

## Implementation of Lebong Regent Regulation Number 32 of 2014 Regarding the Preparation of Public Service Standards

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### ABSTRACT

This research will discuss how the efforts of the Lebong Regency Government in implementing the Lebong Regent Regulation No. 32 of 2014 concerning Preparation of Public Service Standards. Considering that to increase efficiency, effectiveness, transparency, and accountability of government administration and public services, it is necessary to have public service standards in regional work units/work units within Lebong Regency. In this research, the method used is juridical normative, which wants to study or analyze the forms of implementation of the Lebong Regent's regulation which are regulated in Regulation Number 32 of 2014, then analyze the implementation based on the legal basis that governs the law, then finds suitability. Among the forms of implementation that are regulated by the legal ideals of making them. The main focus of this research is the extent to which the Lebong District Government's implementation process is, and what are the strategies used in implementing the implementation. Based on this research, the results obtained show that implementation efforts and strategies are used to increase efficiency, effectiveness, transparency, and accountability of government administration and still refer to the vision and mission of the Lebong Regency Government.

**Keywords:** Implementation, Regulation, Public Service

### INTRODUCTION

Public service involves a very broad aspect of life. In the life of a state, the government has the function of providing various public services needed by the community, starting from services in the form of regulations or other services to meet community needs in the fields of education, health, utilities, and others. Various public reform movements experienced by developed countries in the early 1990s were inspired by public pressure on the need to improve the quality of public services provided by the government.

Law Number 25 of 2009 concerning Public Services is a law that regulates the principles of good governance which are the effectiveness of government functions itself. Public services carried out by the government or effective corporations can strengthen democracy and human rights, promote economic prosperity, social cohesion, reduce poverty, improve environmental protection, be wise in the use of natural resources, deepen trust in government and public administration.

The state is obliged to serve every citizen and resident to fulfill their rights and their basic needs within the framework of public services which are mandated by the 1945 Constitution of the Republic of Indonesia, building public trust in public services carried out by public service providers is an activity that must be carried out in line with the hopes and demands of all citizens

and residents regarding improving public services, As an effort to reinforce the rights and obligations of every citizen and resident and the realization of the state and corporation's responsibility in the delivery of public services, legal norms are needed that provide clear regulations, as an effort to improve quality and ensure the provision of public services following general principles of government and good corporations and to provide protection for every citizen and population from abuse of authority in the administration of public services. The KIP Law and all the regulations for NGOs Consumer Protection Institutions must also have legal certainty. The increasing public need for education, especially higher education, makes higher education a strategic sector that is expected to produce quality human resources. The condition of competition which is quite competitive between tertiary institutions requires educational institutions to pay attention to the quality of education and institutions so that they are able and superior in this competition. Higher education institutions must take anticipatory steps to face increasingly competitive competition and are responsible for exploring and improving all aspects of services they have because a service owned by a certain institution will be an illustration of the quality of the institution if the service provided according to consumers is good, then an institution can be said to be good.

Lebong Regent Regulation No. 32 of 2014 concerning the Formulation of Public Service Standards Considering that to increase the efficiency, effectiveness, transparency, and accountability of government administration and public services, it is necessary to have a public service standard in the regional work unit/work unit in the Lebong Regency environment. That the implementation of public services has not run as expected in several ways, this can be seen from the existence of complaints and complaints from the public, whether delivered directly to the service provider or through the mass media. To overcome this condition requires a firm and clear commitment from the leadership of the public service unit. But on the other hand, if the services owned by a government are bad, then the government will be said to be bad. This includes services in a government within the Lebong Regency Government. What are the strategies that must be done to increase community satisfaction in these services in the Lebong District Government Environment?

## **METHODS**

The method used in this research is Juridical Normative, which intends to study or analyze the forms of implementation of the Lebong Regent Regulation which is regulated in Regulation Number 32 of 2014, then analyzes the implementation based on the legal basis that governs the law, then finds conformity between the forms of implementation regulated by the legal ideals of the manufacture.

Meanwhile, the research approach used in this research is the statute-approach method, namely by examining and analyzing various legal rules or statutory regulations relating to the implementation of regent regulations covering governance and other aspects. Then, the conceptual approach, namely by examining and understanding the concept of regional autonomy, as well as the historical approach, namely by tracing the legal historical framework from time to time, which in this case are the norms that accommodate each period to period through the Law in effect in each regime.

