

POLICY IMPLEMENTATION OF
PUBLIC SERVICES IN THE
VILLAGE DISTRICTS
SUMBERKEPUH
TANJUNGANOM DISTRICT
NGANJUK (STUDY: CERTIFICATE
SERVICES NOT ABLE)

by Yenik Pujo Wati

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Academic Role in Facing
Asean Economic Community (AEC)
Global Challenge, Local Act

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**2
PREFACE**

Praise being said to Allah Almighty God for all the grace and guidance that has been given to us all, so the Proceedings of the 11th ADRI 2017 International Multidisciplinary Conference and Call for Papers Nganjuk, March 18, 2017 can be realized. Proceedings contains a number of articles and research papers from lecturers, teachers, students, researchers and / or observer of the development of science and technology.

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Hopefully, these proceedings may give benefit to us all, for the development of science, technology, arts, culture, and sports. In addition, is also expected to be a reference for the nation and state-building efforts so that science and technology become a strong pillar in the face of the ASEAN Economic Community.

Lastly, there is no ivory that is not cracked. We are sorry if there are things that are less pleasing. Thanks you very much.

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8
**POLICY IMPLEMENTATION OF PUBLIC SERVICES IN THE VILLAGE
DISTRICTS SUMBERKEPUH TANJUNGANOM DISTRICT NGANJUK
(STUDY: CERTIFICATE SERVICES NOT ABLE)**

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Abstract: of Quality public services can only be in trying to do with the implementation of priority public service system as the recipient of the service. Government Policy No. 25 of 2009 on public services is a reference to the administration of the state to provide an optimal and maximum service. Government Regulation No. 6 of 2014 on village describes boundaries authorized to regulate and manage the interests of local communities, based on origin and local customs recognized and respected by the Government administration system of the Republic of Indonesia. Based on legal and political development to realize better and accountable regional administration in accordance with the aspirations of the people, as stipulated in Law No. 32 of 2004 about the village governance. Government Policy No. 25 of 2009 on public services, services in Sumberkepuh village, Tanjunganom sub district, continues to display the complaints submitted by the public either directly or indirectly. It is seen below the quality of service in the village sumberkepuh less than optimal and discipline of employees are less than optimal. The qualitative research methods in general explain to improve the quality of government performance effective and efficient, it takes time to think about how to achieve the unity of cooperation so as to increase public confidence and is able to provide effective public services.

Keywords : *Public Policy, Good Governance, Services*

1.1. Introduction

Government policy on Law No. 6 of 2014 on village states that village is a community unit with boundaries authorized to regulate and manage the interests of local communities, based on the origin and the local customs recognized and respected by the Government administration system of The Unitary State of the Republic of Indonesia. A village is not subordinate of sub districts as sub districts are part of regencies/cities, and villages are not part of local device. Unlike administrative village, village has the right set wider region. However, in its development, a village's status has been changed into administrative village.

Good government order is providing satisfaction in the field of public service, free from corruption, collusion and nepotism, good governance in accordance with community interest and professional management system. Government Regulation No. 32 of 2004 states that village government has the authority to regulate and manage their respective regions for the sake of people's welfare which impact on the realization of national development

The issue of public service performance is not necessarily inflicted solely on state civilian apparatus. Other aspects can leads to poverty performance. To build effective and efficient government performance quality, a specific formula is necessary to achieve the unity of cooperation so as to increase public trust. Given the Government

Regulation No. 25 year 2009, public services of sumberkepuh village in tanjunganom sub district, nganjuk regency still raises complaints submitted by the public both directly and indirectly. This is indicated by service quality of sumberkepuh village which is not optimal and low discipline of the civil apparatus.

According to the writer's observation, public service in Sumberkepuh village has not been provided maximally by the apparatus. The low quality of service and the slow progress of a service such as the issuance of Certificate Disadvantaged for the purpose of Hospital, School, Education or the requirements to earn a scholarship and is used for the purpose of obtaining rice for poverty people. The obscurity of costs of the applicant, time taken and other problems harm the society. Based on the conditions mentioned, the author is interested in conducting a study entitled "The implementation of public services in Sumberkepuh village, Tanjunganosub district, Nganjuk. (Study on Letter of Poverty Letter form Village authority).

1.2. Problem Formulation

Based on the background and the phenomenon described, problems of the study are formulated as follows:

1. How is the implementation of public service policy in Sumberkepuh village, Tanjunganom Sub district, Nganjuk Regency ?
2. What factors that hamper public service in Sumberkepuh village, Tanjunganom sub district, Nganjuk regency in the service of poverty letter issuance ?

