

IMPLEMENTATION OF INTEGRATED ADMINISTRATIVE SERVICE POLICY "MELADEN DANG ASAK'NG"

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Abstract. Changes in government that were previously centralized to become decentralized certainly have an impact on the concept of public service delivery. Problems in the District Integrated Administration Service located in the sub-district under the auspices of the district are certainly different from handling problems in the city. One of the problems that often lands on the services implemented by the Linggang Bigung District office, West Kutai Regency, lies in internet network problems, it is not uncommon for services that are being carried out to be forced to stop because of problematic internet networks, so that it often causes pending files. This study aims to describe and analyze the sub-district integrated administrative services in Linggang Bigung District, West Kutai Regency, describe and analyze the implementation of the sub-district integrated administrative service policy in Linggang Bigung District, West Kutai Regency, describe and analyze the supporting factors and obstacles to the successful implementation of service policies. integrated administration of sub-districts in Linggang Bigung District, West Kutai Regency. This study uses a qualitative approach, with a descriptive type of research, while the research location is in the Linggang Bigung District office, West Kutai Regency, the data collection techniques used are interview, observation, and documentation techniques. While the research instruments are the researchers themselves, interview guides, and communication and documentation tools. The data analysis of this research used an interactive model, namely data reduction, data presentation, and conclusion data verification.

Keywords: Policy Implementation, Services, PATEN, District

INTRODUCTION

Services that used to feel very far from being fast, easy and cheap now have to change in line with the new concept of government (Chatzopoulou et al., 2022) which must also create access to better and closer services to the community (Ward et al., 2022) in order to realize prosperity as a guideline, and a benchmark for good government management (Effendi & Negara, 2022). One of the problems that often lands on the services implemented by the Linggang Bigung District office, West Kutai Regency, lies in internet network problems, it is not uncommon for services that are being carried out to be forced to stop because of problematic internet networks (Faura-Martínez et al., 2022), so that it often causes pending files. Another problem that also often greets lies on the part of the applicant's residents who still often do not complete the requested standard files, this is one of the problems that causes the longest pending file, until the residents return to complete the intended file. Problems like this, of course, make service officers and policy makers at the Linggang Bigung District office, West Kutai Regency have to seek the best solution so that this kind of problem does not happen again (Alfirdaus et al., 2022). Not only problems originating from the Linggang Bigung District office, West Kutai Regency and the applicant's residents, but problems from the center such as the availability of E-KTP forms are also still a dilemma for implementing officers (Wulandari et al., 2022). The applicant who submits the file may not necessarily be able to get a blank so that the E-KTP cannot be

printed, of course this is beyond the control of the service implementer of Linggang Bigung District, West Kutai Regency.

This study aims to describe and analyze the sub-district integrated administrative services in Linggang Bigung District, West Kutai Regency, describe and analyze the implementation of the sub-district integrated administrative service policy in Linggang Bigung District, West Kutai Regency, describe and analyze the supporting factors and obstacles to the successful implementation of service policies. integrated administration of sub-districts in Linggang Bigung District, West Kutai Regency.

The benefits of this research are as a correction material for improving integrated sub-district administrative services in Linggang Bigung District, West Kutai Regency and as input for efforts to improve the quality of public services, especially in integrated administrative services, Linggang Bigung sub-district, West Kutai Regency in order to become better and better quality.

METHODS

Research using this qualitative method is a process of research and understanding based on a methodology that investigates a social phenomenon and human problem. In this study, analyze the policies implemented to determine the formulation of policies in order to obtain in-depth knowledge about the object of research through an assessment of what is and is visible. The research was conducted in the Linggang Bigung sub-district, West Kutai Regency. This location was chosen

because it is in the Linggang Bigung sub-district that the District Integrated Administration Service has been running. The research was conducted for approximately 4 months, from March 2022 to June 2022. The data used are primary data and secondary data. Data collection used observation, interviews, and documentation.

RESULTS AND DISCUSSION

As previously stated, this study aims to assess the success of the implementation of the PATEN policy in Linggang Bigung District. Therefore, to be able to assess the success of the PATEN policy in Linggang Bigung District, researchers used a policy implementation model using 4 (four) main issues of effective policy implementation, namely communication, resources, disposition, and bureaucratic structure. As for the analysis of 4 (four) main issues of effective policy implementation, namely communication, resources, disposition and bureaucratic structure (Singgih et al., 2022). One indicator to be able to measure service quality is tangibles (Hsu et al., 2022). Based on the findings of the research site, Linggang Bigung District has adequate facilities and infrastructure to support officers in providing services. Such as computers, internet/wifi networks, and loudspeakers (Rusdi et al., 2022). Computers can be used to process data in such a way until the permit is completed (Gutte & Parasar, 2022). The internet/wifi network can be used by officers to be able to reach things that are needed (Freddy et al., 2022). And loudspeakers can be used to

call service users whose documents have been completed or other things (Wang & Piper, 2022). But there are still a few problems in the computer system (Caldarini et al., 2022). The available computers sometimes error so that the officer stops the file completion process, and waits until the computer can be used again (Egele et al., 2022).

