



Bujian Dusun Program in South Bengkulu Regency: Study of the Implementation of Regent Regulation Number 39 of 2020 concerning Implementation of Public Services Through the Injiak Ngantor Regent Program in Hamlet

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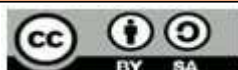
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ABSTRACT

This research aims to determine the implementation of Regent Regulation Number 39 of 2020 concerning the Implementation of Public Services through the Injiak Ngantor Regent Program in Dusun, South Bengkulu Regency. This research uses a qualitative approach, with six research aspects which become the benchmark for researchers in conducting research, namely: Standards and Objectives, Efficiency, Characteristics of Implementers, Communication, Disposition and Social, Economic and Political Environment. From all aspects it shows that the implementation of the Bujian Dusun program is going well, where in the aspect of standards and objectives a Bujian Dusun program design is available which contains all things including the standards and objectives of program implementation. For budget efficiency, it has gone well, although there is still a budget shortfall in implementation. Meanwhile, support for service facilities is good. In terms of implementing characteristics, Standard Operating Procedures are available which contain the duties and functions of each party involved in implementing the Bujian Dusun program. Good communication has also been carried out between related agencies and the community which influences the disposition or understanding of the importance of this program and the impacts it has. Other support also comes from the environmental conditions of the community which support the implementation of the Bujian Dusun program. The problem of obstacles faced is more related to adjusting the Regent's working time to program implementation, insufficient budget and lack of resources to provide public services in the Hamlet. This program should continue to be implemented, but always carry out evaluations, especially in terms of human resources and budget.



INTRODUCTION

Public services are a very important element in government administration. Public services are simply understood by various parties as services provided by the government. All goods and services provided by the government are then referred to as public services (Dwiyanto, 2015:14). According to Surjadi, (2012:65) the implementation of public services must pay attention to the following (1) Simplicity (2) Clarity (3) Certainty and timeliness (4) Accuracy (5) Non-discrimination (6) Responsibility (7) Completeness of facilities and infrastructure (8) Ease of access (9) Honesty (10) Accuracy (11) Discipline, politeness and friendliness (12) Security and comfort.

The low quality of public services in South Bengkulu Regency currently encourages the South Bengkulu Regency government to improve the quality of its services, especially those related to licensing services which are imaged as services that are complicated, difficult to access, have very complicated procedures and there is no certainty of time and transparency. cost of services required. The public expects that when carrying out transactions with the government related to service needs, they can be carried out quickly, precisely, cheaply and easily. In an effort to realize this in increasingly tight global competition, government organizations must make gradual, systematic and sustainable improvements as a means to facilitate the achievement of goals (2022 Bujian Dusun activity report).

The Regent of South Bengkulu made innovation through a community-based program called "Regent of Injiak Ngantor di Dusun" or called Bujian Dusun. The name

Bujian Dusun is adapted from the Manna Regional Language of South Bengkulu, which means the Regent pampers and serves the community by having an office directly in the village. Based on Regent's Regulation Number 39 of 2022 concerning the Implementation of Public Services through the Injiak Ngantor Regent Program in Dusun in Article 2, the purpose of drafting this Regent's Regulation is as a guideline in implementing excellent service through the Bujian Dusun program in South Bengkulu Regency. Bujian Dusun is concrete proof that the Regional Government is present in the community to hear and absorb aspirations, as well as serve and solve community problems.

Budgeting for Bujian Dusun activities is still a collaboration between APBD/APBdes and other funds in accordance with applicable statutory provisions, this is also an obstacle in the implementation of the Bujian Dusun South Bengkulu Regent program activities. The problems that occur in the Bujian Dusun program are that the time needed to carry out these activities is still waiting for the schedule from the Regent, human resources to handle Bujian Dusun activities are still lacking and the budget for these activities is still not in accordance with proper needs, so the author is interested in conducting research on Bujian Hamlet Program in South Bengkulu Regency.

LITERATURE REVIEW

1. Public Policy

According to Keban in Aneta (2020) "Public Policy can be seen as a philosophical concept, a product, a process and a framework". (1) Public policy as a philosophical concept is a series of desired principles or conditions. (2) Public policy as



a product, where public policy is seen as a series of conclusions or recommendations. (3) Public policy as a process is a policy that is seen as a way, through which an organization can know what is expected of it, namely programs and mechanisms in achieving its products, and (4) public policy as a framework, policy is a the process of bargaining and negotiation to formulate issues and methods of implementation.

