

IMPROVING INTEGRATED SUB-DISTRICT ADMINISTRATIVE SERVICES THROUGH INNOVATION OF POPULATION ADMINISTRATION SERVICES IN JATIBANTENG DISTRICT, SITUBONDO

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ABSTRACT

In accordance with the Regulation of the Regent of Situbondo Number 35 of 2018 concerning Delegation of Part of the Authority for the Implementation of Licensing and Non-Licensing in Sub-districts within the Situbondo Regency Government and in accordance with the mindset of the real conditions that occur in the community, for the success of the program running in the Jatibanteng District, service solutions were developed. with the aim that people who have met the age requirements of the population have an e-KTP and Family Card through the District Integrated Service system, which functions optimally in serving the needs of the community without exception. With the intention of the community getting more effective, efficient and quality services. Based on the problems and taking into account all the conditions that exist and are experienced in the community, it is very necessary to change the service system by getting closer to the community.

Keywords: *Service improvement, Integrated sub-district administration, Innovation, Population, Jatibanteng District, Situbondo Regency*

A. BACKGROUND

The District Integrated Administration Service Program is abbreviated as backgrounded by public services for the community to meet their needs. In accordance with the mandate of the Minister of Home Affairs Regulation Number 4 of 2010 concerning Guidelines for Integrated Administrative Services for Subdistricts, the Government made improvements in an effort to improve services to the community and bring services closer to the community through the Subdistrict. As happened in the field clearly followed by the interpretation of data and the provision of analysis of the sub-district integrated administrative service program in Jatibanteng District, Situbondo. The program runs in Jatibanteng District has been running in accordance with existing regulations, namely Situbondo Regent Regulation Number 35 of 2018 concerning the delegation of part of the authority for the implementation of permits and non-permits in sub-

districts within the Situbondo Regency Government. Although in its implementation this program has been running well, to improve integrated administrative services, the District needs innovation so that services to the community are more optimal. Through the implementation of Population Administration Service Innovation, residents of the community can receive services that are faster and measurable clearly. Previously to take care of a document, a resident had to go to the District Office to wait for the completion of the letter, then through the innovation of population administration services, residents were guaranteed to get a fast and measurable clearly in accordance with service standards.

In principle, in terms of community services for any condition, it must continue to improve quality. The implementation of community services through the District Integrated and transportation facilities. In fact, this change action was compiled, residents of the community in Jatibanteng District who had elderly conditions, low economic levels and disabilities had not come to the Jatibanteng District Office to ask for services related to population administration, especially the ownership of e-KTP and family cards. Those who come and ask for services are residents of the community who are in good health and have a means of transportation.

This is for existing stakeholders to immediately develop a pattern of thinking to the real conditions that occur in the community to carry out service solutions with the hope that all people who have met the population age requirements have e-KTP and Family Cards through the District Integrated Service system which functions maximally in serving the needs of the community without exception. Dotted with these problems, in order to get more effective, efficient and quality community services by paying attention to all the conditions that exist and are experienced in the community, it is very necessary to change the service system by getting closer to the community.

Purpose

The preparation of the implementation of this change action has the following objectives:

1. The realization of a pattern of thinking about improving the quality of community services that are still experiencing constraints on geographical, economic and transportation conditions;
2. Planned system of improving the quality of community services;
3. Achieving improved quality of community services at the sub-district level.
The achievement of acceleration of ownership and orderly administration of population.

Benefits For Society:

1. There is certainty to obtain the necessary administrative documents.
2. Making it easier for the community, practical and efficient in taking care of administration, no need to come to the district office which is far away;
3. Community satisfaction with administrative services that are close, fast, easy and cheap in Jatibanteng District, Situbondo.

B. ORGANIZATIONAL PERFORMANCE PROFILE

Subdistrict Organizational Structure

To carry out the duties that have been charged, the Jatibanteng District Office has a structure based on:

1. Government Regulation No. 18 of 2016;
2. Situbondo Regency Regional Regulation Number 8 of 2016, concerning the Organizational Structure of situbondo regency regional apparatus.
3. Situbondo Regent Regulation Number: 68 of 2016 concerning the Position, Organizational Structure, Job Description and Functions and Work Procedures of the Situbondo Regency District.

