

## Community Participation in Preparing Public Service Standards in Samataring Village, East Sinjai District

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ARTICLE INFO	ABSTRACT
<p>Keyword:</p> <p>Community participation; Public service; Service innovation; Integrated services; Local government</p>	<p>This study aims to analyze the extent of community participation in preparing Public Service Standards in Samataring Village, East Sinjai District. A study using descriptive qualitative methods found that the community had contributed to the preparation of three Public Service Standards, namely birth certificate services, change of domicile, and marriage requirements. However, the implementation of these standards has not been well socialized. Several obstacles were identified, such as the lack of supporting facilities and infrastructure, the unavailability of a unique budget for public services, limited human resources, and the incomplete preparation of the Public Service Standards document. This study shows that community participation is outstanding and is one of the strategic issues for realizing transparent, accountable, and fair public services. The Samataring Subdistrict Government is committed to improving the quality of public services by developing an integrated management system. Some proposed steps include using technology such as an Android-based complaint application, opening publication media (brochures, websites, TV, radio), direct outreach to the public, and providing a unique budget and human resource training to create excellent public services.</p>

### INTRODUCTION

Public services play an important role in meeting people's basic needs through effective and efficient services. The benefits include improving the quality of life, creating public trust in the government, and encouraging transparency and accountability in the management of public administration (Ayyash et al., 2022; Machmud et al., 2020; Mashur et al., 2024). There are still many weaknesses in public services provided by the State, "apparatus today so that they cannot meet the quality expected by the public. This is indicated by the fact that several public complaints are still conveyed through the media, which can give rise to an unfavorable image of the State apparatus. Considering that the primary function of the government is to serve the community, the government needs to continue to strive to improve the quality of services (Bao et al., 2013; Twizeyimana & Andersson, 2019; Winters et al., 2014).

Several policies have been issued by the government in order to improve the quality of public services. To implement this policy, the readiness and capability of the apparatus, both at the central and regional levels, need to be improved so that there is no gap between community demands and the readiness and ability of the apparatus to implement service functions (Clara et al., 2024; Dewi, 2023; Monggesang et al., 2023). Public services almost automatically form an image of bureaucratic performance because state policies regarding public services cannot be

separated from bureaucracy. In this regard, bureaucratic performance is directly related to the quality of services provided by the apparatus (Parebba et al., 2022; Rengifurwarin, 2019).

Providing services that meet predetermined standards is indeed a part that needs to be scrutinized. It is still often felt that even the minimum quality of service is far from the community's expectations, and the community almost does not understand the services that should be received and the service procedures provided. Standards by the government (Kutanegara, 2016; Nugrahayu et al., 2019). Therefore, the government bureaucracy or State," apparatus in administering government and development has a strategic position and role in implementing development in a country (Baharuddin, Qodir, et al., 2022; Baharuddin, Sairin, et al., 2022; Luth et al., 2023). Therefore, the productivity effs, activeness, and efficiency of State," or government organizations are very dependent on the State," apparatus. The birth of the public service law to provide services to the community creates clear boundaries regarding responsibilities and obligations for all public service providers. Even though regulations have been implemented, public services are still not in line with the expectations of a dynamic society.

Community participation in preparing public service standards is needed to achieve excellent service (Kurhayadi, 2023; Mase & Ilyas, 2024). Community participation in developing public service standards is essential to ensure that services align with community needs and expectations. The community can provide relevant input regarding service priorities, quality, and required mechanisms through this participation. This also encourages a sense of community ownership of the service standards produced, thereby increasing the acceptability and effectiveness of policy implementation. In addition, community involvement strengthens government transparency and accountability while creating a more harmonious relationship between the community and public service providers. Thus, this participation becomes the foundation for realizing excellent, inclusive, and sustainable public services.

The new paradigm of public services now places the public as service users and the government as service providers (Kurhayadi, 2023; Pratama & Kalalinggi, 2019). In the government's role as a public servant, the government should monitor and pay attention to the satisfaction and opinions of the public as the party being served. This principle is in line with the essence of the Law of the Republic of Indonesia Number. 32 of 2004 concerning Regional Government authority (autonomy) and Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services; this is to realize community welfare through improving public services, empowering the community, and increasing community participation. Currently, many service units 'pick up the ball.' However, there are still several problems that people often complain about. Delivery service has not met expectations because we still see complaints and suggestions from the public.

