

ZIMPLEMENTATION OF MINIMUM SERVICE STANDARDS IN HULAWA VILLAGE, PAGUYAMAN DISTRICT

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ABSTRACT

Research objectives is For know application standard minimum service in Hulawa Village Paguyaman Regency Boalemo .

The research method used is approach qualitative with type study descriptive . method data collection used in study This is observation , interview and documentation. Technique data analysis used is technique qualitative data analysis , with stages as proposed by Miles and Haberman is data reduction , data presentation and withdrawal conclusion / verification .

Research results is application standard minimum service in Hulawa Village Not yet fully walk with ok . Good standard minimum service provision and distribution information sometimes found community _ or visited at home No is at place . Standard service provision of data and information administration population in Hulawa Village must adapt with renew document already _ There is with a new format . Application standard service gift letter information in Hulawa Village it turns out encountered in the manufacturing process letter information finished For signing letter sometimes Village head / Secretary of Village No be in place . Application standard minimal service simplification service in Hulawa Village rated own lack facilities and infrastructure supporters in make letter information or administration other . Application standard minimum form of service complaint public in implementation service found public No own letters completeness management administration at the Hulawa Village Office .

Keywords : Application , Standard , Service , Minimum

INTRODUCTION

Service in the Village is a must in a manner automatic give image on performance apparatus , cause policy government in carry out service the public does n't off on Standard Service . Even performance apparatus government so it's very related to the problem quality service to be given . So that implementation service must customized with must standard _ be observed . For that is , quality in

service minimum service because still very far from desire society that hasn't understand on a must service provided and implemented in accordance government clear procedures . _ _ So that context general in Local Government , especially service public can give service in accordance need community and others so that they can fulfil interest in regulation important and the right way customized with gift satisfaction with society For service .

because _ exists Standard Minimum Service in each agency government , fine government center , area nor village , get improved quality through proper service _ time and no convoluted , so impression public as the person being served get satisfaction to what he received .

In relation with matter that , Triguno in Nurdin (2019:16) defines indeed quality _ in accordance implemented standards _ individuals , groups and institutions organization at the source Power human , where quality Work or process as well results job . Quality is service in a manner maximally on the terms of society . So that quality in good service _ so attitude and manner apparatus For give service society . Furthermore service and delivery are also explained best is service every day , with fast , very polite , helpful and friendly even professional and very capable . So that service very important basis _ _ must in accordance quality service base to be given to the community . Muu service base become based on the quality and quantity of goods and services so that can fulfil service base to be run on standard technical Good alive and worth it . Minimum service system implemented as well as set in accordance with authority , availability , reach , continuity , measurability and appropriateness target minimum services implemented in the village. So that village must fulfil service suitable basis _ with need education , health , administration government common and capable manage room , house residents in residential areas , peaceful _ harvesting public so that in protection public social . So that government village must capable carry out service in a manner base as well as implementation in accordance standard minimum service will be held even gift information , data requirements , data

provision as well information land as well as information population , simplification services and complaints society until giver simplification complaints and services to society .

Hulawa Village Subdistrict Paguyaman become object study congested Regency Boalemo . In the service process especially in the Hulawa Village Government it turns out Still Lots things found _ like a number of aspect or condition in a manner clear on the ground . In execution service provision population data book like the register book in the village Not yet complete / data yet in accordance with Card Family , Identity Card (KTP). So that sometimes public in look after need like provision help feel difficulty caused by missing data appropriate . Besides that in Issuance of Certificate no according to personal data in the village sometimes make Village government must more Be careful in give letter information that can make public Alone No experience difficulty or No made over and over again in making letter information to be made .

In preparation and deployment information service done data collection in accordance with existing information data in Hulawa Village , each implementation activity during This lots of data requested to public but sometimes public not enough response in provide good data data for Identity Card , Card _ Family or For help to society . So that impact moment distribution help social in gift information to public make public sometimes feel that Village government is not fully as recipient help. Apparently gift information help social to public No walk with well. Besides it is for the Hulawa Village Government simplification level services _ _ _ must done in a manner gradually while wait

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endorsement regulation arrangement simplification services in the Hulawa Village Government .

So that you can directed towards the goal mainly in enhancement effectiveness governance and acceleration taking decision especially in increase service to society . this _ directed to get realize standard service minimaldi The Hulawa Village Government is more dynamic and professional in support performance service to society . Then the last related minimum service is complaint society should _ done in a manner fast but see condition Hulawa Village Government Still Far from hope in accept complaint from society . this _ proven like dispute land usually settlement must report to village But wait until head village down For settlement dispute to be happened .