Organizational Structure

1. Sub-district;
2. The Secretariat is in charge of:
 - a. General Subdivision;
 - b. Program Preparation and Finance Subdivision.
3. Government Section;
4. Economic and Development Section;
5. People's Welfare Section;
6. Peace and Order Section
7. Functional Position Group

Sub-district head, sub-district secretary in charge of the General and Personnel Sub-Section, Program and Finance Sub-Section and Sections of the Jatibanteng Subdistrict Office have different duties and functions:

1. The sub-district has the task of leading, coordinating and controlling the implementation of activities in the sub-district sector.
2. The District Secretary has the task of providing administrative guidance to all units of district government organizations and carrying out administrative, financial, staffing, and district equipment.

To carry out these duties has the following functions:

- a. preparation of plans, control, and evaluation of their implementation;
- b. management of financial affairs;
- c. implementation of general administration, personnel administration, and equipment administration;
- d. implementation of domestic affairs;
3. Coordinating the implementation of the Government Internal Control System (SPIP) within the sub-district.
4. The General and Personnel Subdivision has the task of carrying out the administration of correspondence and personnel administration.
5. In carrying out these duties, it has the following functions:
 - a. recording and filing of correspondence;
 - b. preparation and disposition of outgoing mail;
 - c. implementation of household affairs and protocol;
 - d. preparation of office needs analysis and administration;
 - e. preparation and implementation of personnel affairs;
 - f. implementation of administrative activities;

- g. reporting the results of the implementation of his duties to the District Secretary; and
 - h. the performance of other official duties assigned by the Secretary in accordance with his duties and functions.
6. Guidance on the collection of land and building tax (PBB), Cost of Transfer of Land or Building Rights (BPHTB);
- a. implementation of land duties;
 - b. implementation of the task of making District monographic data;
 - c. implementation of administrative activities;
 - d. reporting of the results of the implementation of duties; and
 - e. implementation of other official duties assigned by the Sub-District Head in accordance with their field of duties.
7. Government Section, has the task of conducting general government affairs and village government and preparing materials for community empowerment activities. In carrying out these duties, it has a function;
- a. the implementation of general government and the implementation of coordination between agencies and the Coordination Forum for District Leaders;
 - b. development of government administration and village finances;
8. The Economic and Development Section has the task of planning, preparing, coaching, evaluating activities in the field of economy and development. In carrying out these duties, it has the following functions:
- a. Preparation of program preparation materials and economic development, production and distribution of production results
 - b. Preparation of extension activities for the development of tourism and mining
 - c. Guidance on the development of the village economy, bimas program and collecting data on small industries and handicrafts as well as mutual aid businesses
 - d. Evaluation of the implementation of economic activities, production and distribution of production results
 - e. Implementation of administrative activities
 - f. Reporting of the results of the implementation of tasks
 - g. Implementation of other official duties assigned by the Sub-District In accordance with their field of duty
9. The People's Welfare Section has the task of preparing, preparing guidance on activities in the field of people's welfare. In carrying out these duties, it has the following functions:
- a. preparation of materials for the preparation of programs and carrying out guidance on poverty reduction and social welfare services;
 - b. preparation of materials for program preparation and coaching in an effort to improve public health, family planning, community nutrition, and eradication of infectious diseases;
 - c. preparation of materials for the preparation of coaching, education, youth, and sports programs;

- d. preparation of recommendation materials in the request or distribution of social assistance, including natural disaster relief;
- e. the construction and implementation of religious activities and the commemoration of national holidays;
- f. implementation of administrative activities;
- g. reporting of the results of the implementation of duties; and
- h. implementation of other official duties assigned by the Sub-District In accordance with their field of duty.

Geographically Jatibanteng District

The area of Jatibanteng District is 66.07 Km². Geographically Jatibanteng District as one of the Districts in Situbondo Regency with the position of the sub-district office is at 7o 49' South Latitude and 113o 39' East Longitude. As for the location of Jatibanteng District,

- South : Sumbermalang District,
- West : Banyuglugur District,
- North : Besuki District,
- East : Suboh District.

The total area of Jatibanteng Subdistrict is 66.08 km².

