

IMPLEMENTATION OF PUBLIC SERVICE FUNCTIONS IN IMPROVING COMMUNITY WELFARE IN NGROTO VILLAGE, REBAN DISTRICT, BATANG REGENCY

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ABSTRACT

In this study, researchers identified several research problems including: (1) The public service system is not optimal, (2) There is still a lack of public services, especially in the field of public welfare. (3) Lack of supporting facilities in improving the quality of public services at the Ngroto Village Head Office, Reban District, Batang Regency. The purpose of this study is to analyze the implementation of public service functions in improving the welfare of the community in Ngroto Village in government administration and development services and the supporting and inhibiting factors. This study uses a qualitative approach by collecting data through interviews, observation and documentation. The informants of this research consisted of the Village Head and Ngroto Village Apparatus, BPD, LPMD, Community Leaders, Religious Leaders and the general public. Descriptive qualitative data analysis started from data reduction, data presentation, and verification. The results showed that (1) the implementation of public service functions in improving community welfare in government administration services and Ngroto village development was supported by good communication, resources, disposition and bureaucratic structure. (2) Supporting factors include the authority to provide government administration and development services, the planning of programs and activities that support the implementation of the government administration system and development in the village, good coordination with relevant agencies and the community. The inhibiting factors are that information technology-based public services and innovation of government administration and development services have not met the expected target, the ownership of

population documents in the village has not been optimally met, and there is no Batang Regent regulation as a guideline for implementing the function implementation technique. public services in improving the welfare of the community. In addition, the obstacles from the community are the lack of knowledge and public awareness of the use of technology in government administration services and the constraints of power failures and network troubles.

Keywords ; Implementation, Public Service, Community Welfare

I. INTRODUCTION

The Indonesian government in its efforts to develop community welfare basically refers to the objectives of the fifth principle of Pancasila which emphasizes the principle of social justice and explicitly states its constitution in Articles 27 and 34 of the 1945 Constitution which mandates the responsibility of the government in the development of public welfare. However, the constitutional mandate has not been fully implemented consistently, both during the New Order era and the current reform era. The development of community welfare is considered to be only a jargon and has not been integrated with economic development strategies because the handling of development constraints has not yet touched the basic problems. This can be seen from various development indicators, including the lack of physical infrastructure, the low quality of education and health and so on.

The position of the village and village community is the main focus of development in the current era of government. Government in a narrow sense is all activities, tasks, functions and obligations carried out by institutions authorized to manage and regulate the course of the state government system to achieve state goals. The hierarchy of government in Indonesia starts from the central government, provinces, districts / cities to villages.

The enactment of Village Law No. 6 of 2014 provides new hope for the government and village communities to develop their villages according to the needs and aspirations of the community. For most village government officials, the autonomy granted by this Village Law is an opportunity that can open up creative space for village officials in managing the village. The dominance of the District Government in the preparation of development programs at the village level has now been reduced, so that the programs that will be produced are truly in accordance with the conditions and needs of the

village community. Meanwhile, from the community side, an important point felt in the era of village autonomy was the increasingly transparent implementation. Village administration and the shortening of the bureaucratic chain because in the policy-making process until the formation of village regulations no longer goes through the process in the sub-district, but only remains to be discussed by the village head and agreed with the Village Consultative Body. Thus, it directly or indirectly has a positive effect on the course of village development.

The village with all the attributes of its government is an arena that deals directly with the people. The village government is the center of local political power which is personified through the village head and his apparatus. The position of village government is also very important, considering that the majority of Indonesia's population lives in rural areas.

In the implementation of the village government, of course, it has duties, functions and authorities that have been regulated in regulations, which are stated in Law No. 6 of 2014 concerning villages, the village government in question is the village head or what is called by another name assisted by village officials. or what is called another name. Some of the authorities attached to the village government are: holding the power of managing village finances and assets, determine village income and expenditure budgets, foster village community peace.

The village government is the organizer of government affairs by the village government and the village consultative body (BPD) in regulating and managing the interests of the local community based on local origins and customs that are recognized and respected in the government system of the Unitary State of the Republic of Indonesia. The village government is one of the local government apparatus, the village government is regulated in law no. 6 of 2014 concerning Village Government and local government regulations. Both regulate the implementation of the Village Government, one of which is the Village Government administration institutions.

The author finds problems related to public services. Problems related to these public services are regarding the period of service, for example when people take care of their Identity Cards (KTP). The community conveyed that the process of making ID cards was not in accordance with the supposed time period, which was three days. According to the Village Head who confirmed, the standard time given is three days but in reality the time required to complete the making of an ID card reaches six to seven days

because the basic ingredients for making an ID card, such as an ID card, have to wait for delivery from the head office which takes time. That is the main factor that causes the period of making an ID card not in accordance with the time period that should be three days.