Based on existing problem _ in research , then researcher formulate title study about Application Standard Minimum Service in Hulawa Village Subdistrict Paguyaman .

RESEARCH METHODS

Approach study can used is qualitative . Where will There is description results study with form descriptive , with exists sentence or verbally according observations of those who are observed and adjusted with conditions on the ground . So that need exists instrument important in research . In Siyoto and Sodik (2015:17) it is explained that approach qualitative is a process of research and understanding based on methodology that includes phenomenon social and problems human . In accordance with understanding before , results approach qualitative can used as part from studies empirical obtained . _ So that approach This be very important used in overcome problem research that is usually highly probable For reveal

problem to be focus research . Raco (2020:67) explains that description is provide a resolution process problem research and cases that occur and in form narrative For settlement research .

RESEARCH RESULT

Written or hear story about lush countryside , vegetation _ green , on the ground overgrown flat _ trees and shrubs still thicket _ lush . Live a group of insiders harmony and peace . Village "HULAWA" District Paguyaman is expansion from Saripi Village on 16 December 2005 and arrived Now the location be next door east of Saripi Village .

Hulawa Village in a remote village _ from Saripi Village inhabited by tribes Gorontalo started _ growing in numbers resident the more solid , with increase amount the population and area of Hulawa Village , hopes and desires public For even distribution development as well as control and service public . For That public give aspirations through Village Government in form Hulawa Village . So that based on facts , moreover cover society , they reluctant give the name of Hulawa Village and hopefully Name village This bring wisdom, so that later public authoritative and kind gold . Hulawa Village Subdistrict Paguyaman Regency Boalemo Gorontalo Province is located in the south of Hulawa Village which has area of \pm 5,200 hectares . Currently Hulawa Village _ consists from four hamlet including Durian Hamlet, Tengah Hamlet, Labiya Hamlet and Waantagili Hamlet . Boundaries in Hulawa Village This conflicted with Saripi Village in the north , Balate Jaya Village in the south , Tenilo Village in the east continent and Saripi Village in the west. Job flow Village Head / Village Head already done 8 times , position First led by

Alm. Mr. Syamsu B. Hintalo in June - November 2006 for 6 months . In November 2006 – March 2007 led by the Village Secretary , Mr. Hamid Majabi as PLH for 3 months . March 2007 – September 2022 led by Mr. Syafrudin Alinti as Elected Village Head for 5 years , then leadership replaced by the Village Secretary Mr. Hamid Majabi as PLH from October 2022 – March 2013 for 6 months . March 2013 – September 2018 Village leadership led by Mr. Yasin Hitalo as head village selected for 5 years , and October 2018-October 2019 led by Mr. Sukrin Wolingalo as executor task for 1 year after That application by Mr. Rosman Yusuf as Acting , namely November 2019 - December 2019 for 1 month . Furthermore leadership led by Mr. Rustam Ake who is the Elected Village Head period January 2020-December 2016 for 6 years in office until moment this .

DESCRIPTION OF RESEARCH RESULTS

Services in Provision and Dissemination Information Service in Hulawa Village Subdistrict Paguyaman Regency Boalemo

In demands society really needs very simple , fast , transparent and easy service accessed . Where is the supply and distribution information be very important with through various appropriate steps _ with the medium to be held Good meeting live , social media and more . Interview results with RA delivers response related supply and distribution information services in Hulawa Village that :

Delivery information done with publish meetings and media accessible and understood by the public letter affixed notices / announcements _ in places common frequently _ visited

society (eg stalls , stalls) (October 8, 2022).

Other than that , same opinion put forward by ND explained related preparation and distribution information service that :

Delivery done through meeting / assembly with society . (October 8, 2022)

In addition , the opinion expressed by AK gives opinion related preparation and distribution information services in Hulawa Village say that :

Convey direct to society . (October 8, 2022)

Interview results with AO delivers explanation that :

Convey information with come over direct society (8 October 2022)

In carrying out service in Hulawa Village Subdistrict Paguyaman related supply and distribution information service then it is very necessary publication through meeting , meeting as well as meeting with society . Even he hoped through media which is indeed very easy accessed and understood society . Or is announcement through posted announcement _ in a frequent place visited society . Apart from executing supply and distribution information service in Hulawa Village . can be found a number of constraint or obstacles encountered _ in carry out matter the . As described _ or interview with SW gives response that :

Society doesn't There is place / at home . (20 October 2022)

Even opinion on stated by the related RT obstacles encountered _ that :

Nothing _ constraint public direct respond . (11 October 2022)

Same opinion _ put forward by RA gave obstacles encountered _ that :

Infrastructure / places are lacking adequate . (11 October 2022)

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Interview results with LH delivers response related obstacles encountered _ are :

None (9 October 2022)

It turns out in accordance with results interview related constraint or obstacle in carry out supply and distribution information related services in Hulawa Village most public moment visited No There is in place or at home . Besides that constraint heaviest most society that doesn't respond Because lack of facilities and infrastructure in look at the actual data not enough adequate . So that services in Hulawa Village must noticed is position apparatus village hulawa in provide and distribute information service to society .