2. Policy Implementation

According to Mazmanian and Sabatier in Anggara, (2014:232) to implement a policy, someone must know what steps must be taken after a program is validated. This understanding includes both management efforts and their impact on society. This understanding includes efforts to implement it and have a real influence on society or events. In the implementation process of Van Matter and Van Horn in Purwanto, (2015) provide an explanation of the basic model of the implementation process which consists of six variables that influence the performance of public policy, namely;

1. Standards and Goals
2. Resource
3. Characteristics of the Implementing Agent
4. Implementation activities and communication between organizations
5. Tendencies/Dispositions of Implementers
6. Economic, Social and Political Conditions

3. Public service

Service is essentially a series of activities so that the service process takes place routinely and continuously, covering the entire life of a community organization. The intended process is carried out in connection with activities to meet the mutual needs of recipients and service providers. According to Tjandra (2018: 189),

public services are all forms of services, both in the form of public goods and public services, which in principle are the responsibility and implemented by government agencies at the center, in the regions and within the State-Owned Enterprises or Regional-Owned Enterprises. , in the context of implementing the provisions of laws and regulations.

4. IPublic Service innovation

Indonesian public service innovation is implemented based on Circular Letter of the Minister of Administrative and Bureaucratic Reform Number 58 of 2020, where every government agency must do several things in providing public services, such as simplifying business processes and standard operational service procedures by utilizing information and communication technology. Kemapan RB collaborates with the Indonesian Ombudsman to socialize several things that must be done by service providers to improve their services, including providing clear information regarding service standards by utilizing social media and websites providing clear and up-to-date information which will really help the public in getting clear information.

5. South Bengkulu Regent Regulation No. 39 of 2022

In Article 7 paragraph (1) the types of excellent services offered at the Bujan Dusun service include:

- a. Free population administration services;
- b. Free licensing service;
- c. Free health services;
- d. Free livestock health services;
- e. Agricultural extension and plant disease services;
- f. Tax and levy services;
- g. Mobile library services;
- h. Family planning services;



- i. Bazaar in the field of SME cooperatives;
- j. Consultation and educational services;
- k. Information and Communication Services;
- l. banking service counter;
- m. Other public services.

6. Injiak Regent Program Hangs Out in Hamlet

The Bujian Dusun program aims to bring services closer to the community with a one stop service concept, so that the problems faced by the community can be resolved and community empowerment can be optimized to encourage increased community welfare. The Bujian Dusun program is one concrete proof that the Regional Government is present in the community to hearing and absorbing aspirations, as well as serving and solving community problems (2022 Bujian Dusun Activity Report).

The Bujian Dusun Program is a priority program for the Regent of South Bengkulu, with objectives including (1) Absorbing aspirations, suggestions and input from the community to improve the quality of regional development (2) Facilitating problem mapping and providing concrete solutions to problems faced by the community (3) Improving empowerment for the community, especially the lower middle class (4) Realizing the implementation of democratic regional government that prioritizes active participation from the community (2022 Bujian Dusun Activity Report).

RESEARCH METHODE

1. Types of research

The type of research used is qualitative with a descriptive approach. Qualitative research is research that observes social reality as a whole, complex, dynamic, full of meaning where the relationship between symptoms is interactive

with natural objects and the researcher is a viral instrument. Data collection techniques are carried out by triangulation and data analysis is inductive (culitative) (Sugiyono , 2016:8-9).

2. Research Aspect

This research uses theory from Van Meter and Van Horn and Hamdi's theory. Theory of Van Meter and Van Horn provide an explanation of the basic model of the implementation process which consists of six variables that influence public policy performance, namely (1) Standards and objectives (2) Resources (3) Characteristics of the Implementing Agent (4) Implementation activities and communication between organization (5) Tendencies/dispositions of implementers (6) Economic, social and political conditions and policy implementation according to Hamdi (2014: 105) explains that there are three variables that influence public policy, namely (1) Productivity (2) Linearity (3) Efficiency.

3. Data collection technique

Marshall and Rosman in Fadli (2021:8) explain that in qualitative research, data collection must be the main concern because the quality of the research depends on the quality and complete data obtained where questions must be able to be answered where, when and how and once obtained it will rely on triangulation. data based on three methods, namely interviews, participant observation, and document analysis (document records).

