

## Implementation of Village Minimum Service Standards (SPM) in Pancana Village, Barru Regency

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**ABSTRACT :** The government must fulfill the basic needs and rights of civil society through efforts to provide quality public services. Efforts through service quality evaluation are one of the right steps to review the success of each region in providing public services according to applicable rules, especially in small sub-units such as villages. The purpose of this research is to measure the success of Pancana Village services using the benchmark of Permendagri No. 7 of 2017 for the realization of self-sufficient villages. This research uses descriptive qualitative method. The data collection techniques used by the author in this study are library research, field studies consisting of observations and interviews and documentation studies. Data analysis used descriptive analysis techniques, namely to analyze more deeply about the evaluation of service quality in Pancana village through one special indicator, namely Permendagri No.2 of 2017. maximum, every SPM indicator has been met 2) Pancana Village has been categorized as a self-sufficient village in Barru Regency from around 40 villages, not only that the efforts of village government officials to lead Pancana village as a self-sufficient village are realized by making Pancana village a tourist village.

**KEYWORDS :** Service, Policy Implementation, Minimum Village Service Standards

### I. INTRODUCTION

The implementation of public services is an effort by the state to meet the basic needs and civil rights of every citizen to goods, services and administrative services provided by public service providers (Maryam, 2016). Village governments are considered more effective in overcoming regional problems than district governments. As the regulation of the Minister of Home Affairs of the Republic of Indonesia number 114 of 2014 states that a village is a legal community unit that has territorial boundaries that are authorized to regulate and manage government, the interests of local communities based on community initiatives, rights of origin and traditional rights that are recognized and respected in the government system of the Republic of Indonesia.

The village is the smallest sub-unit of the region and/or government organization directly related to the community. This unit has the authority to take care of its own household affairs with which the village is obliged to provide excellent public services to its people. There is no control system/benchmark used to measure the success rate of village pemelik to date. Efforts to accelerate the realization of community welfare in the strategic environment of globalization by using the principles of equality and justice, one of which is realized through the establishment and application of Minimum Service Standards (SPM).

Therefore, to review the quality level of village government, indicators of public organization performance assessment are used as a benchmark. With reference to Permendagri Number 2 of 2017 article 5 concerning village minimum service standards, it is divided into several parts, namely (1) Provision and dissemination of service information, (2) Provision of population and land data and information, (3) Provision of certificates, (4) Simplification of services and community complaints.

Pancana Village is a village in Tanete Rilau District, Barru Regency, South Sulawesi Province. This village is very famous in South Sulawesi because it is the center of world literature written by the original poet bugis, the Kitab Lagaligo. Pancana Village covers an area of only 9.2 km bordering Pangkep Regency, South Sulawesi. But it is now known as the International village at the end of Barru (Abubakar, 2019). In addition, the village government system is relatively good compared to other villages in Barru Regency. It is hoped that by conducting an evaluation according to the applicable village SPM, it can lead pancana villages to become self-sufficient villages (developed villages). Based on the interim analysis conducted by the author, several indicators of performance assessment of public organizations referring to Permendagri no.2 of 2017 article 5 have not been fully implemented / available at the Panpana Village office, Tanete Rilau District, Barru Regency.

As previously researched by Lisna Wulandari (2018) in her article entitled "Application of Minimum Service Standards (SPM) by the Village Head at the Saguling Village Office, Barebeg District, Ciamis Regency" which elaborates on the quality of village services with their success rates in each indicator of Permendagri No.2 of 2017 (Wulandari, 2017). Salamah and Budi Setiawati (2020) on "Implementation of Permendagri Policy No.2 of 2017 concerning Village Minimum Service Standards (Case Study at Tanta Village Office, Tanta District, Tabalong Regency)" (Salamah, 2020). Then, research conducted by Dinnar Wahyun (2018) "Community Empowerment Strategy in the Development of Ngallanggeran Tourism Village, Gunung Kidul Regency" (Wahyuni, 2018).