Interview results with AK delivering explanation related position apparatus village in provide and distribute service that :

Some people are lacking understand direct come over part service . (October 8, 2022)

In addition , SSP provides explanation related position apparatus village in supply and distribution information service to community in Hulawa Village say that :

Carry out data collection repeat . (October 9, 2022)

Previously SW gave close view _ The same related position apparatus village that :

As kasie well-being I only say hello information in accordance time that has determined for example delivery information reception help . (20 October 2022)

From explanation previously that position apparatus village hulawa in provide and distribute information service to community in Hulawa Village of course not enough understand already _ come over part services at the Hulawa Village Office . Apart from that it is very necessary

exists appropriate data collection with need the information you need time to come be delivered with recipient help certain . Provision of Data and Information Population and Land in Hulawa Village Subdistrict Paguyaman Regency Boalemo

Availability of data and information must in accordance with provision of data and information on administration population as well as data and information land on implementation services in Hulawa Village Subdistrict Paguyaman . Become conversation moment this , deep provision of data and information population as well as land must according to the village hulawa must do and apply mechanism availability of data and information population as well as land .

Interview results with RA delivers explanation related provision of data and information population as well as land in Hulawa Village that :

Village provides Register book , book report residents , books archive of KTP, KK, land data book village . (11 October 2022)

Also , an explanation interview with RT giving view that :

Village provides board information , billboards each of which reads about management Population and management land / land . (November 11, 2022)

Even same opinion _ explained SW explained related provision of data and information population as well as land that :

Village provides report population and land data book in the form of land data society .(October 20, 2022)

Interview results with DK saying that :

Village officials play a very important role important in service and information to public Because source information about regarding service

That from the Village. (11 October 2022)

Based on explanation on previously availability of data and information population and land in the village hulawa provide a number of matter like board information , billboards each of which reads about management population and management land / land , register book , books report residents , books archive of KTP, KK, land data book village provide report population and land data book in the form of land data society .

In addition , it turns out found a number of constraint in implementation mechanism availability of data and information population as well as land according to Hulawa village . this _ proven with results interview with RA delivers response that :

Information related management Population documents /formats and books document land sometimes changed so that government village must adapt with renew document already _ There is with a new format . (October 8, 2022)

Other than that , the responses are the same described by ND gives explanation that :

Society yet have KTP, KK and others , community Not yet own letter land / certificate land so that in Filling in size data wide land in the village Still many have n't appropriate . (October 8, 2022)

Even supported by interviews with AK delivering explanation that :

Society still many have ID cards, KK do not adapt update data in the Village. (October 8, 2022)

Then results interview with NVE delivers response that :

Time to collect KTP and KK. (11 October 2022)

From explanation on it turns out constraint biggest being in a real society in a manner direct Not yet have

KTP, Card Family and some public Not yet own letter land / certificate even exists update from a number of document which administration _ Local Government must adapt with the latest .

Furthermore same opinion _ described by several informant related position in data availability as well information population as well as land in Hulawa Village . According to results interview with RT giving explanation that :

Apparatus do data collection return for society that hasn't updating data in the village. (October 11, 2022)

Furthermore results interview with SW gives explanation related position in provision of data and information population as well as land that :

Do improvement of population data form Card Family .(October 20, 2022)

Furthermore opinion from SP delivers explanation as following this :

Do improvement of population data form Card family . (October 9, 2022)

Furthermore results interview with NVE delivers response that :

Not supported yet (October 11, 2022)

From the results interview with a number of informant that position in availability of data, information Hulawa Village population and land affairs explain need exists repair in a manner thorough for each data. Then with provision and adjustments made to the KK or KTP through data updating _ thorough .

Services in Providing Certificates in Hulawa Village Subdistrict Paguyama Regency Boalemo

Speak application service furthermore is give letter information to the Hulawa Village Government which really needs it service in accordance with data requirements , information needed . So

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that No exists appropriate data changes with previous data . But condition general in letter information can customized with files that are really needed in the service of Hulawa Village .