4. Data analysis technique

According to Bogda in Sugiyono (2018:206), data analysis is the process of systematically searching and compiling data obtained from interviews, field notes and research materials so that they can be easily understood and the findings can be informed to others. Data analysis is carried out by organizing data,



describing it into units, synthesizing it, arranging it into patterns, choosing what is important and what will be studied and making conclusions that can be shared with others. Activities in data analysis are data reduction, data display and drawing conclusions.

RESULTS AND DISCUSSION

in every implementation of the Bujian Dusun program. Apart from that, communication was also carried out to the community by providing outreach that currently there is a Bujian Dusun program, where the Regent/Deputy Regent will have offices in the hamlet office and also agencies related to public services, also opening services in the hamlet office. This form of socialization is carried out through the head of each hamlet who informs the community indirectly or one by one.

1. Disposition

To understand the existence of the Bujian Dusun program, all work apparatus from the hamlet level to government agencies already understand the purpose of the program. This can be seen from the support from every relevant government agency and also the hamlet/village level working apparatus who enthusiastically support the implementation of the program. All regional officials understand the positive impact of this program, so that the level of service to the community in South Bengkulu Regency can increase. Although the intensity of implementation is still not in accordance with the schedule or design, because it has to adjust to the working time of the Regent/Deputy Regent.

2. Social, Economic and Political Environment

Regarding the social, economic and political environment in implementing this program, the community gave a positive response to the Bujian Dusun program. Apart from the community getting direct services in their respective hamlets without having to travel long distances to get the services they need, the community can also communicate and interact directly with the Regent/Deputy Regent to convey complaints or opinions about the condition of the community.

Of course, the implementation of this program is not related to any political issues or political interests. This program was launched in order to provide optimal public services to the community, while also being able to listen directly to the aspirations and complaints of the community regarding social, health, economic and environmental conditions.

A. Barriers to Implementation Regent's Regulation Number 39 of 2022 concerning Implementation of Public Services Through the Regent's Injiak Ngantor Program in Hamlet

In the implementation or implementation of a policy, whether related to central government regulations or regional government regulations, of course there are obstacles in the implementation process. As is the case in Implementation Regent Regulation Number 39 of 2022 concerning the Implementation of Public Services Through the Injiak Ngantor Regent Program in Hamlet, of course there are also obstacles faced, namely:

- a. The implementation time of the Regent of Injiak Ngantor in the hamlet must adjust to the time/work schedule of the Regent, so that the planning of the activity schedule often does not match the planned schedule



that has been prepared;

- b. The budget for implementing the Injiak Ngantor Regent Program in Dusun is also still experiencing problems, namely a lack of budget, even though the budget for this program comes from the APBD and APBDes;
- c. Human resources for implementing this program are still limited, because each regional apparatus can only represent one or two people to provide services, in order to avoid service vacancies in each regional apparatus.

CONCLUSION

Implementation of Regent's Regulation Number 39 of 2022 concerning the Implementation of Public Services Through the Regent's Injiak Ngantor Program in Dusun, South Bengkulu Regency as a whole is running well and optimally. This is based on the discussion of each aspect in this research, namely:

1. The standards and objectives of the Bujian Dusun program have been stated in the program implementation plan which contains an explanation of the Bujian Dusun program and the positive impacts it can have. Standard plans and program objectives have also been submitted to each relevant agency and hamlet/village work apparatus;
2. Regarding budget efficiency, so far it has been sufficient for implementing activities, although sometimes there is still a budget shortfall due to the different incomes in each hamlet/village. Meanwhile, supporting facilities for program implementation such as electronic devices for services have been

well supported;

3. For the characteristics of implementers, in implementing the Bujian Dusun program, SOPs are available for each activity implementer which facilitates the process of implementing the program;
4. For communication, it has gone well between regional heads and related agencies, communication to work apparatus in hamlets/villages as well as communication to the community regarding the implementation of the program has also been carried out well;
5. For Disposition, basically everyone understands the importance and benefits obtained from the Bujian Dusun program;
6. For the Social, Economic and Political Environment, as a whole the community fully supports the implementation of this program, because the community has also felt the impact of this program.



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LEGISLATION

Law Number 25 of 2009 concerning Public
Services

South Bengkulu Regent Regulation Number 39
of 2022 concerning Implementation of
Public Services Through the Injiak
Ngantor Regent Program in Hamlet.