Of the three studies, the author took a common thread to conduct research on the transformation of governance in order to realize a Self-Sufficiency village in an area. The author chose Pancana Village because Pancana Village is classified as an Independent Village in Barru Regency. The main problem is the provision and dissemination of service information that is not up to standard. Based on the interim analysis for the stage of review, the population documents are not well arranged. People are often involved in the management of population administration because they are confused about the working mechanism even though a digital platform is provided that can be accessed anywhere and also about the cost and time of licensing and non-licensing is not yet available. The second is the provision of population and land data and information.

Such as the village treasury land book, the certainty of the area of land ownership and the determination of the Village Head's decision on the sketch of land ownership in accordance with permendagri no.2 of 2017 Chapter II Village Minimum Service Standards Article 7 point three is not yet fully available. In fact, it should have been made to make special and structured notes so that at any time the community wanted to see the land documents so it didn't take long. The third is the provision of certificates from village officials to the community often more than 1 (one) working day late in accordance with the provisions of the village SPM.

Fourth, simplification of services in this case is related to the provision of village facilities, infrastructure and / or service facilities. Such as counter places, waiting rooms, payment places and special facilities for those with vulnerable age needs / elderly and pregnant women. The device is not yet available at the Pangana village office. And the last thing is that government officials still lack to facilitate and coordinate community complaints, as can be seen from the reporting period exceeding 3 (three) working days.

Based on the above problems when compared to performance appraisal indicators referring to Permendagri no.2 of 2017 concerning village minimum service standards that should be applied by the Panana village apparatus, it can be concluded that it is still not good. Perhaps there are still many causal factors that become obstacles in public services ultimately resulting in the obstruction of optimal public services. For this reason, the author wants to examine the extent of the application of services there so that it can be categorized as an independent village and is heading towards categorizing self-sufficient villages.

The formulation of the existing problems is 1) How to implement the minimum village service standards by pancana village government officials of Barru Regency 2) How the efforts of Pancana village officials in leading Pancana Village to Self-Sufficiency Village (advanced). The purpose of this study is to measure the success of Pancana Village services by using the benchmark of Permendagri No.7 of 2017 in order to achieve self-sufficiency villages. The practical benefits of this research, namely the results of this research are expected to be suggestions and provide recommendations to the agencies that the author makes as the object of research. As well as input to the village government such as the village head and other village officials to further improve the minimum service standards on how the service mechanism is in the village office.

## II. METHODOLOGY

This research uses a descriptive research method, namely research conducted to find out a detailed picture of a variable, without making comparisons or connecting it with other variables. The purpose of the descriptive study Mely G. Tan (Silalahi, 2006) says that: "Descriptive research describes precisely the traits of a particular individual, state, symptom, or group, or to determine the frequency or spread of a symptom or the frequency with which there is a certain relationship between a symptom and another symptom in society. Descriptive research can be used both to answer research questions (not hypothesize) and test hypotheses (hypothesize).

Data analysis techniques use descriptive analysis techniques. According to Sugiyono 2018, descriptive analysis is a method of analyzing research results so as to obtain in-depth data. This research uses data collection techniques in the form of literature studies and field studies. Literature study is a data collection technique by studying books, books and other library materials that have to do with the problem under study. Meanwhile, this research field study consists of observations, interviews, and documents. The data analysis process refers to the opinion of Miles and Huberman (Sugiyono, 2013) that activities in data analysis are data reduction, data presentation, and drawing conclusions and verification.

This study used two types of data consisting of: (a) Primary data. According to Sugiyono (2016) primary data is a data source that directly provides data to data collectors. One of the primary data sources is from interviews. The interview in this study was conducted with Mr. M. Idris.T as the Head of Panpana Village,

Mr. Asrul Nurdin, S.Pd as the secretary of the Pancana village office and Mrs. Hajerah, S.Sos as the Head of the Pancana Village Office service. (b) Secondary data. According to Sugiyono (2014) secondary data is a source of information that does not directly provide this information to researchers, for example sources of information from books, journals or other documents. This secondary data is in the form of previous research journals, reports, books or laws and regulations issued by the government related to the problem under study.