The community as service users can be actively involved in finding solutions to existing problems, especially in developing service standards. It was emphasized that service standards are benchmarks used as guidelines for service delivery and as a reference for service quality as an obligation and promise for service users. The PANRB Ministry has the authority to formulate public service policies, evaluate and monitor the performance of public service delivery, and provide assistance. Public service dissemination is carried out to convey policies that have been, are being, or will be implemented to local governments. The more parties who understand public service policies, the more parties who care and contribute to improving service quality.

From the researcher's observations, there is confusion in information regarding public service standards in the Samataring sub-district terms of the government stating that it has carried out the preparation of public service standards by legislation, but some people State, that they are not involved in preparing public service standards. The description above attracts the attention of researchers to find out the extent of community participation in the preparation of public service standards, especially in the community of Samataring Village, East Sinjai District, because the provision of good public services is not only carried out by one or several parties but must be carried out together in order to create acceleration in implementation. public service.

This study was motivated by a gap in information regarding the implementation of preparing public service standards in Samataring Village, East Sinjai District. From the government's side, it is stated that statutory regulations have prepared standards. However,

some people expressed their lack of involvement in the process, giving rise to differences in perception between the government and the community. This gap shows the need for an in-depth study regarding how community participation has been accommodated in preparing public service standards. Therefore, this study aims to analyze and evaluate community participation in preparing public service standards, identify the obstacles faced, and provide strategic recommendations to improve the quality of public services in Samataring Village collaboratively and inclusively.

## **RESEARCH METHODS**

This study uses a descriptive qualitative study approach. This study's qualitative approach aims to understand certain social phenomena by providing clear explanations based on previously existing theories. Meanwhile, the descriptive approach used in this study aims to describe solutions to existing problems based on data obtained from field data. Based on this understanding, the descriptive qualitative study aims to find out a sure thing in the case study regarding Community Participation in the Preparation of Public Service Standards in Samataring Village, East Sinjai District, and explain in detail the conditions that occurred. Researchers also use field studies on community participation to prepare public service standards. Field study aims to study the current situation and environmental interactions in a social group, individual, institution, or society. A field study is a study carried out directly in the field. In this study, researchers went directly into the field to obtain data; in this case, the researchers directly researched Samataring Village, East Sinjai District, Sinjai Regency.

## **RESULTS AND DISCUSSION**

Participation is mental involvement, thoughts, morals, or feelings in a group situation that encourage you to contribute to the group to achieve goals and take responsibility for the business in question. What is meant by participation in community members' participation, involvement, and togetherness in making a decision? Both directly and indirectly, community involvement can be considered a role for the community to participate. Several forms of public services for which service standards have been prepared involve the community: birth certificates and change of dominance.

Based on the previous theory and framework, to find out more about Community Participation in Preparing Public Service Standards in Samataring Village, East Sinjai District, the researcher uses an approach through the Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, this is to realize community welfare through improving public services, community empowerment, and increasing community participation. In this case, it focuses on six indicators, namely simple, participatory, accountable, sustainable, transparency, justice.

The results of interviews regarding community participation in the preparation of public service standards in Samataring Village, East Sinjai District are as follows.

### ***Simple***

This principle of simplicity is essentially more emphasized on aspects of service delivery work procedures, including the operational technical requirements and implementation that we are currently carrying out, however we still ask for input from the public regarding the service procedures that we carry out. The simplification approach is:

1. The fewer nodes, tables/officers in the procedure bureaucracy in implementing public services.
2. Make it easier for people to manage and obtain things and services by reducing the opportunity for direct contact between officers and the public.
3. Minimize the occurrence of bureaucratic services/lengthy procedure, so it will make things easier processes and create good service management.

### ***Participatory***

Dalam konsep In the concept of public services, the position of the community is as service users, who have the right to public services and have the right to demand the services they should receive (Parebba et al., 2022; Rengifurwarin, 2019). However, the community is not just users or often analogous to customers; it can also make and formulate policies. Community participation is a concept that refers to the active involvement of the community in decision-making related to the implementation of public services.

### ***Accountable***

Public accountability is an obligation for individuals or organizations to present, disclose, report, and account for several activities and activities that have been entrusted to that entity (Arnaboldi et al., 2015; Torfing et al., 2019; Winters et al., 2014). Government service is our officials' essential duty and responsibility as Community Servants. In carrying out our duties, we always try to serve the interests of the community and expedite the affairs of every community member by applicable regulations. Protecting and serving the community is the primary function of government administration.

