

Locality-Based Administrative Services (Study in Terong Village, Kapanewon Dlingo, Bantul Regency, Unique Region of Yogyakarta)

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ABSTRACT:

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The sub-district is the lowest element of government, having direct relations with the community. The district head has the authority to carry out administrative services. The administration of administrative services in sub-districts follows the Village Minimum Service Standards (SPM). The quality of the service measures the success of administrative services. Terong Village must be able to provide administrative service to users, namely the community, according to the Village SPM provisions, and provide quality services to user needs. The research aims to determine administrative services and the suitability of administrative services with the SPM Village in Terong Village. The informants in the study were the Head of Terong Village, Carik, the administrative officer of Terong Village, Dukuh, and the community user of administrative services—research analysis using analytical descriptive. The research analysis results concluded that administrative services in Terong District are locality-based services based on 1) geographical, 2) community characteristics, 3) trust in other communities, and 4) demographic factors. The results of the research show that Terong Village does not yet have a Village SPM and does not service SOPs or service announcements. Terong District has implemented SERQUAL services based on demographic factors, geography, and community characteristics.

Introduction

The implementation of administrative services in sub-districts is not always the same in each sub-district due to several factors, including the readiness of the community and village/sub-district officials to accept and adapt to changes in the service system from service-based offline to service-based online. Factors determining this readiness include education level and skill. Service-based online services provide more convenience than offline services. This can be seen from the research conducted by Hidayatullah, which found that web-based services will make services more manageable in Candigatak Village. Likewise, research results in Talok Village, Turen District, and Malang Regency show that digitalization of population administration services makes population administration services easier. The implementation of administrative services in Terong District differs from the results of the two studies, which used online service-based services. The administrative services carried out in Terong Village are unique; they use locality-based services.

According to law no. 25 of 2009, public services are actions carried out by government institutions to meet community needs, which include public administration services, public goods services, and public services. Public goods services include the procurement and distribution of goods by the government using state or regional budget funds, and public services are the provision of services by the government. Government services to the community in protecting citizens' personal, family, honor, dignity, and property are known as administrative services. Resident Identification Card (KTP), Passport, Birth Certificate, Marriage Book, Driving License (SIM), Land Deed, Motor Vehicle Registration Certificate (STNK), and Building Construction Permit (IMB) are some examples of administrative services.

Terong Village, Kapanewon Dlingo, Bantul Regency, Yogyakarta Special Region, is one of the government agencies obliged to provide services to the community per community needs and conditions. The Terong District Government is required to provide administrative services quickly and efficiently. The speed and efficiency of administrative services are the most visible measures of government performance. Administrative services provided by the government must apply principles by those that have been established. Zeithaml in Hardiyansyah (2018) states that there are five dimensions called SERVQUAL (service quality): 1) Tangibles (tangible) include facilities, employees, and communication facilities. 2). Reliability (skill) is the skill and Reliability of serving the community by established standards. 3) Responsiveness (response/responsiveness) is the ability of staff to help customers and provide responsive service. 4). Assurance (guarantee);

includes ability, politeness, and risk-free. 5). Empathy includes ease of communication and understanding the needs of service users.

Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 2 of 2017. In the Minister of Home Affairs, it is stated that to improve the quality of services to village communities, it is necessary to create Village Minimum Service Standards with the following scope: 1) Implementation and dissemination of service information. 2) Organizing data and information related to population and land administration; 3) Providing certificates from the Village government to people who need them; and 4) Simplifying services that fall under the authority of the Village government in the field of essential services. 5) Public complaints.

It is essential to ensure whether Kalurahann Terong, as an institution that serves the community directly, has provided services to the community through the Village Minimum Service Standards (SPM) provisions.

Implementing Village SPM in Terong Village provides benefits, including 1) improving the quality of administrative services. SPM Desa provides minimum service standards that must be provided to the community so that it can enhance administrative services for village communities; 2) Village SPM speeds up services because there are clear standards that must be followed in administrative services; 3) encourages community participation to actively control the performance of sub-district governments in providing administrative services to the community; 4) provide Assurance that all members of the community have equal access to administrative services; 5) effective and efficient in administrative services by reducing unnecessary bureaucracy. (Village Minimum Service Standards, jdih.bpk.go.id).

