

## **Implementation Of Combined Administration Practices In The Quality Of Public Service In The Property Of The City Of South Jakarta**

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### **Abstract**

The purpose of this study is to describe the stages of implementing administrative service policies in Jatipadang Village according to the factors that influence the implementation of administrative service policies in Jatipadang Village. By using a qualitative descriptive method, this study produced several conclusions: The socialization that was carried out between the city government and Kelurahan was not completely evenly distributed and did not raise public awareness. The quality and quantity of equipment is inadequate and there is insufficient coordination between the relevant authorities. The interests of both parties concern the village in particular. Based on the results of the research analysis, Kelurahan plays an important role as a community-based service center, especially in large and hard-to-reach areas. Complainants must not only have comprehensive authority according to their role, but must also have adequate resources, infrastructure and equipment both quantitatively and qualitatively.

Keyword: *policy implementation, delegation of authority, administrative service policy*

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### **INTRODUCTION**

Public service performance has a significant impact on the quality of life of people. Building a reliable public service management system is the responsibility of the region to improve the well-being of its citizens. No wonder, improved public service quality is one of the reasons the government decentralizes the management of public services in the region. With the surrender of governmental power to the region, it is expected that public services will be better able to respond to the dynamics of communities in their respective regions. According to the Public Service Act No. 25 of 2009, public service is an activity or activity related to the fulfilment of the needs of services under the law of any citizen and resident in relation to goods, services, and/or public services. Service provider.

In this respect, the public service organizers are committed to continuously improving quality in order to guarantee convenience, comfort, affordability, and utility to the public. In connection with the service addressed to the public, Article 7 Paragraph 1 of Government

Regulation No. 38 Years 2007 on the Division of Government Affairs between Government, District Government, Administrative Government and City Government states that Government affairs must succeed. The Provincial Government, the District/City Regional Government are associated with basic services. Public service is the most visible measure of public power. The public can judge the performance of the government directly based on the quality of public service received, because the public service quality goes hand in hand with many interests and its effect is immediately felt in every area of life, where the success of building public service performance in Kelurahan.

A professional, effective, efficient and responsible approach enhances a positive image of government in the eyes of its citizens. In practice, this public service policy should produce a set of implementation and technical guidelines that are internally applied in the burden of bureaucracy. At the same time, the existence of a standard of public service becomes important from a public perspective, because it tells the public what a service is entitled to, who can receive it, what its conditions and how the service is provided.

The policy of administrative services was formed with the aim of realizing Kelurahan as a service center of the city and becoming a service centre of the office/service body integrated in the administrative service policy of the district/city. As well as the obstruction of certain authority in the fields of licensing and non-licensing. Administrative service policy is a service innovation that narrows the gap between the government as a service provider and the recipient of public service, which is actually based on the surrender of power from the ruler to the lord.

There are several conditions that must be fulfilled for Kelurahan to become the organizer of the administrative service policy (based on Permendagri No. 4 of 2010), namely: Substantive requirements are the removal of authority from the Head of State/Mayor to Kelurahan which covers the authorized and unauthorized territories established in the Regulations of the Heads of State / Mayor; administrative requirements, including the standard of service and the description of duties for officials complaining according to the Regulation of the Governor / Mayor; Technical requirements that include means and supplies, as well as the availability of technical means of implementation, according to APBD capabilities. At the district / city level, the governance structures that are under the administration of district/city are district and state governments.

Government-level Kelurahan is becoming increasingly necessary as it acts as an extension of the hands of the local government in providing public service to the public. Kelurahan is a strategic institution that guides and serves the interests of the community. Kelurahan is an organization that lives and supports the life of the community. In the maintenance of government functions such as maintenance of the government, development, social development, including the duties of dignity and the performance of duties assigned by the Head of State / Mayor. The complaint is a line of local government that is in direct contact with the public and has a mission to advance RT/RW. The quality of the Kelurahan service is expected to improve after becoming a regional device compared to when it was a decentralized device with a highly centralised management. Because the purpose of granting regional autonomy and the existence of the region is the prosperity of society through the strengthening and maintenance of public services effectively, efficiently, economically and democratically (Suwandi, 2002). specially allocated to the administrative/city territory, because the territory is closer to the municipality as the serving and authority.