The 8 (eight) villages in Jatibanteng District, Patemon Village is the largest with an area of 15.65 km², and the smallest village area is Sumberanyar Village with an area of 4.64 km². The administrative center of Jatibanteng District is in Jatibanteng Village. Meanwhile, the village whose reach is the farthest from the sub-district area is Patemon Village. However, from the villages in the Jatibanteng District area, everything can be accessed by road. The highest average rainfall and rainy days are in January.

Number of villages within the Subdistrict area; Jatibanteng Subdistrict consists of 8 villages, 35 hamlets, 86 community pillars (RW). Judging from the level of education, the Village Head has an S1 education of 4 people and a high school education of 4 people. Similarly, the Village Secretary of yan g educated S1 as many as 6 people with high school education as many as 2 people. Meanwhile, the Head of Village Affairs who has an elementary school education is 3 people, 12 junior high schools, 22 people from high school and 3 people from S1.

Population data in Jatibanteng there are 22,236 inhabitants consisting of 10,710 males and 11,526 females. Sex ratio of 692.92 %, the total population spread across 8 (eight) villages, and Jatibanteng Village is recorded as having the most population, namely 4,591 people and Sumberanyar village is recorded as the village with the least population, namely 1,554 inhabitants. The population density in Jatibanteng Subdistrict per km² is 374 inhabitants. The eight most populous villages, jatibanteng village is Jatibanteng village with 1,045 people per km² and 192 people in Patemon village every km². The increase and decrease in the number of people can be caused by migration and the number of births or deaths. Migration is caused by the movement of residents both coming and leaving an area. The number of births reported in 2019 was 200, deaths were 153, residents who arrived were 32 and those who moved were 49.

C. ANALYSIS

In essence, the service to the community can be felt and useful to meet their needs. In an effort to improve the quality of community services, it is always improved, although it still experiences some problems that occur due to existing conditions. Geographically, Jatibanteng District has several hilly areas with inadequate infrastructure. Thus, it causes the problem of uneven ownership of Identity Card, Family Card, Birth Certificate documents as a whole and results in the lack of orderly population administration in Jatibanteng District. In this regard, the function and role of the District Integrated Service can develop a service system that makes it easier for the community to meet their needs by considering all the shortcomings and difficulties experienced by the community. The uneven ownership of Population Administration documents is caused by the reluctance of the community to request population administration services to the Jatibanteng District Office. To overcome the problem of community reluctance in requesting population administration services which can cause uneven and orderly ownership of population administration documents, solutions will be made through innovation by bringing services closer to the community in the village.

D. PROBLEM SOLVING

Breakthrough/Innovation

The coronation in Jatibanteng Subdistrict is Improving Integrated District Administrative Services through Population Administration Service Innovation. This innovation is an effort to bring services closer to the community in the village, so that it is easy to get services specifically for Identity Card (KTP), Family Card (KK) and Birth Certificate documents.

Resources

Sub-District head and Section Head along with implementing staff and 2 (two) Village Heads and Village Officials. Programs and activities in 2020 which are the object of activities to improve sub-district integrated administrative services through the innovation of Population Administration Services. The funds used in this change action are integrated with the funds for the District Integrated Administration Service activities in the DPA in 2020.

Every matter related to change certainly has risks that will be faced, including the implementation of this Change Action which has a good purpose for the benefit of the community and the Jatibanteng District Government. Several things are likely to be the risk of failure can occur because there is no understanding in the internal environment of the District Government about breakthroughs or innovations to improve the quality of services to the community, especially services for obtaining Documents for Identity Cards (KTP), Family Cards (KK) and Birth Certificates. Such a lack of understanding can occur at the respective stecholder and operator level. Therefore, there is a need for an intensive approach to these parties. Another thing can be caused by the lack of understanding and support from the Village Government to help the implementation of this innovation which can be assumed to increase the burden of tasks, budget, time and wi-fi networks that are not supportive.

E. CONCLUSION

Thus the Implementation of this Change Action was prepared with the hope that it can change the improvement of the performance of service officers and improve the quality of the satisfaction value of the community of service users which always makes the strength to realize the credibility of the implementation of the Jatibanteng District Government.

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