### III. FINDINGS AND DISCUSSION

#### Minimum Village Service Standards

##### 1. Provision of data and dissemination of service information by

Based on the results of a joint study with panuna village government officials, Tanete Rilau District, Barru Regency on the Implementation of Minimum Service Standards (SPM) by the Village Head at the Saguling Village Office, Baregbeg District, Ciamis Regency, it can be described as follows :

##### a. Technical requirements

Based on the results of research in the field regarding technical requirements in providing service data information, it was obtained that the Pancana village office performs services in accordance with the provisions of the upper level government of the District / City. The technical requirements referred to are related to the requirements of files / documents in service. The benchmark in the implementation of technical requirements refers to the legal rules of the Barru Regency Population and Civil Registration Service in this case signed by the Head of his own Service, Mrs. Hj. Andi Rachmawaty, SE., MM., Pub. In March 2018. The requirements for submitting documents include:

##### 1) Issuance of Family Card, because you do not have a family card

Eligibility:

- a) Cover letter (form F-1.01)
- b) Domicile Description from the Village /Kelurahan
- c) Birth certificate, Marriage Book/Marriage certificate, Passport and Diploma or other documents

##### 2) Marriage certificate

Marriage registration (non-Muslim) is carried out at the implementing agency where the marriage occurred, after fulfilling the following conditions:

- a) Cover letter
- b) Certificate of marriage from a religious leader / pastor or marriage letter of a believer
- c) Husband and wife ID cards
- d) Husband and wife photo
- e) Quotation of birth certificates of husband and wife
- f) Passport for a foreigner's husband or wife

The requirements for issuing the document seem to have been posted in the form of a banner affixed to the wall of the entrance of the Pangana Village Office. This is one example that village government officials have applied the applicable legal rules as service standards. Then, the next benchmark in technical requirements is the establishment of SOPs (Standard Operating Procedures) at the Pancana Village Office which adjusts to the Village SPM (Minimum Service Standards) regulations in Permendagri No.2 of 2017. With this, it can be concluded that in the indicators of technical requirements, Pancana village has been fulfilled and runs optimally according to the existing legal rules.

##### b. Mechanism

Based on the results of research on service procedures consisting of stages and service schedules that have been set by service providers to the community are quite good. This can be seen from the stages provided by the Village Apparatus to the community regarding the services provided. The service procedures applied are :

- 1) The applicant fills out the list of visits through the guest book provided by the service kasi section
- 2) The applicant fills out the complaint form provided at the service counter
- 3) If the complaint relates to the application for permission at the District/City level institution, then the officer assists the applicant to make a cover letter. For example, in making a development permit that requires an IMB.
- 4) In terms of information available in electronic documents (softcopy). The information officer on the same day sends the information to the applicant's email or saves the information to an electronic document storage device without charging a fee
- 5) The information officer duplicates (photocopies) the requested information and provides the information to the applicant according to the time contained or no later than 2 working days
- 6) After providing photocopying information, the information officer requests an application for signature of the information receipt column in the application registration.

As stated by Mrs. Hajerah, S.Sos. as Secretary of the Pancana Village Office with the question, what is the service process at the Panpana Village office?

"For his own service, when the community makes a complaint we serve him well. We also provide a suggestion/criticism box in front of the entrance to make it easier for us to conduct work evaluations. And also if, there are people who need the ttd of the village head, while the village head is not in place. It can be helped by being represented by myself as the village secretary. So, the community's complaints are resolved more quickly",

With this from the answer above, the author's analysis results that the Pancana Village government in addition to providing tools in the form of complete facilities such as suggestion/criticism boxes also opens access for the community so that they can aspiration as comfortably as possible without any anxiety. Because they are more concerned with approaching society first.