It is assumed that the closer the distance between pre-schools and pre-classes, the better the service meets the expectations of the community. If the service meets the expectations of the people, then the quality of the service is expected to improve. The establishment of the

regional unit is aimed at improving the well-being of the public, and in connection with that goal then the change in the status of the complaint should aim to improve the effectiveness of the organization of complaints in the public service. At a lower level, the Kelurahan State Council Decree No. 19 (2008) affirms that the responsibility of Lurah staff includes planning the activities of the Kelurahan community service and accelerating the achievement of the minimum level of service in its territory, Lurah's resources can only be acquired.

Delegation of part of the authority of the administrator or mayor to deal with the autonomous issues of a particular region with the aim of reducing bureaucracy while improving the quality of public service. In other words, it seems that the extent to which the authority given to Lurah depends heavily on the political will and commitment of the head of state or mayor to mitigate the conflict of interest between the regional authorities. On the other hand, the enforcement of several ordinances regulating the service also indirectly weakens Kelurahan's strategic position as head of the public service, so that the complaint is merely an administrative and ceremonial authority. Regarding the delegation of authority from Bupati to Lurah, as stipulated in the Bupati Dairi Regulation No. 18 of 2010 (Article 6) concerning the removal of central authority to Lurah, the Licensing Field Service consists of: the issuance of permits for interference; the granting of permissions for the establishment of housing buildings of up to 200 (two hundred) square meters outside Kelurahan capital; and the grant of permission for entertainment performances. Other matters in this case will be handled by the Administrative Service Administrator and the associated service, agency, or service in issuing permits or coordinating with Kelurahan in licensing matters. The author gives examples of licensing issues, such as taking care of building permits. If the file is being processed, it's not finished at Kelurahan level, but it needs to involve a DKI tester, including the Capital Plantation and Integrated Licensing Service. In this case, it is hoped that all issues related to the management of building permits can be solved directly in Kelurahan without having to bother the community that deals with building permit affairs. As a result, the services provided are less optimal and decentralized, so there is a tendency to centralize services and focus only on administrative service policy, while in this case Lurah as the regional ruler also loses strategic authority. This fact shows that centralization of services produces positive results (efficiency and effectiveness of services), but on the other hand, it distances the public service from society and ignores the strategic position of complaints. For a small municipality with adequate transportation, centralization in the Integrated Licensing Service Office is possible and ideal. Focused on the integrated licensing service office in a fairly large district or city area with minimal access and remote distances. Of course, administrative burdens burden the people in terms of cost, energy, and time. The change in understanding of the city government's position as a public official should accompany Kelurahan's revival as one of the nearest service units. This is important because there are at least two problems with letting power be concentrated at the service policy level of the district or city government. First, service to the community is weakened due to overload, thus growing the form of institutional policy of the ministry or dinas. Second, as a regional device, Kelurahan develops into an organization with minimal function.

If the complaint only deals with routine administrative tasks, then it's a waste (Afrizal J., 2008). To prevent the waste caused by this minimal function, public services must be decentralized through delegation of authority. Therefore, it is appropriate for Kelurahan to organize the service as a Center of Public Service (Pusyanmas), especially for services that are simple, lightweight, fast, and without high technical requirements. (Wasitiono, Nurdin, and Fahrurozi, 2009). In connection with the study, the government of Kelurahan Jatipada faces

various problems in the implementation of the administrative services policy. These include the capacity and amount of the workforce compared to expectations, inter-agency coordination related to the provision of services, and various issues related to public involvement in the implementation of service management policies in Kelurahan. Besides, there are also various other problems, like the lack of accountability of staff in the implementation of management service policies, supporting means and means, as well as the lack of disclosure of information related to management service policy implementation. The purpose of this study is to know and analyze how the implementation of Integrated Administration Services (Service Administration Policy) in Kelurahan Jatipadang will improve the quality of public service. The aim is to identify and analyze the obstacles encountered by Kelurahan Jatipabad in implementing the integrated administration services policy (service administration policy) to improve public service quality.