In carrying out service especially relate with letter issued information _ from the Village. Then there is mechanism gift letter information that can carried out in the village of Hulawa . Interview results with RA delivers response that :

The applicant / community administers it letters _ information bring condition in the form of KTP, KK, then brought to officer service accompanied by the head hamlet For accept service , then letter will submitted to applicant or existing society _ initialed and marked handled by the village head . (October 8, 2022)

Furthermore interview with ND gives view related mechanism gift letter information on Hulawa Village are :

Certificate _ given to public if required file _ as condition catch . (October 8, 2022)

Opinion from results interview with AK delivering explanation as following :

Management letter information public required bring Card Family /KTP. (October 8, 2022)

Furthermore results interview with DK giving explanation that :

There are some the requesting community represented by the head hamlet in matter management letters on village, and some are direct come to the Village. (20 October 2022)

From the results interview related necessary mechanism _ passed in service gift letter information in Hulawa Village . Then it must exists letter existing applicant _ marked handle Village Head then fulfil mandatory conditions _ such as a

passport or identity card. Then every inhabitant give information to officer Good from Head of Hamlet or existing apparatus _ in make it easy letter description .

So that Hulawa Village Government Still based on or based on policy Permendagri Number 1 of 2017 Concerning . Standard Village Minimum Service . Just got a number of obstacles and obstacles in gift letter information in Hulawa Village . Interview results with SSP delivers response that :

Nothing _ constraints . (October 9, 2022)

Other than that , the responses are nearly the same by SW gives explanation that :

Nothing _ constraints . (20 October 2022)

It turns out There is view or another opinion from The RT Village apparatus gave explanation that :

During the manufacturing process letter information finished For marker hand letter sometimes Village head / Secretary of Village No be in place .(October 11, 2022)

Even results interview with LH delivers response that :

Come direct to Head of Hamlet for necessity the letters we need. Sometimes we don't either through head of Hamlet and Direct meet the officer or apparatus in the Village Office for request service management letter . (October 9, 2022)

From the results a number of interview with informant explain that in carry out service to society . But meet obstacles and obstacles in gift letter information in Hulawa Village like is known before and almost the same in general it turns out signing letter sometimes marked _ hand No There is place . So that almost The same with explanation previously sometimes need exists related

considerations _ position apparatus village in gift letter information in Hulawa Village . Like results interview with RA delivers response that :

Apparatus do service to public with nice and polite . (11 October 2022)

Related same opinion _ stated by officials SW village delivers explanation following this :

village officials immediately give information service to society related with need so that need service in the village. (20 October 2022)

Even same opinion _ described by RT gives view that :

Apparatus do data collection return for society that hasn't updating data in the Village. (11 October 2022)

Furthermore results interview with AO delivers response that :

As a representative of public we help society in need service in the village. (October 8, 2022)

From the results interview on is known that it turns out in see to what extent position apparatus village in gift letter information in Hulawa Village it turns out There is a number of a must _ noticed apparatus village like need exists updating of data as well as very necessary exists attitude or Attiduce that indeed the impression is very good .

Simplification Service in Hulawa Village Subdistrict Paguyaman Regency Boalemo

Simplification service can held in framework realize assignment . In case this , the intended assignment affairs the village government of Hulawa which indeed become authority related service to society . In carrying out simplification service in Hulawa Village so there is mechanisms and steps in accordance with provision like results interview with RA delivers explanation that :

Village government down direct to the houses public For do service in the form data collection society that hasn't have ID card and KK. (October 8, 2022)

Also , an explanation from ND delivers steps taken _ in simplification service is as following :

Implementation service assigned to kaside government assisted by village operators . (October 8, 2022)

Besides that , almost The same with explanation with that AK in simplification service then we will do a number of matter as following :

The people come to Village Government assisted hamlet head For do service . (October 8, 2022)

Furthermore results interview with AO delivers response that :

We Hamlet Heads can represent public in management letter for example Card Family from the Village to to capil (8 October 2022)

Interview conducted _ will give explanation that implemented mechanism _ so that can do simplification service is coming community _ to Village Government assisted Hamlet head in do service . Then at the Hulawa Village Office will assisted by Head of Government Section and village operators . Even a number of apparatus village in a manner No direct down to field For request related data necessity service in Hulawa Village . It's just that , the obstacles encountered in do simplification services in Hulawa Village as found . _ Interview results with SW say that :