If it is concluded, for facilities and infrastructure in general (Lionardo, 2022), it is sufficient to support officers in carrying out service activities. The officers have been well facilitated, there is even air conditioning so that the officers are more comfortable in carrying out their duties. So there is no more reason for officers to complain about the poor service delivery process.

In the implementation of PATEN, there is also a clear SOP. Where in the SOP there are details related to the completion time of the document, so that the officer who works must provide services in accordance with the SOP that has been previously set. The service officer in Linggang Bigung Sub-district promised to complete the document based on the length of time for processing the files in the SOP. Like what happened to one of the community, namely Mr. Yoseph when he was handling the IMB documents, the sub-district officer told him to wait for the filing to be completed. Because the necessary conditions are complete. But on the other hand, the officer said that he was required to come the next day to pick up the document because there was a problem with his computer. From this case, it can be understood that sub-district officers have

reliability. The nature of the reliability can be proven from the suitability of what was said by the officer, that the document could not be completed today. Based on the results of the analysis above, it can be said that the indicators of reliability or the reliability of officers in Linggang Bigung District in administering PATEN are quite good. This is reflected in the suitability of what service officers say to the community, accuracy, and the openness of officers when providing services to the community. Based on the findings on the research site, officers in Linggang Bigung District responded to all people who wanted to get services. This responsive attitude started from the first service provided by the officer. Where every community that comes is directed by customer service to fill out the guest book and provide a queue number. Then the community is directed to carry out the next process. It can be understood that service personnel provide services quickly and precisely. Based on the results of the analysis that have been explained, it can be said that for indicators of assurance or assurance of certainty, both in terms of time and financing, officers in the Linggang Bigung District have provided guarantees of time and financing certainty to the community quite well. The guarantee is given to the community in accordance with the applicable SOP, but it is possible that problems will occur at any time. However, under these conditions, the Linggang Bigung sub-district service officer will still provide certainty in accordance with the possibility of completing the document in accordance with the estimated completion time according to the officer. Based on the results of the

analysis above, it can be concluded that service officers in Linggang Bigung District already have a sufficient sense of empathy. The provision of services is carried out with a friendly, polite and respectful attitude to every element of society. Officers also process documents according to the serial number used. So there is no discrimination in processing documents.

Seeing the real reality, the communication that exists between the implementers of the policy, namely the Linggang Bigung District and the target group, namely the community, is not running optimally. This is because there are still people who do not know the PATEN policy. People still think that the service delivery in Linggang Bigung District is still the same as before, namely the service is slow and does not have clear procedures.

Basically, the presence of an inhibiting factor in a policy implementation can provide benefits for policy implementers. Why is that, because with the inhibiting factors, policy implementers will be able to find out the shortcomings of the implementation of a policy they are doing. So that the things that become obstacles can be renewed and refined again until there are no inhibiting factors in the implementation of a policy.

CONCLUSIONS

In general, the implementation of patent policy in Linggang Bigung District has pretty good. It's just that there are still obstacles in terms of communication. Communication between the sub-district and the community has not gone well. This is because there are still people who do not

knowpatent policy. So that some people are still confused about the procedures and patent line. However, the communication that exists between policy makers has been running consistently, and the communication made by the sub-district head to officers in the field is also quite good. The resources in Linggang Bigung Subdistrict are adequate, both human resources, budget resources and facilities and infrastructure resources. The existence of sufficient resources, can support the implementation of patent policy. The disposition or attitude of implementing policies are also quite good, reflected by the existence of separate support from the sub-district for patent policies, the service officers too will provide a friendly attitude while on duty. In terms of bureaucratic structure, service officers carry out their duties and functions in accordance with the Service Standard Operating Procedures (SOP). The distribution of responsibilities is also carried out in accordance with the composition of the technical team implementing the patent, so that each officer have a clear workload. The quality of service in Linggang Bigung District after the application of the patent is getting better. It can be seen from the indicators of tangibles or facilities and infrastructure supporting patents, Linggang Bigung District has adequate facilities and infrastructure for both officers who provide services or facilities and infrastructure provided for the community. The supporting factors for implementing the PATEN policy on licensing services in improving the quality of public services in Linggang Bigung District are divided into

two supporting factors, namely a clear legal basis and strong support from policy implementers. The clear legal basis means that the Linggang Bigung Sub-district has a hierarchical legal basis starting from the policies of the central government and then followed up by the local government to the decision of the sub-district head as the implementer of the policy. Strong support from policy implementers is reflected in the attitude of wholehearted service delivery and the desire to be able to implement PATEN to be even better.

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