1.3. Research purposes.

With reference to the background and problem definition given, the purposes of the research can be formulated as follows:

1. To know the process of policy implementation for poverty letter in Sumberkepuh village, Tanjunganom sub district, Nganjuk sub district.
2. determine factors inhibiting and supporting the issuance of poverty letter in Sumberkepuh village, Tanjunganom sub district, Nganjuk regency.

1.4. Benefits of research.

1. In practical terms, village administration is expected to improve the quality of public services to be more effective and efficient in Sumberkepuh village, Tanjunganom sub district, Nganjuk regency.
2. Theoretically, to provide input to the policy of public services in sumberkepuh village, Tanjunganom sub district, Nganjuk regency on poverty letter from the authority.

2.2. Theoretical basis.

2.2.1. Public policy.

Public policy according to Thomas Dye (1992: 1) is any government choice to do or not do (public policy is whatever Governments choose to do or not to do). The concept is very broad as public policies include something not performed by the government in addition to that of carried out by the government when the government is facing a public issue. James E. Anderson (1979: 3) defines public policy as a policy established by the agencies and government officials. Public policy can be influenced by the actors and factors outside the government.

Policies According to (Michael Hill: 2002: 52): A set of interrelated decisions taken by a political actor or group of actors concerning the selection of goals and the means of Achieving them within a specified situation where Reviews These decisions should, in principle, be within the power of Reviews These actors to Achieve.

2.2.2. Definition of Public Service.

Law No. 25 of 2009 on public services provides a definition of public service that it is an activity or series of activities in order to meet the needs of the service in accordance with the laws of every citizen and resident on goods, services or administrative services provided by public service organizer (Hayat: 21)

The goals of Public Service include:

1. The establishment of boundaries and a clear relationship of rights, responsibilities, obligations, and authority of all parties involved with the implementation of public service.
2. Establishing a system of proper implementation of public service in accordance with the general principles of good governance and corporation.
3. The fulfillment of the public service in accordance with the regulations and laws
4. The protection and legal certainty for the people in public service.

2.2.3. Performance of public service

Quality service must be done by professional personnel who have a good performance and. Professionalism of performance is built upon capabilities and soft skills possessed by apparatus. When professionalism is built in public services self-apparatus, followed by optimal service and excellence, then that is where the performance of the public service is perceived optimal (Hayat, 2017: 62)

2.2.4. Good governance

Good governance in the achievement must be supported by the public Service as an orientation in the provision of services. public services to be part in achieving the goals of good government, in fact, be an important indicator of public services in the context of good governance. actualization need public services as one of the fundamental aspects for achieving the goal of good governance. (Hayat, 2017:174). An important principle in governance is good governance. Good governance is a primary goal in the provision of services to the community. As a goal, of course, good governance requires an implementation process of qualified, professional and accountable governance (Abidarin Rosidi : 17)

3.1. Research methods.

3.1.1. Types of research

The method used in this research is qualitative research method intended to find, understand, explain and gain an overview of the implementation of public service policy in Sumberkepuh village, Tanjunganom sub district, Nganjuk. (on Letter of poverty).

3.1.2. Research site.

To obtain data in this study, the authors perform direct data collection in Sumberkepuh village, Tanjunganom sub district, nganjuk regency. Researchers took her data as much as possible and completed it from the location in order to be able to answer the problem of research..

3.1.3. Types and Sources of Data

Based on the formulation of the problem and research focus, the data source in the study are:

The informant, 2.event, 3.Document. Researcher's Informants. Key informants : Sumberkepuh head village, village secretary, treasurer and the entire Sumberkepuh village apparatus. Additional informant including sumberkepuh citizens, Tanjunganom sub district. Other informants, villagers who had been working on poverty letter in sumberkepuh village office.

3.1.4. Data collection technique.

Data collection techniques used by the author in this study is observation, qualitative interviews, and qualitative documents.

3.1.5. Data analysis techniques.

This study used qualitative analysis with (*interactive models of analysis*) as developed by Miles and Huberman (1992) which consists of three components:

1. Data reduction (Data Collection)
2. Data Display (data presentation)
3. Drawing Conclusion (Verification)

4.1. Discussion

A. Implementation Of Public Service Policies In The Sumberkepuh Village, Tanjunganom Sub District, Nganjuk Regency.

Government Policy No. 25 of 2009 on public service is a reference for state governance to provide optimal and maximum service. Maximum and optimum service becomes a reference for the public in receiving service. Such continuity gives influences public trust. Society will be satisfied with the services provided if service is conducted in accordance with regulatory legislation. Community satisfaction with services is basically depends on how he is served, what is the services and how the services are provided. (Hayat, 2017:23).

