

VILLAGE MINIMUM SERVICE STANDARDS IN BUATA VILLAGE, BOTUPINGGE SUB-DISTRICT, BONE BOLANGO DISTRICT

Ameliyati Hasyim¹⁾, Karlina Napu²⁾, Harsono Ahmad³⁾

^{1,2,3)}Bina Mandiri University Gorontalo, Indonesia

E-mail: ameliahasyim531@gmail.com, karlinanapu@gmail.com, harsonoahmad572@gmail.com

ABSTRACT

This paper aims to find out and analyze the Village Minimum Service Standards in Buata Village, Botupingge District, Bone Bolango Regency. The approach used in this paper is qualitative. The data collection techniques used in this paper are observation, in-depth interviews, and documentation. The data analysis technique used in qualitative data analysis is inductive, which is a study based on the data obtained and then developed into a hypothesis. Based on the hypothesis formulated based on the data. The paper results show that administrative services in Buata Village have met the minimum service standards following the regulation of the Minister of Home Affairs number 2 of 2017 concerning minimum village service standards. Buata Village has followed these three crucial points' direction, laws, and rules. The Buata Village government's implementation could have been more optimal, whether consciously or unconsciously. The Buata Village Government still finds several obstacles or factors, including the lack of maximum service to the community, inadequate facilities, ineffective human resources, and lack of pro-activity from the community.

Keywords : Standard, Service, Minimum, Buata Village.

INTRODUCTION

The village is a legal community unit that has territorial boundaries, which is authorized to control and manage government affairs, as well as community interests based on community initiatives, origin rights, and traditional rights that are recognized and respected in the system of government of the Unitary State of the Republic of Indonesia.

[1]

The Village Government apparatus is a government tool as the lowest government executor. In carrying out their duties and functions, they must be able to demonstrate their quality as servants of the community and servants of the State. As servants of the community, Village Government Officials are representatives of the community. With this dual function, it is expected that village government officials are able to represent

the community they lead. The Village Government under the leadership of the Village Head has the following duties:

1. Organizing the affairs of village administration, village development, village community development and village community empowerment.
2. Evaluation can be delegated to Perbup on the authority under the Village Law.

Thus, the village government carries out the functions of government administration, community empowerment, community services, organizing public peace and order, maintaining public infrastructure and facilities, and fostering community institutions. The essence of governance is the implementation of the function of service to the community, which is about how existing resources are used as well as possible for the benefit of the community. In this framework, to determine the service, the government

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needs to approach the community being served.

However, what happens at the lowest level of government, namely the village or kelurahan, is that there are many incidents involving the lack of government services to the community, both in quality and quantity. To obtain simple services, people are often faced with difficulties, such as convoluted procedures.

Service is the act of providing services to meet the needs of individuals or communities in need, in accordance with basic rules and procedures that have been established.

Minimum Service Standards (MSS) are basic needs of citizens, namely physiological needs that if not met will result in citizens living inadequately or even dying in vain (Hendrawan 2014: 368). The concept of minimum service standards is very different from the concept of service standards, which are usually directly related to 'procedures' or 'procedures' for service to the community. This is because SPM is related to the type and quality of basic services that are mandatory regional affairs that citizens are entitled to obtain at a minimum. This definition emphasizes more on the type and quality aspects of basic services rather than on the 'procedures for serving' the service user community with the target subject being the local government." [2]

Even the smallest parts of government, such as villages, have Minimum Service Standards in providing services to the community. This is as stated in the regulation of the Minister of Home Affairs Number 2 of 2017 concerning Village Minimum Service Standards. Village Minimum Service

Standards are a quality in the service process that must be fulfilled to the village community at a minimum. To accelerate the improvement of the quality of services to the village community for the realization of public welfare in accordance with village authority, the Buata Village Government of Botupingge Sub-district has not yet established Village Minimum Service Standards in accordance with Permendagri Number 2 of 2017." [3]

Permendagri No. 2/2017 explains that the Village Minimum Service Standards focus on 4 (four) things, namely:

1. Provision and dissemination of service information;
2. Provision of population and land data and information;
3. Provision of certificate letters; and
4. Simplification of services

The Village Minimum Service Standards (MSS) were prepared in order to: a. bring services closer to the community; b. facilitate services to the community; c. openness of services to the community; and effectiveness of services to the community.

The Village SPM is also designed to:

1. Encourage the acceleration of services to the community
2. Provide services to the community in accordance with their authority; and
3. As a means of community control over the performance of the Village Government.