Then in improving the village economy to achieve the prosperity of the village community. The Village Head in this case is not right on target in setting goals to improve the economy and in the welfare of the community it cannot be done in a fair and equitable manner because in the distribution of assistance such as the Family Hope Program (PKH), BPNT (Non-Cash Program Assistance), Central BST (Social Assistance). Cash), Regency BST (Cash Social Assistance), Village Fund BST (Cash Social Assistance), Provincial BNT (Non-Cash Assistance) which should be received by people in need but are still distributed to people with affluent economic backgrounds , (Based on an interview with Mrs. Sareat as a community member of Ngroto Village on Sunday, March 13, 2022).

Furthermore, in developing village income sources, in this case there is no transparency in the management of BumDes funds and development funds. So these are problems that researchers have encountered in the field, where the village head in the administration of village government has not been able to carry out his authority in accordance with the applicable village laws.

Therefore, researchers are interested in conducting research on the role of the government in exercising its authority. In this case, it can be seen that the village head in carrying out his duties is not in accordance with the village laws. Because using his authority is not in accordance with the regulations. The village government as the holder of the mandate to administer village government should be obliged to apply the principles of legal certainty, orderliness governance, orderly public interest, openness, proportionality, professionalism, accountability, effectiveness and efficiency, local wisdom, diversity, and participation. However, if the administration of government does not follow the laws and regulations as stated in Law No. 6 of 2014 article 29, the Village Head is prohibited from abusing his authority, duties, rights, and/or obligations, then administrative sanctions will be carried out, temporary dismissal will be carried out and can be continued with dismissal. The authority in administering village government needs to be carried out by the Village Head assisted by the Village apparatus as an element of Village Administration in accordance with Pancasila, the 1945 Constitution of the Republic of Indonesia, the Unitary State of the Republic of Indonesia, and Bhinneka Tunggal Ika and its implementation in a professional, efficient and

effective manner, open and responsible. Therefore, in this case, the government is expected not to abuse its responsibilities and authorities in running the government.

Community welfare in the social field is basically a social condition that makes it possible for every citizen to be able to fulfill the physical, spiritual and social needs of life in accordance with human nature and dignity in order to be able to overcome various social problems faced by themselves, their families and communities to develop into better. Efforts to raise the degree of social welfare can be seen as part of social investment aimed at improving and developing the quality of Indonesian human resources, so that they are able to carry out their duties.

independent life in accordance with the values worthy of humanity. In this case, the development of social welfare can be one of the solutions to overcome socio-economic disparities as well as various tendencies of primordialism and exclusivism that can threaten the living order of the Indonesian nation. Where such conditions are ignored, it will lead to horizontal conflicts which in turn will lead to very detrimental social disintegration.

The development of social welfare by the government in all regions of Indonesia requires the existence of a strategy that is in accordance with regional conditions which includes all aspects of the regional potential of an area. The importance of planning and strategy is intended so that the concept of welfare, which is the historical and theoretical basis of social welfare development, can run optimally.

The fact that can be seen now is that even today the implementation of state life, especially in the context of regional government in the era of globalization, reform, democratization, and regional autonomy, is still facing various problems in carrying out its duties and authorities in order to realize good governance as a whole. In order to build realizing good governance, it takes time to think about how to achieve a unified cooperation that is able to increase public trust, autonomy and freedom in making decisions to allocate resources, make guidelines for public services, budgets, goals, and targets.

clear and measurable performance. The village government as a government organization that is closest and in direct contact with the community is the spearhead of the success of urban development, especially regional autonomy, where the village will be directly involved in development planning and public services, in accordance with law number 25 of 2009 concerning public services. This law is expected to provide clarity and

regulation regarding public services, including but not limited to: (a) Definition and limitations of public service delivery. (b) The principles, objectives, and scope of public service delivery. (c) Guidance and arrangement of public services. (d) Rights, obligations, and prohibitions for all parties involved in the implementation of public services. (e) Aspects of the implementation of public services which include service standards, service announcements, information systems, facilities and infrastructure, service fees/rates, complaint management, and performance appraisal. (f) Community participation. (g) Complaint settlement in service delivery and (h) Sanctions.

It is said to be the spearhead because the village government deals directly with the community, therefore the village government must be able to become a place for the community to be resolved or forward these aspirations and desires to competent parties for follow-up. In addition, the role of the village government above is to bridge government programs to be disseminated to the community so that they can be understood and supported by the community.