Facilities and infrastructure Still not enough like lack of facility service computer / laptop. (20 October 2022)

Interview results with RT giving response related real obstacle _ often happen that :

Facilities and infrastructure still minimal. (11 October 2022)

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Even results interview with RA giving explanation that :

Facilities and infrastructure still minimal (October 11, 2022)

Interview results with LH said that :

Lack of computer or a laptop at the Village office when computer No can be used or error apparatus or officer must looking for another laptop for make letter so that made us wait a long time. (October 9, 2022)

From several response informant relate with real obstacle _ found in simplification services in the Hulawa Village Government is related real facilities and infrastructure _ still minimal. Even in implementation technical service like tool write or laptop still not enough so that matter This make it difficult in simplification services in Hulawa Village Government . this result give description that position apparatus village in simplification in Hulawa Village . Like results interview with RA say that :

Apparatus / parts service direct do service to coming community _ to village . (11 October 2022)

Interview results with AK delivering response position apparatus village in simplification in Hulawa Village say that :

Apparatus / parts service direct do service to coming community _ to village . (October 8, 2022)

Even results interview with SSP say that :

Direct give service to society in need service in the village . (11 October 2022)

Interview results with DK saying that :

Nothing _ room wait (October 20, 2022)

From several informant give explanation that position apparatus village related simplification service so must do service to public with Good

moment come to the Hulawa Village Office. When it comes they give service in a manner directly to society .

Form Community Complaints in Services in Hulawa Village Subdistrict Paguyaman Regency Boalemo

Complaint community at the Hulawa Village Office of course must in accordance with delivery complaints to the community at the Village Government

hulawa. Even in implementation true service _ No in accordance with SPM or true devotion _ need follow carry on in distribution need services in Hulawa Village . Interview results with SW explained related form complaint community in Hulawa Village explain that :

Most public do complaint form management Card Family /KTP. Especially recipient village assistance . (20 October 2022)

Interview results with the associated SSP form complaint public that :

Most public do complaint form management Card Family /KTP. (October 9, 2022)

Even results interview with related NDs form complaint give explanation that :

Government village serve society that does complaint and process complaint the after a day complaints by the public and do Taking information by the Kadus/BPD/LPM later Reported to head and be punished continue with making letter BAP results to the community. (October 8, 2022)

From explanation related form complaint community in Hulawa Village must customized with need society . Where is the moment exists complaint must done a day and done taking information both Kadus and BPD. Then reported to the village head followed up through making letter BAP results to society . It 's just

during This in carry out complaint community in Hulawa Village own a number of constraint or obstacles . Like results interview

with SW say that :

Society doesn't own letters completeness management Card Family form Marriage Certificate that becomes condition making Card Families at the Capil Office . (20 October 2022).

Besides that , results interview with SSP delivers response that :

Society doesn't own letters completeness management Card Family form Marriage Certificate that becomes condition making Card Family at office Capil . (October 9, 2022)

Then results interview with ND gives explanation that :

Nothing _ constraint (October 8, 2022)

Interview results with NVE delivers response that :
None (11 October 2022)

From the results interview it turns out constraint during This only limited to letters completeness or Card Family or need other . In accordance with necessary administration . _ Also , position _ apparatus village in Hulawa Village can accept complaint society . Like results interview with SW say that :

Apparatus village must Want to accept information with fast and accurate . (20 October 2022)

Besides that , results interview with SSP position apparatus village in complaint public that :

Service complaint accepted every day Monday until friday . (October 9, 2022)

Besides that , results interview with ND gives explanation position apparatus village in complaint public that :

Serve public with nice and polite .
(October 9, 2022)

Interview results with NVE informants provide explanation that :

If No There is Our hamlet head immediately do complaint to Head Village.. (October 11, 2022)

Interview results with informant give explanation that position apparatus village in complaints made _ society . Where to exists service from monday and friday . As well as needed good and polite service _ in accordance with fast and accurate .

CONCLUSION

Based on results research and discussion , then conclusion in study is as following :

Good standard minimum service provision and distribution information sometimes found community _ or visited House No is at place .

Standard service with must adapt with renew document already _ There is with a new format .

Application standard service gift letter information in Hulawa Village it turns out encountered in the manufacturing process letter information finished For signing letter sometimes Village head / Secretary of Village No be in place .

Application standard simplification of minimal service service in Hulawa Village rated own lack facilities and infrastructure supporters in make letter information or administration other .

Application standard minimum form of service complaint public For implementation service found _ public No own letters completeness management administration at the Hulawa Village Office .

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