## **RESULTS AND DISCUSSION**

### **Law Number 25 Year 2009 Concerning Public Services**

Law Number 25 of 2009 concerning Public Services certainly provides directions to all service providers, both state administrators, BUMN, BUMD, BHMN to private and individual providing standardized services by meeting the service standard components. Every public service provider obliged to meet 14 components of service standards which include:

1. Legal basis, laws, and regulations which become the basis for the provision of services;
2. Requirements, conditions that must be met in administering a type of service, both technical and administrative requirements;
3. Standardized systems, mechanisms and procedures, service procedures for service providers and recipients, including complaints;
4. Completion period, the time required to complete the entire service process of each type of service;
5. Charges/fees charged to service recipients in managing and/or obtaining services from the operator, the amount of which is determined based on an agreement between the organizer and the community;
6. Service products, the results of services provided and received are following the stipulated provisions;
7. Facilities, infrastructure and/or facilities, equipment and facilities required in the provision of services, including equipment and facilities for vulnerable groups;
8. Implementing competence, abilities that must be possessed by executors including knowledge, expertise, skills, and experience;
9. Internal supervision, control exercised by the head of the work unit or the executive's direct supervisor;
10. Handling complaints, suggestions, and input, procedures for handling complaints and their follow-ups;
11. Number of executors, availability of executors following the workload;
12. Service guarantee that provides certainty of service implemented following service standards;
13. Service security and safety guarantees in the form of a commitment to provide a sense of security, free from danger and risk of doubt; and
14. Evaluation of implementation performance, assessment to find out how far the implementation of activities is following service standards.

This component of public service standards is designed to provide the widest possible access to information to the public so that it is easy for the public to reach basic services that lead to the welfare of the community. Besides, by meeting these service standards, it can minimize maladministration actions such as levies, illegal, procedural irregularities, protracted accusations and so on which are an opening for acts of corruption.

### **Concept of Policy Implementation**

One of the important stages in the public policy cycle is policy implementation. Implementation is often seen as simply implementing what has been decided by the legislature or decision-makers as if this stage had little effect. The opinion of a public policy expert sees policy implementation as a dynamic process, where many factors interact with each other and influence

policy implementation. These factors need to be presented to find out how these factors influence implementation. Four factors play an important role in achieving the success of policy implementation, namely the factors of communication, resources, disposition, and bureaucratic structure.

According to Nugroho (2018: 728) Policy implementation is, in principle, a way for a policy to achieve its goals, nothing more and nothing less and in implementing public policy it can be implemented by implementing it in the form of programs or through the formulation of derivative policies or derivatives of these public policies.

Public policy is multidisciplinary, including in the health sector so that health policy is part of public policy. Another expert stated that policy implementation connects policy objectives and their realization with the results of government activities where the task of implementation is to build networks that enable public policy objectives to be realized through the activities of government agencies that involve various interested parties (policy stakeholders).

### **Public Services**

According to Sinambela (2006: 5), the definition of public service is, providing services (serving) the needs of people or communities who have an interest in the organization following the basic rules and procedures that have been determined. Whereas Lewis and Gilman (2005: 22) define public services as follows: Public service is a public trust. Citizens hope that public services can serve honestly and manage sources of income appropriately, and be accountable to the public. Fair and accountable public services generate public trust. Public service ethics are needed as a pillar and public trust is the basis for realizing good government. Public services according to Roth (1926: 1) are as follows: Public services are defined as services available to the public, either in general (such as in a museum) or in general. special (such as in a food restaurant).

According to the Kepmen PAN, Number 25 of 2004 public service is all activities services carried out by public service providers as an effort to meet the needs of service recipients, as well as in the framework of implementing the stipulation of laws and regulations. According to Law Number 25 of 2009 concerning Public Services, public services are activities or service needs for every citizen and resident of goods, services, and/or administrative services provided by public service providers.

In general, public service is a service activity carried out by service providers in meeting community needs which must be mobilized and socialized openly. Law Number 25 of 2009 concerning public services explains that the scope of public services can be classified into two forms, namely:

1. Service of Public Goods and Services. Procurement and distribution of public goods and services can be said to dominate all services provided by the government to the community. Public services in this category can be carried out by government agencies where part or all of the funds are state assets that cannot be separated or can be carried out by government-owned enterprises, which partially or all of the funds come from separated state assets (State-Owned Enterprises / BUMN).
2. Administrative Services. Public services in this category include government administrative actions which are required by the state and regulated in legislation to realize personal, family, honor, and property protection as well as administrative activities carried out by non-

government agencies which are required by the state and regulated in legislation. and applied based on an agreement with the service recipient.

### **Principles of Public Service**

There are several principles in the administration of government services and licensing that must be considered, namely (Ratminto and Winarsih, 2006: 245):

1. Legal certainty means the existence of laws and regulations that guarantee the delivery of public services following the needs and sense of public justice.
2. Openness means that each service recipient can easily access and obtain information about the desired service.
3. Participation is intended to encourage community participation in the delivery of public services by taking into account the aspirations, needs, and expectations of the community.
4. Accountability means that the process of providing public services must be accountable following the provisions of laws and regulations.
5. Public interest means that the provision of public services must not prioritize personal and/or group interests.
6. Professionalism means that the service administration apparatus must have competencies following their respective fields of work.
7. Equality of rights means that the provision of public services is not discriminatory in the sense that it does not differentiate between ethnicity, race, religion, class, gender, and economic status.
8. The balance of rights and obligations means that the fulfillment of rights must be proportional to the obligations that must be carried out by both the provider and the recipient of the service.