II. RESEARCH METHODS

a. Method used

This type of research is a qualitative research using a case study approach. Qualitative research is a method for exploring and understanding meaning by a number of individuals or groups of people. The qualitative research process asks questions and procedures, collects specific data from participants, analyzes data inductively, interprets the meaning of the data (Sugiyono, 2016: 26). Qualitative research is divided into two, namely field qualitative and literature qualitative, while this research is a descriptive field research because in the writing process it describes the research results and does not use numbers (Moleong, 2018: 35).

b. Data collection technique

Data collection techniques in this study were carried out using three ways, namely:

1. In-depth interview (Depth Interview)

In this study using the direct interview method. The function of this method is to obtain information about how the community understands about the Village Fund Allocation for the welfare of the community in the field of facilities

and infrastructure. The author conducted several interviews with informants, namely: (1) the Village Head and the Ngroto Village Apparatus. (2) BPD, (3) LPMD, (4) Community Leaders, and (5) Religious Leaders.

2. Observation

The observation method is a process of extracting data carried out by the researchers themselves, by observing in detail the community as the object of observation and their environment in the research field (Herdiansyah, 2013). When making observations, researchers follow what the data sources are doing and share their joys and sorrows (Sugiyono, 2013: 29). Then record what people do. The data will be analyzed again later. The purpose of the observation stage is to find out how the Village Fund Allocation in Ngroto Village, Reban District, Batang Regency is to promote community welfare in the field of facilities and infrastructure.

3. Documentation

The data needed to answer research problems are sought in documents or library materials, so the data collection activities are referred to as document studies or literature studies. The required data has been written or processed by another person or an institution, in other words the data is mature (so) and is called secondary data. Letters, diaries, reports and so on are data in the form of writing, called documents in a narrow sense. Documents in a broad sense include monuments, photos, tapes and so on (Adi, 2005).

c. Determination of Informants

With qualitative research, research informants were selected purposively (aimed) related to certain goals. Based on this, in this study there was no random sample, but a purposeful sample. The informants in this study were: (1) Village Head and Ngroto Village Apparatus, (2) BPD, (3) LPMD, (4) Community Leaders, (5) Religious Figures.

d. Data analysis technique

The data analysis used in this study refers to Huberman and Miles' data analysis model which is called the interactive model. This interactive model consists of three main things, namely data reduction, data presentation and conclusion drawing / verification (Miles & Huberman, 1992: 16).

III. RESULTS AND DISCUSSION

a. Research result

In this study, it can be seen from four aspects, namely communication (communication), Resources (resources), dispositions or attitude (attitude) and bureaucratic structure (bureaucratic structure) and the consistency provided by policy implementers.

1. Communication Aspect

The statement of the distribution of good communication from the government so that there is no miscommunication gets a positive response from the community. There is awareness of the Village apparatus towards the task / work which is his responsibility, so that it has a positive influence and creates good service.

The administration of public services in the government sector with respect to the subject of the service itself is an employee at the Ngroto Village Head Office. Employee awareness is very necessary for the implementation of their duties and responsibilities, especially concern for the community as public servants.

The concern of employees in carrying out the work of providing PKH and BLT assistance at the Ngroto Village Head Office has basically gone quite well.

2. Resource Aspect

The existence of adequate, adequate and competent Village apparatus in their field will make it easier to serve the community. In order for administrative services, development programs and activities to provide PKH and BLT assistance to run in an orderly and directed manner, they must be made or in accordance with applicable regulations. Minister of Social Affairs Regulation Number 10 of 2017 concerning the Family Hope Program and Minister of Home Affairs Regulation Number 42 of 2010 concerning Provincial and Regency/City Poverty Reduction Coordination Teams are the legal basis that must be guided in implementing PKH and BLT programs and assistance in Ngroto Village, Reban District, Batang Regency in improving the welfare of the community.

3. Aspect of Disposition

The attitude/disposition aspect is the character and characteristics of village government employees, if the village government has a good attitude/disposition, it will carry out policies well as desired by policy

makers. When the village government has a different attitude or perspective from policy makers, the policy implementation process also becomes ineffective, various development experiences in the village show that the level of commitment and honesty of the apparatus is low. Various cases of corruption that have emerged in countries, such as Indonesia are examples concrete results from the low commitment and honesty of the apparatus in implementing development programs.

