

Optimization Of Integrated District Administrative Services

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ABSTRACT

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This study identifies and explains public services, primarily administrative services carried out in Medan Amplas District. The approach method used is qualitative, and data collection is carried out using interviews, observations, documentation, and surveys. The implementation of administrative services in the Medan Amplas sub-district has not been optimal, such as not increasing accessibility, especially for people with disabilities, the low level of employee competence in using Microsoft Office applications so that the service process is slow to the weak level of security at the sub-district office. However, based on the Community Satisfaction Survey (SKM), this study shows that respondents' perceptions of the SKM score of 81.944 are in the class 81.26 to 100.00. With these results, it can be interpreted that the implementation of PATEN in Medan Amplas District has an excellent quality value (A) compared to the results of interviews, field observations, and results of the SKM survey on the implementation of PATEN in Medan Amplas District. Ample can have been implemented well even though it has some drawbacks.

1. Introduction

As a State apparatus, service is the main task of a virtual device. Service as a process of meeting needs through the activities of others directly is a concept that is always actual in various institutional aspects. Not only in business organizations but more developed in government organizational settings. The implementation of services to the community is a function that the government must carry out to realize welfare for the community as a benchmark for implementing good governance. This task has been explained in the preamble of the Fourth paragraph of the 1945 Constitution and clarified in the Decree of the Minister for Empowerment of State Apparatus No. 25 of 2004, which outlines the guidelines for implementing public services (Ekonomi et al. 2021).

Public services are becoming increasingly important because they are always related to the community's interests at large. By providing good services to the community, the government will be able to realize the goals of the state, namely, creating community welfare (Nurcholis, 2007). Improving public services in the regions can be implemented with management innovations in service units in the Regional Apparatus Work Unit (SKPD) or at a level that directly deals with the community, one of which is the subdistrict. Who are in direct contact with the community? However, the conditions and situation at the sub-district level are still far from perfect. Therefore,

Today people's lives experience many changes due to advances in the previous development process and the rapid development of science and technology. One of them is changing people's mindsets in a more critical direction. However, people demand that the government can meet various demands in all aspects of their lives, especially in getting the best possible service from the government (Kusuma 2021).

In this regard, the Ministry of Home Affairs has issued Regulation of the Minister of Home Affairs No. 4 of 2010 concerning Guidelines for Integrated District Administration Services, which was then followed up with Decree of the Minister of Home Affairs No. 238-270 on Technical Guidelines for District Integrated Administrative Services (PATEN). PATEN is the administration of public services in the sub-districts whose management process from the application to the issuance of documents is carried out in one place through one service counter. The goal is to improve service quality and bring services closer to the community. The improvement in service quality is mainly seen in time and service costs. Through the administration of PATEN,

However, there are various public complaints regarding services in the sub-district in terms of implementing PATEN. Among them are facilities and infrastructure that are less supportive and the lack of competence of employees in implementing services. For example, public service facilities in the Medan Amplas sub-district have not increased accessibility, especially for people with disabilities, and expressed by service users, namely the slow service process, resulting in low service quality. This is due to the low level of employee competence in using Microsoft Office applications, where only about 50% of employees can operate it. Regarding security facilities, The community still complains about the weak level of security at the sub-district office, considering that there are residents who have lost their vehicles in the parking lot. This proves that the level of security in the sub-district office is low. Therefore, the purpose of this study is to determine the role of the District Government in optimizing the quality of integrated administrative services following the expectations of the community as customers in order to realize Good Local Government, with a case review in the Medan Amplas District (Ahmad 2020).

2. Method

This research activity uses qualitative research methods. Moleong (2004) suggests that what is meant by qualitative research is the collection of data in a natural setting, using natural methods, and carried out by naturally interested people or researchers. Qualitative data support results from in-depth interviews, observations, literature studies. However, quantitative data is also possible as a complement to the information used in the analysis of each research question.

In this study, to obtain a good data source, the researcher will interview several people who are considered the most knowledgeable about the conditions of the PATEN implementation in the Medan Amplas District (key informants), including the Head of Medan Amplas Sub-district (Irfan Asardi, S. Sos.), District Secretary (Mena Meri Selly, M.AP), Head of General Subdivision (Hilda Sari Hutapea, SE), Head of Sub Division of Finance and Pensi. Program (Fadillah Sanita HRP, S.Si), Head of Administration (Dian Harryanti, SE), Head of PMK (Drs. Sanris Rumahorbo), Head of Social Welfare (Amaluddin, AF, S.Sos), Head of Trantib (Alwendra Barus, S.STP, M.Si), Head of Sarpras Section (Andry Febriansyah, S.STP, M. AP)

Thus the critical informants used in this study were nine people, also members of the PATEN team in the Medan Amplas sub-district. Meanwhile, to measure the level of satisfaction of the community who received services after implementing the PATEN policy, the researcher will use 40 community representatives. To analyze community satisfaction, SKM assessment analysis techniques are analyzed; the conversion results using conversion numbers will produce 4 data classes, as converted to a fundamental value of 25, with the following formula shown in table 1.