c. Document tracing at every stage of the process

Based on the results of the author's research and analysis related to document tracing, it has been fulfilled well. With the use of technology to collect all community documents, it can be managed and there is very little loss of documents. Before forwarding the complaint to the Village Head, the ministry head conducts a search for community documents. In order to prevent any discrepancies in documents before they are input in the population and archival databases. With this, it can be concluded that the document tracing indicators have been met and carried out, so there are no more obstacles for the community to make complaints because everything has been structured unlike previous expectations.

d. Cost and time of licensing and non-licensing;

Based on the results of research consisting of the timeliness of service completion, the accuracy of service waiting times and sooner or later the services provided by the Village Apparatus are quite good, this is seen from the punctuality of service depending on whether the Village Head is in place or not so that if the Village Head is in place the service process will be fast, and vice versa. This is in line with Ratminto's (2016: 212) opinion that: "The time of completion of a service is related to the period and speed of completion of a public service starting from the completion or fulfillment of technical and/ or administrative requirements to the completion of a service process".

From the author's analysis, it can be explained that in providing a completion time, it is already classified as very good. That can be seen from the interview that the previous author conducted with the Secretary of Panuna village. Related to the existence of the Village Head when there are people who file complaints. If the Village Head is not in place, it can be represented by the Pangana secretary. This is done, in order to prevent slowness in the process of public complaints.

Further investigation at the Pancana village office conducted by the author, it was found that when any community submits an application then the day can also be processed. But it depends on the type of complaint that exists. For example, complaints related to the sale and purchase of land, if between the two parties are outside the village then it can also hinder the complaint process. If that does not happen, pancana village officials can resolve complaints faster by providing a letter of introduction to the sale and purchase of land. This can show that Pancana village has met one of the indicators in the village SPM.

Then it is related to the cost of service. The cost of services consisting of certainty and details of service costs that must be informed and affordable service costs are good, because there is indeed no regulation that requires the community to pay service fees to village officials, this is in line with Ratminto's opinion (2016: 217) that: "Service fees are collected in accordance with the provisions of the established laws and regulations".

Based on the author's analysis, it can be explained that the dimensions related to service costs are quite good. This is in accordance with the laws and regulations that there is no cost to perform services. In this regard, the Village Apparatus has complied with applicable laws and regulations. In this dimension, it is possible to achieve the implementation of minimal service standards.

2. Provision of data and information in population and land administration

The provision of data and information related to population and land administration has been fulfilled properly. Why? Based on the results of a search through field practice, the author found that population data had been listed and stored in the archives in the government kasi section. Every month the government conducts data collection by activating the function of each hamlet head to provide monthly reports on villagers. So every month there is a recap of the number of residents be it residents entering, leaving, births and deaths. In addition to storing in the archival documents of the village office. Pancana

village officials also activated the provision of information through integrated technology-based services to make services more transparent and/or open to the community.

One of the technology-based service tools that has been developed by Pancana village government officials is a digital profile of the village that can be accessed through the [profil.digitaldesa.id](http://profil.digitaldesa.id) page. Here's a digital webview of Panuna village :

Figure 1. village website



Source : [profil.digitaldesa.id](http://profil.digitaldesa.id)

On the web, a lot of information about Pancana village is presented, including profiles of village government officials, infographics, IDM, village shopping and village news. All of this is presented in one platform that can be accessed by the people of Pancana village anytime and anywhere even when they are outside their village. Based on the author's analysis, compared to other village websites that are often found, the Pancana village web is more transparent because the data presented there is always updated. For example, regarding the village budget, there are presented complete details of the nominal costs incurred by village government officials, both regarding the budget for the implementation of village government, the implementation of village development, village community development, village community empowerment and disaster management / urgent circumstances.