Article 5 No. 25 out 2009 states that the scope of the public service is a service covering public goods and services and administrative services regulated in accordance with the provisions. The provision of services within the scope must be met by the government well, accountably and maximally that the satisfaction of the people in the recipient of the service can be met.

Implementation public service also explains that the ministry is a benchmark used as a reference of implementation guidelines for the assessment of service and service quality as an obligation and a promise of service to the community to assure good, fast, affordable, and scalable service.

1. Procedure of Letter of Poverty Issuance in Sumberkepuh village.

Good public service to the community is known as excellent service. Excellent service means to provide the best service to customers. Service comes from the word meaning to serve, to help, to make others happy and ease others. Related to Public Services in Sumberkepuh village, in providing services to the public in the issuance of poverty letter, this is a document that is always needed by the people who really poor, and used to take care of necessities such as ease burden of school fees and the requirement of obtaining a scholarship for poor hospital costs and poor people.

Terms of Services in Letter of poverty issue in Sumberkepuh village:
Requirement

1. Belongs to poor category
2. ID card address must be in accordance with the domicile.
- 3.

Preliminary documents to be brought

1. Family Card (KK) original and photocopy.
2. Identity Card (KTP) original and photocopy.

How to make SKTM

1. Bring ID card and KK, attend the local neighborhood (RT) to ask for letter of poverty
2. Bring the letter given by the neighborhood, along with copies of ID cards and KK directly to the Village in accordance with institutions / agencies intended.
3. Bring a letter of introduction or description of the Village to institute the intended e.g Health Organization or Institution.

The procedure in the service of the Letter of Poverty in Sumberkepuh village, Tanjunganom sub district :

- 1) Service Simplicity
- 2) Services Clarity and Certainty
- 3) Security in the Service .
- 4) Transparency in Service.
- 5) Efficiency in Service.
- 6) Economical in service
- 7) Equitable Justice in Service.
- 8) Timeliness of service.

2. Factors that hampering service provided to the public in the issuance of Letter of Poverty in Sumberkepuh village, Tanjunganom Sub district, Nganjuk Regency.

A. Supporting factors in the service of Letter of poverty at Sumberkepuh village office.

To support the smoothness of Letter of Poverty issuance, adequate facilities and good condition that will greatly facilitate the task and work discipline of the staffs are necessary. Therefore, computer facility in village office is very important to fasten the work in serving the community. Service speed provides positive implications for public review in the provision of these services. Supported by the complete documents provided by the users in accordance with the requirements like ID card according to domicile and Family Card (KK), the issuance of poverty letter can be faster. This is necessary in order to give optimum services to the society in receiving SKTM services. Standard service time will provide ease and convenience for service recipients. Thus giving the impression of satisfaction for the recipient of the service can be conducted within one day not in a week.

B. Inhibiting factors in the issuance of Poverty Letter of Sumberkepuh village, Tanjunganom sub district, Nganjuk.

One factor inhibiting the public service of the village includes the lack of office facilities causing employees to complete the work with limited facilities. Therefore, in

providing services to the public, delay frequently happens due to limited office facilities. Besides, employee discipline is also expected to improve the quality of service; therefore the apparatus of public services must be competent and accountable in the public service.

5.1. Conclusion.

1. Implementation of Government Regulation Policy Number 25 of 2009 on public services has been essentially conducted in accordance with applicable provisions, however, in the process of the policy implementation there are several stages that have not been carried out in accordance with the provisions and principles (merit system), caused by, in addition to imperfect policy is also because of many actors involved, each actor has different role and job description.
2. Implementation of public services is the key expectation of the society from the government. The use of developed information technology becomes the foundation of the government to deliver services more effectively and efficiently.
3. The supporting factors in the service of Letter of Poverty issuance in Sumberkepuh villages is adequate facilities such as computers, printers, stamp and others. In addition, supplies the in accordance with domicile, Family Card (KK) to facilitate the process of letter issuance also contribute.
4. Factor inhibiting service of poverty letter in Sumberkepuh village is facility limitation of the office. The level of discipline is also low by low punctuality in carrying out public service to the community.

SUGGESTION

1. Government officials of Sumberkepuh village, Tanjunganom sub district, Nganjuk Regency should receive the opportunity to participate in education and training of both technical and non-technical aspect. It is expected to create skilled workforce as a stimulus for the employees' competence in improving the performance of public services, for example, creating new innovations, or exercise the creativity that can impact the effectiveness and efficiency.
2. Government officials of Sumberkepuh village, Tanjunganom sub district, Nganjuk Regency needs coaching of work discipline that the quality of performance by ability and soft skills possessed by each apparatus affect comprehensively on the quality of services provided with fast, timely and good service.

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