used as many as 6 villages as samples from a population of 18 villages. data analysis takes place continuously until the preparation of research reports, with the data analysis used, namely data reduction, data display and conclusion drawing.

## RESULTS AND DISCUSSION

### **The Role of the District Government in the Implementation of Public Service Management to the Community in Muaradua Kisam District.**

#### **General Services**

In services in Muaradua Kisam Sub-district, the government in the sub-district has a significant role, namely the village level government and the sub-district level government. The flow of the government system in the sub-district is the starting point for the implementation of the process of implementing services to the community at the sub-district level. For land administration services, for example, the sub-district government pioneered the development of a website-based land administration service under the name BEKASAM (*Berkas Administrasi Muaradua Kisam*). namely a website that makes it easier for the

Community to make a Land Deed letter All data on land administration is managed in the data base. Data regarding land administration services at the village level, which has been difficult and complicated to manage, becomes fast and easy to manage with a low error rate.

This is in accordance with what was stated by Mr. Didi Junaidi from Ulak Agung Ulu village about the BEKASAM (*Berkas Administrasi Muaradua Kisam*) website who had taken care of making a land deed;

*“Before this website was available, the community of Ulak Agung Ulu village had to come to the office and still have to go back and forth waiting for the results of the land deed and spend time and personal operating costs, this website is very helpful to the community even though sometimes the signal is a little slow” (Interview Dated June 8, 2024).*

Based on the results of interviews with the community in the villages of bandar Alam Baru and Ulak Agung Ulu, which discuss public services for land deeds, we can conclude that the Muaradua Kisam sub-district government as much as possible provides the best service in serving the community, and considers that providing maximum service is one of their obligations as community services or community servants.

The results of interviews with Muaradua Kisam District Office Staff who discuss public servants:

*“Talking about public services in this Sub-district, we as the front guard who runs the wheels of government here, of course strive for the maximum possible service, in the sense that here all community interests in the administrative field that are our responsibility, we can serve quickly, transparently. And of course there are improvements in the quality of work from year to year” (Interview Dated June 10, 2024).*

Based on the results of the interview, it can be seen that there has been an increase in public services carried out by the Muaradua Kisam sub-district, which in the past the service could be said to be lacking, now it has started to improve, this improvement in the quality of public services is expected by the community to be consistent, so that the people of the Muaradua Kisam sub-district get convenience and comfort in taking care of their interests.

### **Licensing Service**

Licensing Service is the granting of legality to a person or business actor / certain activities, both in the form of a permit and a business registration mark. Permits are one of the most widely used instruments in administrative law, to drive the behavior of citizens. The purpose of licensing can be seen from two sides, namely from the government side to implement the regulations whether the provisions contained in the regulations are in accordance with reality in practice or not and even to regulate order. As a source of regional income, with the request for a license application, the government's income will directly increase because every license issued by the applicant must pay retribution first. The more revenue in the field of retribution, the final goal is to finance development. From the side of the community, for legal certainty, for certainty of rights, to obtain facilities after the building

has been licensed by binding actions to a licensing system, lawmaking can pursue various objectives of the license.

Certainty of licensing regarding the establishment of a Non Formal Education Institution, namely PAUD, has been submitted by one of the Communities from Pagar Dewa Village, namely Mrs. Astri Carolin, with the potential and carrying capacity available, Mrs. Astri Carolin requested a license at the sub-district office.

*“The application for a PAUD establishment permit that I made at the Muaradua Kisam sub-district office was quick, the first day I requested the application and the next day the sub-district team conducted a location survey to ensure PAUD education was running well and on the third day the PAUD Establishment Permit was issued” (Interview Dated June 15, 2024).*

Micro business licensing or Household Industry Products (PIRT) in fact does not require technical studies so that the licensing process does not require a long time, based on the results of an interview with Mrs. Rumayanti from Muaradua Kisam Village. “In connection with the location of my house close to the school and my livelihood as a food trader, I am actively involved in taking care of the PIRT permit so that in the future there will be no obstacles one way or another, especially since I also need to borrow capital from the cooperative and must attach PIRT, within 3 working days my PIRT has been issued” (Interview Date June 15, 2024).

Based on the results of interviews with the community from Pagar Dewa Village and Muaradua Kisam Village, licensing services at the sub-district office are still manual and must come to the office, but indeed obstacles for people who are far away take time to take care of it and in the service there are no significant obstacles.

### **Population Administration Services**

According to the regulation of the minister of home affairs, the technical implementation unit of the district/city population and civil registration office is the population administration service unit at the sub-district level, which is subordinate to the district/city disdukcapil. Population services at the sub-district involve various types of population administration services, such as online registration and mobile services to arrange births at hospitals, maternity clinics, sub-districts, villages, schools and others.

Based on an interview with Mr. M. Ali from Sukananti Village as follows:

*“Our experience, which has repeatedly taken care of population administration at the Muaradua Kisam sub-district office, is always quickly resolved depending on whether there is a large queue of people or not and usually only waits one hour for the required letter to be issued” (Interview Dated June 15, 2024).*

The System Operational Procedure (SOP) in population administration services is indeed relatively fast if the requirements brought by the community are fulfilled and there are no technical obstacles in the office. However, services in the form of recording and printing ID cards cannot be carried out at the Sub-District Office due to limited facilities and infrastructure as well as carrying capacity such as electricity which also often goes out. Based on the following interview with Mr. Indanis from Ulak Agung Ilir Village:



*“Previously, I went to the Muaradua Kisam sub-district office to take care of my lost KTP, but the sub-district employee suggested going to the District Disdukcapil office by giving me the requirements that I needed to bring, because I had to bring a copy of my KTP. because I urgently needed a KTP, then I went to the District Disdukcapil and on the recommendation of the Sub-district my KTP was reprinted in 1 day” (Interview Dated June 16, 2024).*

The two incidents above illustrate that service procedures have been provided to the community according to their needs, but indeed limitations are still an obstacle to maximum service.

