

Development of Public Services in Kuantan Singingi District

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ABSTRACT

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Investment Service One Stop Integrated Service of Kuantan Singingi Regency in implementing public services as stipulated in Law Number 25 of 2009 concerning public services, which is an early indication of the problem. as stated in article 21 of Law Number 25 of 2009 concerning public services, namely Legal Basis, Requirements, Systems/mechanisms/procedures, Completion Periods, Costs/Tariffs, Service Products, Facilities and Infrastructure or Facilities, Executor Competency, Internal Supervision, Complaint Handling, Suggestions, and Feedback, Number of Executors, Guarantee of Service, Guarantee of Security and Convenience, and Performance Evaluation of Executors. So the purpose of this study specifically is to find out and explain public service standards from the aspects of requirements, systems/mechanisms/procedures, timeframe for completion, costs/tariffs, and executors' competence based on article 21 of Law Number 25 of 2009 concerning public services in the One-Stop Integrated Services Investment Service of Kuantan Singingi Regency as the organizer of public services.

INTRODUCTION

The government as an instrument of the State continues to make changes and developments to provide services to the community in order to provide excellent service to society in general.

This condition clearly does not benefit the community. The community's bargaining position tends to be weak, they only receive service products from the government without being able to make a direct contribution to service products provided by the government. Whereas the bureaucracy is not held to serve itself, but to serve the community and create conditions for every member of society to develop their abilities and creativity.

The existence of good service delivery, satisfaction will be obtained by the community. This satisfaction is the reward obtained by the government as a public service provider. To provide legal certainty regarding public services, the Law of the Republic of Indonesia Number 25 of 2009 concerning public services was issued.

Along with the times, to provide public services, the government always makes changes to the services provided to the community. Currently to obtain licensing services from the Ministry of Investment and

BKPM has provided licensing services online. The Ministry of Investment and BKPM have launched the OSS RBA (Online Single Submission Risk Based Approach).

In the implementation of public services, administrators are obliged to compile and determine service standards by taking into account the ability of providers,

community needs and environmental conditions, therefore of course there are service standard components in Law Number 25 of 2009 concerning Public Services article 21 as follows:

- a. Legal basis
- b. Condition
- c. Systems, mechanisms, and procedures
- d. Completion timeframe
- e. Fees / rates
- f. Service product
- g. Infrastructure or facilities
- h. Executor competence
- i. Internal monitoring
- j. Handling of complaints, suggestions and feedback
- k. Number of executors
- l. Service guarantees that provide service certainty are carried out in accordance with service standards
- m. Guarantee of service security and safety in the form of a commitment to provide a sense of security, free from danger, and the risk of doubt, and
- n. Executor performance evaluation.

The implementation of Risk-Based Business Licensing through the Online Single Submission (OSS) System is an implementation of Law Number 11 of 2020 concerning Job Creation. Risk-based OSS must be used by Business Actors, Ministries/Agencies, Regional Governments, Special Economic Zone (KEK) Administrators, and Free Port-Free Trade Area Concession Boards (KPBBB). Based on Government Number 5 of 2021 there are 1,702 business activities consisting of 1,349

Indonesian Business Field Standards (KBLI) classifications that have been implemented in the Risk-Based OSS system..

METHODS

The research method used in this study was to use a qualitative research method using interviews and observations as well as from existing documentation. The location of this study was at the One-Stop Integrated Services Investment Service of Kuantan Singingi Regency. The sampling technique by the research respondents, is carried out by a purpose sampling technique. Purposive sampling technique is a sampling technique with certain considerations. The consideration made by researchers in the technique of withdrawing respondents is to determine respondents who get direct services from the One-Stop Integrated Services Investment Service of Kuantan Singingi Regency and direct service providers to the community. In conducting research, research can be done by observation. Research material is collected from the field, then analyzed using descriptive analysis. Through this technique, all data and facts obtained by development will be described. categories that are relevant to the research objectives and the interpretation of the results of the descriptive analysis based on the appropriate theories.

RESULTS AND DISCUSSION

In this study the authors took only a few indicators with the reason to adapt public services to the conditions at the research location, therefore, of the 14 standard public service indicator items there are:

1. Legal basis
2. Requirements
3. Systems, mechanisms, and procedures
4. Completion period
5. Fees / tariffs
6. Service products
7. Infrastructure or facilities
8. Executor competence
9. Internal control
10. Handling of complaints, suggestions and feedback
11. Number of executors
12. Service guarantees that provide service certainty are carried out in accordance with service standards.
13. Guarantee of service security and safety in the form of a commitment to provide a sense of security, free from danger, and the risk of doubt, and
14. Evaluate the performance of executors.

1. Requirements

In a public service, so that the general public can know how the mechanism of the service is provided, it is necessary to have clear requirements so that the service can be understood and understood by a large audience. Requirements are a form of recommendations for requirements that are not too many recommendation so that too long a bureaucratic chain does not occur. These requirements are also expected to be brief,

clear and concise so that they can be understood by the public so that later there will be no misinterpretation.

2. Systems, Mechanisms, and Procedures

Based on the results of research that has been carried out on the One-Stop Integrated Services Investment Service of Kuantan Singingi Regency, so far the procedures applied in issuing permits are running according to what has been stipulated.

3. Completion Period

From the results of research that has been carried out on the One-Stop Integrated Service Investment Service in Kuantan Singingi Regency

4. Fees/Tariffs

Costs/tariffs for public services are basically the responsibility of the state and/or the community. Organizers are entitled to receive budget allocations in accordance with the level of service needs.

5. Executor Competency

Employee ethics in the context of providing services to the community must be owned by every employee, so that in providing these services, the community feels satisfied, because when served by employees they are friendly, polite, smiling cheap, friendly, responsive to consumer desires and always speak softly.

6. Management of Facilities, Infrastructure, and/or Public Service Facilities

Organizers and executors are obliged to manage public service facilities, infrastructure and/or facilities in an effective, efficient, transparent, accountable and sustainable manner and are responsible for the maintenance and/or replacement of public service facilities, infrastructure and/or facilities.

7. Executor's Behavior in Services

Executors in administering public services must behave as follows: a. fair and non-discriminatory; b. careful; c. polite and friendly; d. firm, reliable, and do not complicated protracted decisions; e. professional; f. not complicated; g. comply with lawful and reasonable orders from superiors; h. uphold the values of accountability and integrity of the administering institution; i. not leak information or documents that must be kept confidential in accordance with laws and regulations; j. open and take appropriate steps to avoid conflicts of interest; k. do not abuse facilities and infrastructure as well as public service facilities; l. not provide false or misleading information in response to requests for information and be proactive in fulfilling the public interest; m. do not misuse the information, position, and/or authority they have; n. in accordance with appropriateness; and o. do not deviate from the procedure.

8. Supervision of the Implementation of Public Services

Supervision of the implementation of public services is carried out by internal supervisors and external supervisors. Internal supervision of the implementation of public services is carried out through: a. supervision by the direct supervisor in accordance with laws and regulations; and b. supervision by functional supervisors in accordance with statutory regulations.

9. Complaint Management

Organizers are obliged to provide complaint facilities and assign competent executors to managing complaints.

CONCLUSION

In order to improve public services by integrating current developments and changes, there are a number of things that need to be considered in the context of providing public services in the current digital era, including:

1. Re-identify the government's main objectives in providing services to the community;
2. Provision of services to the public quickly and informs the public (clarity and certainty of services)
3. Development of digital devices that support employee mobility so as to facilitate all activities and collaboration between employees in providing services to the community;
4. Developing the behavior and needs of the community in the digital era by providing excellent service to the community.

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