In Buata Village, Botupingge Sub-district, Bone Bolango Regency, they have carried out service activities, namely serving the needs of the community, but it is not yet known whether this is in accordance with the

service standards set by the government as a reference or not, this can be seen in several village government activities, such as in serving correspondence to the community, for example a certificate of incapacity is still considered by some people to be too long or complicated and issuing the desired letter.

This contradicts what is done by village officials with what is expected by the central government through regulations that have been issued to make it easier for the community to get what they want. Of course, the activities mentioned above are expected to be in accordance with the state through the Permendagri mentioned above.

RESEARCH METHODS

In this study, qualitative methodology was applied. Basically, qualitative research has two objectives, namely: first, to describe and explore and second, to describe and explain. According to (Nasution, 2003) that the use of a qualitative approach is to produce grounded theory. Grounded theory is a qualitative approach whose main purpose is to develop theories about interest in phenomena. This is reinforced by (Moleong, 2011) which states that the purpose of qualitative research is to explain, predict and control phenomena through focused data collection from numerical data.[4]

Qualitative research conducts research in a natural setting or context of an entity. This is done, according to Lincoln and Guba (1985: 39), because natural ontology requires reality as a whole that cannot be understood if separated from its context. According to them, this is based on several assumptions: (1) the act of observation affects what is seen,

therefore the research relationship must take place in wholeness in context for the purposes of understanding; (2) the context is very decisive in determining whether a discovery has meaning for other contexts, which means that a phenomenon must be studied in the overall influence of the field; and (3) some contextual value structures are determinative of what to look for.[5]

The research focus and sub-focus are as follows: to find out how the Village Minimum Service Standards in Buata Village, Botupingge Subdistrict, Bone Bolango Regency.

The data collected through several important stages, including knowing the administrative service procedures that focus on Minimum Service Standards for the community. According to Lofland quoted by Lexy J. Meleong, the main sources of data for qualitative research are words and actions, the rest is additional data such as documents and others .[6]

The following are the methods used in data collection: 1.The process of collecting data for research includes observation, which is the basis of all science. scientists can only work based on data, namely facts about the world of reality obtained through observation. Observation is a systematic observation and recording of the symptoms under study. observation can be done directly and indirectly, because it requires accuracy and accuracy, in practice observation requires a number of tools, such as a list of notes and electronic recording devices. tape recorders, cameras and so on as needed[7]. 2.interview is a conversation with a specific purpose, the conversation is carried out by two parties,

namely the interviewer (interviewer) who asks questions and the interviewee (interviewee) who provides answers to those questions.” interview according to the definition of esterbeg, as quoted by Sugiyono is a meeting of two people to exchange information and ideas through questions and answers, so that they can construct meaning in a particular research topic.[8] 3.Documentation, used to support interview data, including mainstream media articles and photographs of research findings. There are two kinds of documentation, namely making groupings of data to be searched and creating variables to be collected.[9]4. informants, are people who are used as sources in digging up the necessary information. There are two kinds of documentation forms, namely making groupings of data to be sought and making variables to be collected information.

The author hired the following informants to obtain the data and information needed for this research;

Table 1 List of Research Informants

No	Position	Total
1.	Village head	1
2	Head of Planning Affairs	1
3	Head of service section	1
Total		3 people

ESEARCH RESULTS

Village Minimum Service Standards

Based on the results of research on Minimum Service Standards (MSS) at the Buata Village Office, Botupingge Sub-district, Bone Bolango Regency, it can be described as follows:

1. Service procedures

Services to the community by the Buata Village government in Botupingge Sub-district have been carried out from year to year, both administrative and technical in nature. In providing services to the community, the Buata Village government is guided by the Minister of Home Affairs Regulation Number 2 of 2017 concerning minimum village service standards. This is as stated there are 4 (four) important points that become the standard of service to the community based on the Permendagri, namely as follows:

- a. Provision and dissemination of service information;
- b. Provision of data and information on land and land clearing;
- c. The provision of clarity slips; and
- d. Plenyledlerhanaan pelayanan;

This is in line with the expression of Mr. RS, as the Acting Head of Buata Village, saying that “In conducting services, we, the Village Government, are guided by our own service standards, namely in accordance with Permendagri number 2 of 2017 concerning Village minimum service standards” In accordance with the mandate of the Permendagri 4 important points, the Buata Village Government has implemented it. This is clearly illustrated by the explanation of the Buata Village Head as follows: “Of the 4 points listed in the Permendagri, we have implemented all of them, for example, the

provision of the certificate requested by the person concerned, at most 5 minutes is completed because in signing the certificate I have given the mandate or authority to the Head of the Government Section to be able to help complete it.” (interview, February 15, 2024).