3. Results And Discussion

Analysis of Community Satisfaction Survey Results

One manifestation of the characteristics of good governance is quality service. Service performance has a significant influence on the quality of people's lives. Therefore, building a reliable service management system is an obligation for a region to improve the welfare of its citizens, significantly if it is associated with the implementation of the PATEN (Subdistrict Integrated Administrative Services) program as regulated in Permendagri No. 4 of 2010 concerning Guidelines for District Integrated Administrative Services, in which all sub-districts have to implement the program. As a service center, in the sense that in the future, the sub-district is expected to be able to provide services to the community proportionally.

Value Perception	Value Interval SKM	SKM Interval Value Conversion	Quality Service	Performance Service Provider
1	1.00–1.75	25.00-43.75	D	Not good
2	1.76–2.50	43.76-62.50	C	Not good
3	2.51–3.25	62.51-81.25	B	Well
4	3.26–4.00	81.26-100.00	A	Very good

Following the purpose of PATEN, namely to improve the quality of services by bringing services closer to the community, so that from the aspect of the cost it is more efficient and the completion period will be faster and measurable according to service standards. When there is a complaint in the form of dissatisfaction, Public service delivery will quickly respond and find a solution.

Concerning the evaluation of the implementation of PATEN, the Camat submits a written monthly report on the implementation of PATEN in the District to the Mayor through the Regional Secretary with a copy to the relevant Agency/Department every first week. The relevant offices that receive a copy of the report on the implementation of PATEN by the Camat will evaluate this report. The results will be submitted to the Mayor of Medan in writing every second week of the following month after the agency receives a copy of this report.

Implementation of PATEN Results of SKM Survey

To answer the formulation of the problem about how the implementation of excellent community service refers to the Community Satisfaction Survey Indicators for Administrative Service Providers in Medan Amplas District, Medan City, the researchers conducted a survey of the community as service recipients.

The number of people used as respondents was as many as 40 people. The questionnaire filled out by respondents was based on the Guidelines for the Community Satisfaction Survey for Administrative Service Providers, which consisted of 9 service elements. Gradation of assessment in the questionnaire based on the Likert scale technique. The Likert scale technique directs respondents' perceptions of the four alternative answer choices available in the questionnaire so that the measurement results will get four assessment classes, namely:

Class A (the implementation of PATEN in Medan Amplas District is considered very good by the community) with a value of 81.26 to 100.00. Class B (the implementation of PATEN in Medan Amplas District is considered reasonable by the community) with a score of 62.51 to 81.25. Class C (the implementation of PATEN in Medan Amplas Subdistrict is considered unfavorable by the community) with a value of 43.76 to 62.50. Class D (the implementation of PATEN in Medan Amplas District is considered not good by the community) with a value of 25.00 to 43.75.

Based on the results of processing the SK Matas data on the implementation of PATEN in the District of Medan Amplas according to the respondents' perception, the SKM value of 81.944 was obtained, the value was in class 81.26 to 100.00. With these results, it can be interpreted that the implementation of PATEN in the District of Medan Amplas has an excellent quality value (A). So its implementation can be said to have been carried out well. The Camat also conveyed this good assessment that the Medan Amplas Sub-district is often compared to other sub-districts in the Medan City area and often receives visits from other areas for comparative study locations.

4. Conclusion

The service indicators that are operationalized in the implementation of the Community Satisfaction Survey in this study consist of service requirements, service procedures, service time, service costs, product specifications for types of services, competence of service implementers, behavior of service implementers, service announcements and handling of service complaints, according to public perception, it is categorized as very good with a quality value of 81.26.

Constraints in implementing PATEN in the Medan Amplas District are often hampered due to the low level of employee competence. Therefore, it is recommended that technology training be carried out in order to develop better employee competencies in order to optimize administrative services at the Medan Amplas sub-district office. Regarding the support of facilities for people with disabilities, it is necessary to organize and designed to make it easier for people with disabilities because they also play a role as recipients of services. In addition, facilities that need to be held in the next year are the procurement of CCTV. This is done to provide a sense of security to the visiting community regarding vehicles that are often lost and with the addition of CCTV, employee performance can be monitored. In increasing the participation of the public and the private sector to realize an increase in the quality of administrative services, it is necessary to conduct socialization or springrice about PATEN in collaboration with the community (community leaders, youth leaders, academics or with NGOs) and the private sector, for example in the management of public complaints so that in the future integrated administrative services in the Medan Amplas sub-district can be optimized.



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