The Terong District Government must continually improve the community's administrative services by prioritizing service efficiency and effectiveness, community satisfaction, and achieving service targets.

Method

This research uses descriptive research methods to describe, explain, and analyze phenomena in the field and the dynamics that occur. This type of qualitative research is narrative, which takes data from interviews with predetermined informants. The research informants comprised the village head of Terong Village, Carik, administrative service officers, Dukuh, and community users of administrative services. Data collection techniques include observation,

interviews, and documentation. The data collected is in the form of primary data and secondary data. Interviews and observations were conducted from February 21 to March 15, 2024. The data analysis technique in this research was analytical descriptive, analyzing data, and presenting interview data. The data analysis process in this research is based on the opinion of Miles and Huberman (2019), namely data reduction, presenting data, and conclusion. In this research, triangulation was used to compare data from interviews with field data.

Result and Discussion

This research found that family conflict involving victims of sexual violence involves significant emotional stress on all family members, changes in the role of parents, and the presence of social stigma that hinders the victim's recovery efforts. Families affected by sexual violence often experience tension that leads to family dysfunction, with barriers to communication and understanding of the traumatic experiences experienced by the victim. One of the main findings was a significant change in interaction patterns between family members, where parents felt more pressured to protect and support the victim. In contrast, other family members tended to be confused about the appropriate attitude. In some cases, inadequate family support, both emotional and practical, worsens the victim's mental condition and slows down the recovery process.

Terong Village is one of the sub-districts in the Bantul Regency area. Its location in the highlands makes Kalurahan Terong unique in serving people who need services. The uniqueness of administrative services in Terong Village is due, among other things, to the geographical conditions of Terong Village and the education level of the population, the majority of whom have elementary school education, namely 1628 people or 27.8% of 5862 people (Web Kalurahan Terong 2024).

The Terong District Government is committed to optimally serving the needs and interests of the local community. This can be seen from the administrative services provided by Terong Village. In administrative services to the people of Terong Village, quality service standards have been used, based on the opinion of Zeithaml in Hardiyansyah (2018), which is referred to as SERVQUAL, which consists of: 1) Tangibles (tangible); includes administrative service facilities, employees, and communication facilities. Terong District already has officers to serve the community, a place for administrative services is available, an air-conditioned waiting room, access for people with disabilities and older people, a lactation room, and a children's playroom.

Terong Village provides accessibility facilities for the elderly and disabled, from the arrival gate in front of the village pavilion to the service room. The waiting room is also provided very comfortably with seating and an air-conditioned room, which is also part of the children's playroom. Integrating the waiting room with the children's playroom is intended so that when administrative service users bring small children, the children can wait comfortably.

Figure 1 Accessibility of elderly, disabled and waiting rooms



Source: researcher documentation in 2024

Administrative service facilities are also provided for breastfeeding mothers in the form of a lactation room. The lactation room is provided by utilizing the Terong Village Health Post, which is not used because there is already a Community Health Center.

Figure 2. Administrative service room and lactation room



Source: researcher documentation in 2024

The ease of access to administrative services in Terong Village can be seen from the type of administrative service facilities provided, whether online or offline. Another convenience and weakness of administrative services is that requests for administrative services can be made by entrusting requests for administrative services to hamlets, sub-district officials, or sub-district officers. Tools for administration services in Terong Village in the form of cell phones, computers, and the Terong Village website have not been utilized optimally because socialization has not been carried out regarding the administrative service system and the level of education of the residents of Terong Village, which is relatively low, namely the majority have elementary school education. Discipline in carrying out administrative services has not been implemented properly, which is shown by the fact that work is often carried out by officers who are not authorized to do so. Archiving application files for administrative services online or offline is not done. The applicant can pick up letters that have been processed without signing proof of taking the letters. This shows there is no discipline in administrative services. This happens because there are no Village Minimum Service Standards (SPM) and SOPs for administrative services. 2) Reliability (skill): administrative service officers in Terong District already have the skills to complete the administrative service process. The absence of Village SPMs, as well as SOPs for administrative services, has resulted in administrative services that are impressive and chaotic (Javanese) because