2. Service completion time

Based on the research results, which include aspects of the timeliness of service completion, service waiting time, and the speed or slowness of services provided by village officials, overall it is considered quite good. This can be seen from the timeliness of services, which is highly dependent on the presence of the Village Head at the location. If the Village Head is present, the service process will run quickly; conversely, if the Village Head is not present, the service process tends to be slower.[10]

In carrying out administrative services, there are separate officers in accordance with the duties and functions of each section head or head as mandated by laws and regulations, for example in the community requesting a certificate of incapacity, it is enough to complete the data and bring certain documents including KTP and KIP Card.

In conducting services, the Buata Village Government plans the work and activities for the next 1 year as stated in the APBDes for the year. This is in line with the head of planning and service affairs Mrs. AH, saying that: “In carrying out activities, both physical and non-physical, our village government is guided by the APBDes for the current year, and especially in the field of services to the community we are always emphasized by the village head to always be guided by laws and

regulations, for example in making complaint boxes and village infographics related to incoming and outgoing funds must be known by the community and of course there must be transparency or openness related to the budget.” (interview 15 February 2024).

Furthermore, the village head said that from the Permendagri above, the village government should elaborate it by making village minimum service standards specifically regulating the time of arrival until the completion of administrative products requested by the community.

Obstacles / Problems Experienced in Minimum Village Services

In the implementation of government activities, especially excellent or maximum service to the community, of course, there are obstacles and shortcomings in its implementation, which include the following:

- a. Human resources related to the use of Information Technology are still lacking;
- b. Lack of pro-active community in making complaints;
- c. The absence of village regulations or village head regulations regarding Buata Village's minimum service standards to the community.
- d. Inadequate facilities; and
- e. Lack of sensitivity from village officials related to community services.

How to overcome obstacles related to village minimum service standards

Mr. RS as Acting Village Head said that “The way the Village Apparatus overcomes problems related to their human resources is to attend training and capacity building for

village officials, village officials will also make information boards related to service procedures that the community needs and are always guided by statutory regulations, for example in making plengadluan boxes and village infographics related to incoming and outgoing funds must be known by the community and of course there must be transparency or openness related to the budget.” (interview 15 February 2024).

DISCUSSION

Purpose of Village Minimum Service Standards

Village Minimum Service Standards are guidelines that regulate the type and quality of services that are the responsibility of the village in providing services to its community. The Village Minimum Service Standards define the basic services that must be available and accessible to every villager, to ensure that the basic needs of the community are met at the village level in a consistent and sustainable manner. These standards are designed to ensure that villages are able to fulfill their obligations to provide quality services, covering various aspects of daily life, which are the business of the village.

The Village Minimum Service Standards (MSS) cover several key areas, such as health services, which include access to basic health facilities and immunization programs; education, which involves providing access to adequate basic education for village children; basic infrastructure, such as the provision of clean water, sanitation, and adequate road access; and administrative services, which include population

administration, civil registration, and licensing services. The standard also considers aspects of security and public order, social protection, and efforts to empower the economy of village communities.

The main objective of implementing the Village Minimum Service Standards is to ensure that every villager, without exception, has fair and equal access to the services needed to improve their quality of life and welfare. The Village Minimum Service Standards also serve as a benchmark for village governments to measure their service performance, as well as a guide for more effective and efficient resource allocation and village development planning. Ultimately, the Village Minimum Service Standards become an important instrument in realizing independent, prosperous, and socially just villages.

The determination of the implementation of Village Minimum Service Standards is intended to:

- a. The implementation of services to the community is closer to the target;
- b. The smaller the bureaucratic chain that must be taken by the community in the implementation of services;
- and c. District / city governments can make efficiency and effectiveness in service delivery.

Conclusion

In the implementation, whether we realize it or not, the Buata Village Government has not implemented it optimally. The Buata Village Government still finds several obstacles or factors including the lack of human resources related

to the use of Information Technology, the lack of pro-active community in making complaints, the absence of village regulations or village head regulations regarding the minimum service standards of Buata Village to the community; inadequate facilities; and the lack of sensitivity of village officials related to community services.

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