

Comparative Study of Public Services in Pangalengan and Coblong Districts

Nadya Tania Lisnawati¹ Fadiya Nabila Putri² Siti Sa'adah³ Viola Vera Levina⁴ Andre Ariesmansyah⁵

Public Administration Study Program, Faculty of Social and Political Sciences, Universitas Pasundan, Bandung City, West Java Province, Indonesia^{1,2,3,4,5}

Email: nadyatania456@gmail.com¹ fadiyanabilaputri@gmail.com² saadahsity6@gmail.com³ violaveralevina@gmail.com⁴ andre.ariesmansyah@unpas.ac.id⁵

Abstract

Public services are all activities in the framework of fulfilling basic needs in accordance with the basic rights of every citizen and resident over goods, services and or administrative services provided by service providers related to public interests. Communities as customers have needs and expectations for the performance of professional public service providers. The task of the Central Government and Regional Governments is to provide public services that are able to satisfy the public. The implementation of decentralization and regional autonomy policies in Indonesia has resulted in local governments having the responsibility and authority to determine minimum service standards. The fundamental problem in the process of public service in Indonesia is about ethics. There are no universal standards regarding norms or ethics as well as sanctions that specifically regulate violations committed by officials in public services.

Keywords: Public Service, Community



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INTRODUCTION

Public service refers to the provision of services to people or communities who have an interest in an organization in accordance with established regulations. There are two definitions of public service, namely narrow and broad. In a narrow sense, public service includes government actions in providing goods and services to the community as a public responsibility. Governments can provide these goods and services directly or in partnership with the private sector and communities, depending on people's needs, their capabilities and the market. This concept emphasizes the importance of having a good service delivery system. In a broad sense, public service is synonymous with the principles of public administration that put the public interest first. In this context, public services are more focused on how public administration such as policy making, organizational design, and management processes are used effectively and efficiently, because the government acts as a responsible provider. The goal of establishing any government institution is to ensure people's satisfaction, and success can be measured by achieving that goal. To achieve this goal, good and quality service is very important.

Pangalengan is a sub-district located in Bandung Regency, West Java, Indonesia. In 1927, there were several villages and sub-districts in Pangalengan District, namely Banjarsari, Lamajang, Margaluyu, Margamekar, Margamukti, Margamulya, Pangalengan, Pulosari, Sukaluyu, Sukamanah, Tribaktimulya, Wanasuka, and Warnasari. In this sub-district, it is important to pay attention to public services because community satisfaction is a priority for the government. Coblong District is one of the sub-districts in the city of Bandung which is located in the Dago area. This sub-district is led by a Camat who is responsible as the coordinator of governance in the sub-district area and is directly responsible to the Mayor. The

Coblong sub-district provides integrated services to the people who live in each kelurahan within the sub-district area. Some of the public services provided by the sub-district include making an Identity Card (KTP) for residents who meet the minimum age requirements, making a Family Card (KK) for permanent residents living under the sub-district area, submitting letters for moving residents' domiciles, managing arrival/stay letters residents, and services for legalizing files issued by the sub-district for administrative purposes outside the sub-district area.

The quality of service to the community is one indicator of the success of an institution as a service organization. When discussing public services, the roles and positions of public or government organizations as well as private organizations/private companies are relevant. Public or government organizations and private organizations/private companies have differences, where private organizations focus more on financial gain (profit), while public organizations have a role in providing services to the community.

Literature Review

Administration Theory

Administration is an activity that involves more than one person in uniting rational and strategic minds to achieve a goal. Administration comes from the word *ad* which means intensive and *ministrare* which means to manage, run. Meanwhile, in the English-Indonesian dictionary, the word *administer* means to manage, run, implement. While the word *administration* means administration, administration (John and Hassan, 2003).

Public Service

Public service is one of the manifestations of the role of the state apparatus as a servant of society and the state. According to the definition of the State Administration Agency (2000), public service refers to all forms of service activities carried out by government agencies at the central, regional, and also by state or regional owned enterprises. These services can be in the form of providing goods and/or services, both to meet the needs of the community and to comply with applicable legal regulations. According to Law No. 25 of 2009, "Public service is an activity or series of activities in the framework of fulfilling service needs in accordance with laws and regulations for every citizen and resident for goods, services, and/or administrative services provided by public service providers". Moenir (2002: 6) service is an activity that is forwarded by organizations or individuals to consumers that are intangible and cannot be owned, consumers, namely people who benefit from the activities carried out by organizations that provide services.

Comparison

Comparative study is the process of analyzing two or more entities to identify similarities and differences between them. In this case, a comparative study is carried out to analyze and study in depth two things or aspects of a design object, with the aim of finding similarities and differences that exist between the two. The results of this comparative study are used as recommendations for the next design process.

RESEARCH METHODS

This study uses a qualitative approach. According to Creswell (2010: 5) "That qualitative research is a method for understanding the meaning of a number of individuals or groups of people ascribed to social problems." Qualitative methods have uses in providing in-depth descriptions of the observed phenomena, and can improve understanding of the substance of

an event. Qualitative methods focus on in-depth observations, and involve several processes in their approach. This includes making questions that are relevant to the information needed according to the research being carried out, collecting data, and analyzing data from specific themes to more general themes.