any administrative staff member at the sub-district office may carry out administrative services. The village head always carries a village head stamp so that the letter can be validated by the village head wherever the village head is located. 3) Responsiveness (response/responsiveness) is the ability of service officers to serve people who need services according to their needs. Terong District administration service officers responded quickly to administrative requests by completing file processing within 10-15 minutes. 4) Assurance (guarantee): Terong Village administrative services provide timely services. There are no fees for administrative processing, and there is a guarantee of legality for letters requested by the community, which are shown by the village head's signature and the village head's stamp 5) Empathy (Empathy); Administrative service officers have served with a friendly, polite attitude, do not discriminate and respect applicants.

Terong Subdistrict administrative services prioritize locality-based services, as seen from: 1) Applicants for administrative services do not have to come to the sub-district office in person. Applicants can entrust their application letter to the hamlet, other sub-district officials, or sub-district officials. This is because there is trust between community members and hamlets, sub-district officials, and sub-district employees. 2). The applicant does not have to come in person to collect the letter but can entrust it to the hamlet, other sub-district officials, or sub-district employees by the administrative services department. 3) The village head can do a legalization letter wherever it is, provided there is a letter number (ter register).4) Sub-district employees can carry out administrative services even though they are not assigned employees. 5) If the application letter is entrusted to the hamlet, the application letter and the documents that have been processed are filed by the hamlet. 6) Filing of documents at the sub-district office is limited to land management letters.

Administrative services in Terong Village are based on local customs or locality-based administrative services. Factors forming locality-based administrative services include: 1) Geographical factors, Terong Village is a plateau with winding road access, and there is no public transportation to reach the Terong Village office. Apart from that, the distance between one hamlet and another is very far; this condition creates a sense of solidarity among community members, especially the hamlet and sub-district officials as community servants. This is the background for the Terong Village policy of locality-based services. 2) Community characteristics. The people of Terong Village are a rural community with close relationships based on kinship and mutual assistance, giving rise to trust among community members. 3) Trust in other community members.

Characteristics of rural communities that uphold beliefs (trust). Between people is inherent in the people of Terong Village, namely. This can also be seen in administrative services in the Terong Sub-District, which are completing administrative arrangements and collecting letters that other people or non-applicants can carry out. 4) Demographic factors. The education level of the majority of the community is elementary school, which is one of the factors in the emergence of locality-based services because the community trusts each other, and there is no feeling of suspicion or worry. Such community conditions will hinder the Terong Subdistrict government from realizing subdistrict services by the Village Minimum Service Standards.

Moenir (2002) describes service as "work carried out by one person or several people based on predetermined rules and the final result, good or bad, is felt by the person serving or being served, the final result of the service lies in the way the service user is assessed." According to Batinggi (2005), "public services are born because of the public interest." The process of achieving predetermined goals is known as public service. The four components of service are systems, work sequences and procedures, individuals who perform services, and infrastructure. To achieve quality public services, several components must be considered.

Service quality, a measure of service quality, is the most critical component in public services. "Service quality is related to the fulfillment of customer expectations/needs," according to Goetsch and Davis in Hardiyansyah (2018). According to Tjiptono and Hardiyansyah (2018), "Quality is conformity with requirements; suitability for use; continuous improvement; free from damage/defects; meeting customer needs from the start and at all times; doing everything correctly; something that can make customers happy." Apart from that, service that is said to be good and of good quality cannot be separated from the good attitude shown by employees when helping people in need. How a service is provided to customers determines its quality. Parasuraman states, "Assessment of service quality is a global consideration or attitude related to the superiority of a service" (Hardiyansyah, 2018). Service quality is measured by comparing what customers expect with what is provided.

According to Zeithaml in Hardiyansyah (2018), SERVQUAL (service quality) is defined as: 1) Tangible (tangible); includes the presence of staff and the existence of communication tools; 2) Reliability (skills) are the ability and Reliability to serve the community by established standards; 3) Responsiveness (responsiveness); is the ability of staff to provide services by the needs of service users; 4) Assurance (guarantee) free from risk; 5) Empathy (Empathy) is the skill

to communicate and understand the needs of service users. The government of Terong Village continues to strive to create quality administrative services, so currently, administrative services in Terong Village have implemented the principles of quality service, namely tangibles, Reliability, responsiveness, Assurance, and Empathy.