## RESEARCH METHODS

The approach used in this study is qualitative research, as this research aims to understand the phenomenon of implementation of service policy in South Jakarta City by using qualitative data (results of in-depth interviews, insights, literature studies and documentation). However, quantitative data is also possible to supplement the data used in the analysis of each research question.

The research was conducted in Kelurahan Jatipadang, South Jakarta. The informant of this research is:

The most important stakeholders are:

- a. Assistant General Administration of the Regional Secretariat of Milk Products;
- b. The parties supporting the implementation of the policy are
- c. Director of the Corporate Governance of the City of South Jakarta and Director of Capital Growth and Central Services of the Town of South Jackson;

Based on the positions considered by the decision maker as the technical work unit responsible for:

- a. Lurah Jatipadang and Secretary Kelurahan Jatiipadang; Stakeholders who act as political supporters are:
- b. Staff of Kelurahan Jatipadang who manage the policy of management services and some public officials receiving the service of policy management services in the office of policy services management.

The data collection techniques used are:

Observation and field studies; consultation; study of libraries and qualitative documents; and up-to-date audio and video. Implementation communication discussions are effective when those responsible for achieving policy goals understand policy initiatives and goals. Therefore, the clarity of policy and objectives must be well communicated to implementers and the consistency or diversity of basic measures and goals must be communicated so that those who implement them know the appropriate scope and objective of policy.

## RESULT AND DISCUSSION

### a. Communication

Communication in an organization is a very complex and complicated process. One can only keep or transfer it for a specific purpose. Besides, different data sources also lead to different interpretations. In order for implementation to be effective, those responsible for implementing the decision must know whether they can implement it. In fact, the

implementation of the policy must be acceptable to all officials who understand clearly and accurately the purpose of the decision. Practice Given that the announcement was made at the implementation stage of the Administrative Service Instructions, it was done through socialization.

**b. References**

This resource component includes the number of staff, implementing expertise, the provision of necessary and sufficient information and related resources to implement policies, the existence of programmes to ensure that programmes can be managed as expected, and the availability of support tools that can be used to implement program activities, such as finance and infrastructure.

**c. Characters**

Speaking of disposition means speaking of an executive's attitude/reaction to a policy in accordance with the executive's consciousness, instructions/plans to respond to a program to acceptance or rejection, and the intensity of the reaction. Implementers may understand the purpose and objectives of the program, but often fail to implement the program properly because they reject the objectives contained therein, thus secretly controlling and avoiding the program execution. In addition, the support of the executive authority is required to the objectives of the programme.

**d. Bureaucratic Structure**

What is meant by bureaucratic structures are the characteristics, standards and patterns of relationships that occur repeatedly in executive bodies and have potential and real relationships with what they have in policy implementation. One of the most important structural aspects of an organization is the existence of standard operational procedures (SOPs).

**e. Obstacles encountered:**

a) Communication

Where socialization is not even, then few people know about the administrative service policy program.

b) Resource

With regard to human resources, staff constraints both quantitatively and qualitatively, seen from the source of funding, lie in the lack of funds for the implementation of administrative service policy programmes.

## CONCLUSION

It is said that the administrative service policy program, in collaboration with the government of the district's service policy, is not fully disseminated and does not raise public awareness. It does not have the quality and quantity of the equipment of Kelurahan in the implementation of the policy of administrative services. Coordination between the relevant agencies and the two parties, especially Kelurahan and DPM & PTSP, is not optimal and usually goes on its own. The decision-making position leads to the political will and commitment of the Dairi Ruler to start implementing the "administrative service policy". Bupati Dairi's commitment to improving public service has not been fully internalized by Kelurahann's frontline because wild bribes are still identified as unreasonable or involving intermediaries.

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