### **Lebong Regent Regulation No. 32 of 2014**

Lebong Regent Regulation No. 32 of 2014 concerning Preparation of Public Service Standards Considering that to improve efficiency, effectiveness, transparency, and accountability of government administration and public services, it is necessary to have public service standards in regional work units/work units within Lebong Regency.

Lebong Regent Regulation No. 32/2014 served as guidelines for the preparation of public services for all regional work units (SKPD), regional-owned enterprises (BUMD), and community health centers (Puskesmas) in the Lebong district. In preparing a minimum service standard, there must be a component in the service standard package as follows:

1. Legal Basis
2. Terms of Service
3. System of mechanisms and procedures
4. The period for completion
5. Charges/tariffs
6. Product service
7. Facilities/infrastructure and/or facilities
8. Implementer competence
9. Internal supervision
10. Handling complaints, suggestions, and input
11. Number of services

12. Guarantee of service
13. Guarantee security and service safety
14. Evaluate the performance of the executor

Additional components are tailored to the needs of the service provider unit if deemed necessary. Furthermore, the strategy carried out by the Lebong Regency Government to increase community satisfaction in services in the Lebong Regency Government Environment is by increasing efficiency, effectiveness, transparency, and accountability in government administration and still referring to the vision and mission of the Lebong Regency Government itself by pouring it into Lebong Regent Regulation No. 32 of 2014 concerning the Formulation of Public Service Standards, namely:

#### **Vision**

The realization of Lebong Maju, Independent and Prosperous Regencies

#### **Mission**

Realizing quality human resources, realizing infrastructure facilities and infrastructure and good accessibility of public services, realizing good governance based on science and technology, realizing the management of natural resources and superior commodities that are competitive and environmentally friendly, and realize a better quality of life for the community.

To improve the quality of public services, several activities have been carried out by the Lebong Regency government, for example, it can be seen in participatory planning activities such as development meetings (Musrenbang) at the sub-district, sub-district / village level. It is undeniable, however, that these activities cannot be held at any time so that the interests of the community in the form of needs cannot be caught quickly by the government. Such as needs that occur suddenly, such as the need for health, clean water, can happen at any time.

For the people's needs to be immediately anticipated and addressed by the government, a communication medium between the government and the community is needed. Following the perspective of the New Public Service and good governance, there are several models of public services that can be used to solve public service problems in Indonesia. It's just that from the various efforts made by the Lebong Regency government to improve public services, there are still various weaknesses in public services. . In terms of human resources, the main weaknesses are related to professionalism, competence, empathy, and ethics. The work patterns used by most of the existing apparatus are still influenced by the classical bureaucratic model, namely structured/hierarchical, formal legalistic, and closed systems. Besides, several opinions considered that the weakness of the human resources of government officials in providing services was caused by a low and inappropriate compensation system. The main weakness lies in the organizational design that is not specifically designed in the context of providing services to the community, full of hierarchies that make services convoluted (bureaucratic), and uncoordinated. The tendency to carry out two functions simultaneously, the regulatory function and the administration function, is still heavily carried out by the government, which also causes public services to be inefficient.

## **CONCLUSION**

Lebong Regent Regulation No. 32 of 2014 concerning the Formulation of Public Service Standards has accommodated various forms of public service participation that can be carried out in the Lebong Regency Government Environment as a form of improvement and renewal of several regulations that previously governed public services.



Lebong Regent Regulation No. 32 of 2014 concerning the Formulation of Public Service Standards Considering that to increase the efficiency, effectiveness, transparency, and accountability of government administration and public services, it is necessary to have a public service standard in the regional work unit/work unit in the Lebong Regency environment.

Likewise, quality public services require transparency, which means the procedures/procedures for requirements, work units/officials in charge of providing services, time of completion, details of time/rates, and other matters relating to the service process must be informed openly so that it is easy. is known and understood by the community, whether requested or not requested, efficiency is related to the achievement of service targets while still paying attention to the integration of requirements with related service products, prevention of repetition of the fulfillment of requirements, in terms of the relevant community service process requires completing the requirements of the work unit / other related government agencies.

Timeliness of the implementation of community services can be completed within a predetermined period, responsiveness which leads to more responsiveness and quickly responds to what is the problem, needs, and aspirations of the people served or adaptive, quickly adjusts to what is the demands, wants, and aspirations of the community who are served who are always experiencing growth and development. Besides, in today's increasingly critical society, the public bureaucracy is demanded to be able to change its position and role (revitalization) in providing public services. Starting from those who like to regulate and govern to become like to serve, from those who like to use a power approach, change to being helpful towards a flexible, collaborative and dialogic direction and from slogans ways to realistic ways of working pragmatic New Public Service perspective and Good Governance is considered the most appropriate for current conditions in overcoming public service problems within the Lebong Regency Government. This is supported by a more democratic political situation and open government and for the effective implementation of this perspective, it is hoped that the obstacles that have hindered the effectiveness of the implementation of public services can be overcome so that the implementation of public services can be increased ineffectiveness, even though they all return to the person or implementers of these services, namely government officials and also from the participation of the community.

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