Decree of the Minister for Administrative Reform Number 63 of 2003 defines public services. Public service providers provide services to service users to meet their needs and are carried out by statutory regulations. Public service providers are work units of government agencies, including sub-districts. This work unit includes work units of government organizational units, such as ministries, departments, secretariats of the highest and highest state institutions, and other government agencies, both central and regional, including Regional Owned Enterprises. This government agency work unit provides direct services to the public, government officials, or employees. According to statutory provisions, recipients of public services are individuals, groups, government agencies, and legal entities that receive services from the government. Villages/Districts in accelerating the improvement of service quality to realize general welfare, Subdistrict services are guided by the Village Minimum Service Standards, which are contained in the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 2 of 2017 with the following scope: Provision and dissemination of service information; Providing data and information regarding population and land administration; Serving in making certificates from the Village government to people who need them; Simplifying services under the authority of the District Government in the field of essential services; Public complaints.

The government has issued a Minister of Home Affairs Regulation to support the implementation of Village SPM, and implementation must be carried out at the sub-district level so that service staff can be provided—article 5 of the Law. No. 25 of 2009 concerning Public Services divides public services into several groups: 1) Administrative services provide official documents required by the public, including citizenship status, birth status, letters, certificates of ownership of goods, etc. These forms of documents include but are not limited to passports, Resident Identity Cards, Birth Certificates, Marriage Certificates, Driving Licenses, Land Certificates, Motor Vehicle Registration Certificates, Building Construction Permits, and others; 2) Goods services are services or management of goods needed and used by the community, including internet, telephone, electricity and clean water; 3) Services: are services that provide

services and infrastructure required by the community, including educational facilities, health facilities, public transportation facilities, social services and disaster management.

Implementing administrative services in sub-districts is always the same due to several factors. The research results conducted by Hidayatullah showed that web-based services would make services more manageable, which was done in Candigatak Village. Likewise, research results in Talok Village, Turen District, and Malang Regency show that digitalization of population administration services makes population administration services easier. The implementation of administrative services in Terong District differs from the results of the two studies. Administrative services carried out in Terong Village use locality-based services.

Locality cannot be separated from community and social context. The term "community" comes from Latin and has the same meaning. In a human context, "community" refers to a social group with comparable goals, beliefs, resources, preferences, needs, and risks. Sentiments and relationships between community members are part of the locality. According to Mac Iver in Suryono Sukato (2006), a community is defined as a community or living association. It is considered an area of society with various attachment levels to other social groups. The elements that determine the existence of a community are locality and sentiment community.

Three types of community feelings, according to Mac Iver in Soerjono Soekanto (2006): a) Shared feelings between community members, which originate from the actions of community members who identify with the group because they have the same interests; b) The existence of togetherness that comes from community members' awareness of their roles and responsibilities in the group; and c) There is a sense of need between each other, and community members feel needed by each other.

The locality-based administrative services in question emphasize the local context, namely the Terong Village. The characteristics of the people of Terong Village, which are still strong with a culture of cooperation, the geographic location of Terong Village, which is in the highlands, high levels of trust between community members, and the demographic conditions where the majority have completed elementary school education are the basis for locality-based administrative services.

Coclusion

Administrative services in Terong Village do not yet have a Village SPM. The lack of Village SPM has resulted in Standard Operating Procedures (SOP) for administrative services in the Terong Subdistrict, and service announcements have not been made. The administrative service mechanism uses a system that has been running for a long time and is understood and understood by the public and administrative services. However, the administrative services of Terong Village have met the service quality criteria SERVQUAL. The absence of Village SPM and SOP for administrative services does not mean that administrative services are not running. Administrative services run based on existing habits. There has been no socialization from the sub-district government regarding based services online, geographical and demographic location, and the strong rural characteristics of the Terong Village community, which are the basis for implementing locality-based administrative services.

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