4. Bureaucratic Aspects

The organizational structure in charge of implementing the policy has a significant influence on the implementation of the policy. One of the most important structural aspects of any organization is the existence of standard operating procedures (SOPs). SOP is a guideline for every implementer in acting. Organizational structures that are too long will tend to weaken supervision and lead to red tape, namely complicated and complex bureaucratic procedures, which in turn causes inflexibility of organizational activities.

b. Results Discussion

The Ngroto Village Government in implementing the function of public services in improving people's welfare is in accordance with George Edward III's version of the theory of policy implementation which includes Communication (communication), Resources (resources), Dispositions (attitudes) and Bureaucratic structure (bureaucratic structure).

1. Communication Aspect

Based on the research findings, the authors can analyze that the successful implementation of public service functions in improving community welfare in government administration and development services is supported by communication factors ranging from the transmission or distribution of information, clarity and consistency of information by the Ngroto Village Government as the lowest government institution and technical implementer. government services and development to the community. Submission of information carried out by the Ngroto Village Government either directly or online can be easily caught or clearly digested by the community. The public can easily find out the provisions of public service policies in the welfare of this community in the village government through the internet in general related to online services organized by the Ngroto

Village government, the terms of service and the terms of the online service mechanism.

2. Resource Aspect

This study found the resource aspects of implementing public service functions in improving the welfare of the people in Ngroto Village in government administration and development services in Ngroto Village that support starting from the quality and quantity of human resources (village apparatus), annual budgets and facilities for processing online services, especially services. government administration in Ngroto Village. This finding is in line with Subarsono's theory (2013: 91) which states that the resources in this organization have an important role to support the successful implementation of policies, which can be in the form of human resources, financial resources, supporting infrastructure and so on which are relatively large in number but determine the level of service policy implementation. public.

The knowledge of the Ngroto Village apparatus is optimal, which can be seen from the ability of the employees to carry out work based on the main tasks and functions (Tupoksi) of each employee. Knowledge of village officials is also supported by the experience and level of education to carry out their respective duties.

3. Aspect of Disposition

Based on the results of the study, it can be seen that the implementation of the function of public services in improving the welfare of the community in Ngroto Village is supported by the disposition of the implementer, namely the attitude of the Ngroto Village government employees and the community as recipients of the policy.

The disposition of the implementer in this case includes the willingness, desire and tendency of service policy actors to carry out government administration and development services seriously so that what is the goal can be achieved. This finding is in accordance with Subarsono's theory (2013: 91) that policy implementers have a positive attitude which means that there is great support for the success of policy implementation, while non-supportive implementers tend to hinder successful implementation.

4. Aspects of Bureaucratic Structure

Based on the results of the study, it can be seen that the bureaucratic structure contained in the implementation of public service functions in improving the welfare of the community in Ngroto Village in government administration and development services can be seen from the SOP aspects and aspects of the bureaucratic structure and communication which are already very good. has all types of government administration and development services online and offline in accordance with the Village Law No. 06 of 2014 and Law No. 25 of 2009 concerning public services, to be used as a reference and guideline for the implementation of services for the Ngroto Village government.

IV. CONCLUSION

Implementation of public service functions in improving the welfare of the community in Ngroto Village in carrying out government administration and development has been going well in terms of services for making KK, KTP, Birth Certificates and other documents as well as in the distribution of PKH and BLT program assistance is good. This policy has been clearly and consistently communicated from the Regent of Batang, District of Reban, related agencies and villages as well as the general public.

In implementing the principles of village governance and transparency, it has been supported by the quantity and quality of Ngroto Village government employees, an adequate and open budget in its implementation, both in terms of physical and non-physical developments that have been open and transparent to the community.

In providing facilities, service facilities and infrastructure as supporting the implementation of the program are not yet adequate, it is still necessary to add facilities such as computers, internet networks and other facilities that can provide maximum services, especially in government administration and development services. So it is necessary to add service facilities to support the smooth service process so that the service is maximized.

In developing the community, it has gone well with guidance for community institutions, youth and sports, women's organizations and PKK, social and cultural arts, inter-religious communities and guidance in security and order for the welfare of the community in Ngroto Village.

From the statement above that the implementation of the function of public services in improving the welfare of the community in Ngroto Village, Reban District, Batang Regency has been going well and in accordance with

applicable laws and regulations and is in accordance with SOPs, the Ngroto Village Community is already prosperous with the existence of various maximum services. from the Ngroto Village government although there are still some shortcomings related to facilities and infrastructure at the Ngroto Village Head Office. The secondary data for recipients of BLT and PKH assistance in this study are:

In 2020 there were 77 BLT recipients and 47 PKH recipients, in 2021 63 BLT recipients and 43 PKH recipients, then in 2022 45 BLT recipients and 35 PKH recipients. From these data, it can be said that the people of Ngroto Village have experienced changes where from year to year the number of beneficiaries has decreased.

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