### ***Sustainable***

Community participation in the implementation of Public Services is needed to ensure that Public Services are carried out in a transparent, accountable, and sustainable manner and by the needs and expectations of the community; community participation is not only in the form of an active role in preparing Service Standards, but also includes monitoring and evaluating the implementation of standards, performance evaluation, as well as the preparation of Public Service policies, and to ensure that this runs according to the mandate of the law is the duty of all of us (Rifaid et al., 2023; Wedayanti et al., 2023). Several approaches need to be taken together. Either active steps from the community to convey aspirations in the context of improving service standards to public service providers or active steps from public service providers to ask for input from the community regarding the service standards needed/ideal for the community so that public service standards can run as expected and sustainable.

### ***Transparency***

Public Service Transparency can provide several benefits that are felt directly by the community, namely that the management and implementation of public services are easily accessible to the community (Beshi & Kaur, 2020; Song & Lee, 2016; Zafarullah & Sarker, 2021). Regarding Public Services, which have been prepared in order to provide clarity covering general procedures or procedures, both technical and administrative, which can provide benefits in the delivery of Service Information that is published and socialized to the public through the aforementioned publication and/or socialization media through, among others, print media (brochures, leaflets, booklets), electronic media (Websites, Home Pages, Internet Sites, Radio, TV), image media and/or direct outreach to the public.

### ***Justice***

Justice is a fundamental concept and is becoming increasingly important, along with the strong desire to continue developing good services for society, which requires a unique space in the entire process of administering government and community services (Waza & Ekambaker P.K, 2024; Winarno & Retnowati, 2019).

Community participation in preparing public service standards in Samataring Village, East Sinjai District, is an important effort to create services that suit the community's needs and expectations. This participation includes the community's active involvement in making decisions related to implementing public services. As part of an inclusive approach, communities are seen as service users and strategic partners in designing and improving service standards. In this case,

simplicity, participation, accountability, sustainability, transparency, and justice are the main foundations in developing public service standards.

The principle of simplicity aims to simplify service procedures so that people can easily access public services. This is done by reducing bureaucratic knots, minimizing direct interaction between officers and the public, and shortening procedures that tend to be complicated. This simplification provides convenience for the public and creates efficiency in services. In Samataring Village, this approach is carried out by continuously asking for input from the community to improve service procedures.

Under the participatory principle, the community is actively involved in preparing and evaluating public service standards. This participation provides space for the community to convey aspirations, input, and suggestions regarding ideal services. This reflects that the community has a strategic role as a recipient of services and is responsible for the quality of public services. With this approach, the resulting policies become more responsive and relevant to community needs.

The principle of accountability in public services in Samataring Subdistrict emphasizes the importance of government accountability to the community. Government officials are tasked with ensuring that every service activity can be accounted for administratively and morally. In this context, accountability also includes presenting reports and evaluations of services openly to the public so that the public can monitor the implementation and performance of services transparently.

The sustainability principle focuses on the importance of continuity in implementing public services. Sustainable services require regular evaluation, active supervision, and policy updates that involve the community on an ongoing basis. The role of the community in ensuring the continuity of this service is vital, both through direct input and monitoring the implementation of established service standards.

Transparency and justice are the foundations for creating quality and fair public services for all levels of society. Transparency ensures the public can easily access all procedural, technical, and administrative information through several publications. Meanwhile, justice emphasizes that every community has the same rights to obtain services without discrimination. In Samataring Village, these two principles are implemented through open Communication between the government and the community, creating a sense of trust and satisfaction with public services.

## **CONCLUSION**

Ideal public services require active community participation in every stage, from planning to policy monitoring. This participation is important to ensure that community needs and expectations are met and service standards are prepared. In Samataring Village, the community has been involved in preparing service standards for services such as Birth Certificates, Change of Domicile, and Marriage Requirements. However, sub-district governments face obstacles in disseminating these services optimally. Factors such as limited facilities and infrastructure, lack of a unique budget, lack of human resources, and the lack of standard public service documents are the main obstacles to its implementation. However, community support for developing public service standards in the Samataring Subdistrict is quite good. This shows great potential in improving service quality through collaboration between government and society. Special budget allocations, increasing human resource capacity, and providing adequate supporting facilities are needed to overcome existing obstacles. This way, efforts to develop public service standards can run more effectively and sustainably through participatory and inclusive services.

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