Furthermore, regarding the provision of land information. Talking about land issues, it is not easy to deal with the problems of sale and purchase deeds, inherited land, land deeds and so on. Based on the results of the author's research, no problems were found related to defense. As stated by the Secretary of the Pancana Village Office, Mr. Asrul Nurdin, S.Pd :

"For the management of correspondence related to the dispute, Alhamdulillah, there is no problem whatsoever. We help the community to take care of the issuance of land letters. Usually the obstacles are from the community itself. At most, it comes to issue a development permit, right now it has to be IMB. Well, we help them to make a cover letter so that it will be easy to take care of later when going to the head office of Barru Regency. More than the community itself, we do not have any obstacles related to the management of land letters",

The author can draw the conclusion that in the process of managing land correspondence there are no problems. Then, the report on the number of residents at the end of the month obtained by the author from the field pratik at the Pancana Village office is as follows.

### 3. Provision of a certificate

Namely from the village government to the community who will carry out the process of a service; In providing certificates to the community, the village government uses official manuscripts in accordance with the provisions of laws and regulations. In the event that the local government of the regency/city has not set the official script for the village, the Regent/Mayor determines the official script system for the village with the Regent/Mayor Regulation. The author's final result is that in the process of providing a certificate, there is no problem because government officials do not correspondence on the issue of public information data but directly carry out management in the office so that it does not take a long time. And after all, people can reach the service office anytime anywhere unless they are not in the village.

#### 4. Simplification of service

Carried out through the assignment of part of the implementation of government affairs which is the authority of the district / city government to the village in the field of basic services.

- a. Simplification of services implemented through the division of authority can be in the form of an organizational structure.
- b. The assignment to the village is adjusted to the ability of human resources available in the village, carried out selectively, and the availability of supporting facilities and infrastructure, considered efficient and effective if implemented by the village, carried out selectively and the availability of facilities and infrastructure, namely:
  - 1) Place/counter registration and complaint service

Figure 2. Service Counter



Source : Research documentation

- 2) Place of entry of document files.

Figure 3. Place of entry of document files



Source : Research documentation

#### 5. Community complaints

Community complaints are a means of feedback for the village government to improve the quality of services. The village government facilitates and coordinates community complaints no later than 3 (three) working days. As stated by the Head of Pancana Village, Mr. Muh. Idris.T. about how is the complaint process of the community in Panuna village?

"Thank God, if it is related to community complaints. Perhaps we rarely receive complaints from the public. It's not that our performance is not good. But, it indirectly judges that society's problems can be solved properly. That is, we have provided excellent service. In addition, we also activate the so-called deliberation. The village hall in front of this office, for example, is a form of our service to the community. We build a place, where people can express their aspirations/responses or criticisms of the services they receive",

The author concludes from the statement above that in the complaints of the community, Pancana village officials not only provide services in Pancana Village Kanto but also a clean government system realized by holding joint deliberations. What's more that there is a fixed schedule for such activities. So, at any time the community in conveying directly their aspirations in front of all pancana village government officials and can exchange ideas with other communities.

The following are the types of complaints that come in based on the results of an interview with Mrs. Hajerah, S.Sos as the Head of Pancana Village Office Services, namely complaints related to BLT (direct cash assistance), complaints about development tax (PBB), complaints about land problems, complaints about community houses, and complaints about the management of KTP, KK and so on.

#### IV. CONCLUSION

In order to transform governance in Pancana village by prioritizing two problem studies. The first study on the evaluation of service quality based on permendagri no.2 of 2017 where there are 5 indicators. As explained in the results and discussion, it was obtained that the quality of service at the Pancana Village office has been fulfilled and carried out properly. This success factor is tested by efforts to involve the community in all lines of activities of government officials so that it not only shows satisfaction with government officials but also their village communities.

Then, the second discussion is government policy-based governance efforts. The efforts of the Pancana Village Head and village government officials to realize Pancana village into a tourist village have been able to answer how the real governance is as expected. Not only is it crowned as an independent village, but village government officials are able to lead the real form of the independent village in the form of new policy innovations such as tourist villages. Finally, these two studies of problems were able to provide a sense of satisfaction from both parties, especially the community as recipients of services. The fact that the community does not have any complaints regarding the service and the realization of the tourist village is able to improve community communication because from there the job opportunities of the community, which are generally farmers and fishermen, can be fulfilled properly.

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