## **Supporting and inhibiting factors in the delivery of public services to the community in Muaradua Kisam District**

### **Supporting Factors**

#### **1. Service Systems and Procedures**

Information and mechanisms for delivering information from the Organizer to the community and vice versa in oral form, Latin writing, writing in pictures, and local languages, and presented manually or electronically. This was conveyed from the results of an interview from one of the residents of Muaradua Kisam Village, Mr. Hendra Jaya that:

*“When viewed from the personnel and employees of the Muaradua Kisam District Office, it is relatively small but it is good and according to the procedure, I also as a community see the performance of employees who are now more agile and able to quickly serve the needs of the community.”*

Based on the results of interviews with these residents, which discuss supporting factors, we can know that the supporting factor is that in serving the community they refer to the standard operating procedures (SOP) that have been set.

#### **2. Community Participation**

Community participation is a form of community participation or involvement in development programs. This community participation shows that the community feels involved and feels part of the development. This will have a very positive impact on the successful implementation of a program. Because we can see that community participation is needed by the government, to support or help the success of a program, the results of my interview from one of the Muaradua Kisam District Staff:

*“Citizens play a very important role in the public service process at the Muaradua Kisam District Office. Various community complaints can be used as indicators in assessing the quality of public services. I also emphasize that the absence of complaints should not be understood that public services are fine. The more complaints the better, this shows that there is community participation in public services. Community participation in the form of complaints for the development of public services is very important for the implementation of government programs from planning, implementation, to evaluation” (Interview Date June 10, 2024).*

One form of participation in the development process which is a manifestation of a sense of community responsibility is a supportive attitude towards the development process,

among others, shown through active participation in public service programs, licensing services and population administration services from the Muaradua Kisam office.

### Inhibiting Factors

#### 1. Human Resources/Apprentices

In other cases Human Resources (HR) reflects the quality of effort given by a person within a certain time to produce goods and services. The second definition, Human Resources (HR) concerns humans who are able to work to provide these services or work efforts. Being able to work means being able to carry out activities that have economic activities, namely that these activities produce goods or services to meet the needs or society. In facing the Era of Globality, the apparatus is required to have the ability and sensitivity to the situation and conditions that occur in the region. On the other hand, an increase in Apparatus Discipline is also needed, where this seems to have become a culture and we easily find those who are not disciplined.

Interview with Bandar Alam Baru villager Mr. Halius Menajaya as follows said:

*“Office hours start at 08.00 until 16.00, but sometimes when the clock strikes 08.00, the office staff have not yet arrived, because in general they live far from the office and the staff are also few. So office activities only start around 9am. We can only be served if the staff are already in the office. So people who come are asked to wait until the office staff comes to serve them” (Interview Dated June 8, 2024).*

Based on the results of interviews with the community discussing inhibiting factors, it can be seen that the level of employee discipline is still lacking, this can be seen from the arrival time of employees who are not on time or on time. Plus their employees are very lacking.

#### 2. Means of service

Delayed development of science and technology If a community lacks contact with outside communities, the development of science and technology in the community will be slow. This is because they lack or have not received information about the progress of other societies. Besides that, colonization can also cause the late development of science and technology in a society. However, many residents in the Muaradua Kisam sub-district complain about the facilities and infrastructure at the Muaradua Kisam sub-district office. The results of my interview with one of the residents of the Muaradua Kisam sub-district, Mr. Indanis from Ulak Agung Ilir Village:

*“We really hope that the services at the Muaradua Kisam District Office will be faster and the facilities in the Office will be completed as soon as possible, because there is no KTP printing machine so we have to go to Capil Kabupaten for KTP printing (Interview Date June 16, 2024).*

Based on the results of interviews discussing inhibiting factors, it can be seen that what is their inhibiting factor is the lack of facilities and infrastructure, this can be seen from the absence of an ID card printing machine, this also hinders them in serving the community.

## CONCLUSION

Based on the results of this study, it can be known that factors that influence the implementation of public service tasks at the Muaradua Kisam sub-district office: 1) Supporting Factors, (a) The Muaradua Kisam community plays a very important role in the public service process at the Muaradua Kisam District Office, (b) Various community complaints can be used as a support and indicator of good public service, (c) Obeying the Standard Operational Procedure (SOP) as a reflection of the quality of public service. 2) Inhibiting Factors, (a) Lack of human resources (staff) and employee discipline that affects so that it can slow down the public service process, (b) office facilities that are still limited, (c) internet signal for villages far from the District capital. There are several suggestions that may be useful for improving or perfecting the role of government in organizing public service tasks in the Muaradua Kisam sub-district of South OKU Regency in the future. Namely, the sub-district government prioritizes adding staff or optimizing employees in direct service to the community so that the public service process at the Muaradua Kisam sub-district office can run well, the sub-district government must also complete adequate facilities and infrastructure. To the community in Muaradua Kisam Sub-district in order to understand or understand that the service process can run well if all staff at the sub-district office are filled, then the service process does not take long.

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