The type of data used by the author in this study came from the results of interviews, where interviews are an activity carried out to obtain direct information through asking questions to respondents or informants verbally. According to Nazri, the interview is a question and answer process that is carried out face to face between the interviewer and the respondent, with the aim of providing information for research. Observation is a method of gathering information that involves direct observation of objects or events that can be observed with the human senses. Literature study is a method used to collect data or sources related to a research topic, but not through direct observation. These sources are obtained from the results of previous research conducted by other researchers, such as books, scientific reports, articles, or journals.

RESEARCH RESULTS AND DISCUSSION

Geographical Location of Pangalengan District

Pangalengan District is located in Bandung Regency, West Java Province, Indonesia. Geographically, this sub-district is located at coordinates 107° 20' - 107° 39' E and 7° 19' - 7° 6' South Latitude. The Pangalengan area is mostly mountainous or hilly with an altitude between 984 m to 1,571 m above sea level. The total area of this sub-district reaches 27,294.79 Ha. Pangalengan sub-district consists of 13 villages, including Wanasuka, Banjarsari, Margaluyu, Sukaluyu, Warnasari, Pulosari, Margamekar, Sukamanah, Margamukti, Pangalengan, Margamulya, Tribaktimulya, and Lamajang. Most of these villages are located around forests, and this sub-district is crossed by the Cisankuy River and there is Lake Situ Cileunca. The existence of these rivers and lakes is beneficial for the agricultural and tourism sectors, including as a source of hydroelectric power. Pangalengan is a sub-district in the south of Bandung City which is famous for its tourist attractions such as Situ Cileunca, tea plantations and Cibolang hot springs. The Pangalengan area is also known as an agricultural, livestock and plantation area, with several tea and quinine plantations managed by PTPN. This sub-district is also a producer of cow's milk, with livestock and milk processing activities managed by the Pangalengan South Bandung Animal Husbandry Cooperative (KPBS Pangalengan).

VISION, MISSION and MOTO of Pangalengan District

VISION: "The realization of a glorious Pangalengan sub-district through increasing human resources for the development of agribusiness and agro-tourism in a religious and environmentally sound nuance". **MISSION:** "Creating canning into a safe, peaceful, orderly and law-abiding area". "Seeking, maintaining, developing and improving public facilities and social facilities in supporting the realization of Pangalengan as an agribusiness and agro-tourism area that can prosper the community". "Protecting, managing, preserving and utilizing various potentials and opportunities wisely while upholding local wisdom, increasing quality and quantity in a sustainable manner for various superior potentials through accelerating offspring products to maintain competitiveness, carrying capacity and marketing power. "Increasing public awareness of the importance of education as the main supporting factor for the development of creativity, utilizing one's own potential and resources so that the quality and quantity of competitive resources is formed." "Empowering and increasing moral human resources based on faith and devotion to God Almighty, creating a bureaucracy that is able to correct deficiencies and is sensitive to the needs of the community in realizing and providing

excellent service." "Unify all potential resources and glue them together to work together and work together". MOTO: Prima, "Professional, Friendly, Sincere, Easy and Trustworthy". Service Standards in the Pangalengan District, Bandung Regency, are the implementation of the main tasks and direct service functions held in the Pangalengan District environment; Service Standards for each type of service in the Pangalengan District, Bandung Regency, as for the following types of services: Service Standards for Building Permits (IMB); Family Card Service Standards (KK); e-KTP Recording Standard; e-KTP and KIA standards; Transfer Service Standards; Document Legalization Service Standards; Service Standards for Cover Letters, Recommendations and Other Registrations.



Figure 1. With the Service Staff

Pangalengan District Services

Public services in the Pangalengan sub-district have been running well and according to the targets set. Public service employees in the Pangalengan sub-district always show a friendly attitude and warm greetings, as well as a smile which is the main principle in providing services. They also respect each other, and maintain a good attitude towards society. Employees understand that community satisfaction is their responsibility, and this is also their own satisfaction.

Public services in the Pangalengan sub-district always prioritize the needs and interests of the community as a top priority. Pangalengan District has a maximum service time target of 14 working days, where they always try to maximize the services provided with a focus on the interests of the community. Services in the Pangalengan sub-district take place efficiently and without complicated or time-consuming procedures. However, if there is a delay in the service process, this is usually caused by incomplete requirements from the applicant (community), not the fault of the service employee. However, when the requirements are complete, the service process will be carried out quickly and easily. If all the files received are complete, the service process will be completed within a maximum of 14 days.

One of the obstacles often faced by Pangalengan District Public Services is online services. Even though this service is carried out using internet technology, there are often obstacles related to signal and connection that cannot be avoided, even though the service has been carried out with maximum effort. This is one of the inhibiting factors faced by Pangalengan District. However, in terms of manual services, Pangalengan District has not experienced any significant problems in the service process. Operators in Pangalengan District have the capacity to serve 20 people in one working hour. If the number of applicants exceeds this capacity, the employee will provide a receipt for the file and promise the maximum time for service completion, by providing information via the WhatsApp application. Pangalengan District has around 40 employees who are assigned according to their respective positions and duties. Every working day, they work from Monday to Friday, with hours of work from half past 8 am to 4 pm. Saturday is a flexible day, where additional work is a top priority in this regard.



Figure 2. Pangalengan Community

"Services in Pangalengan District are very, very good, fast and reliable and always prioritize the community, just good," he said.

Geographical Location of Coblong District

Coblong District has an area of around 74.3.308 Ha and consists of five sub-districts, namely Dago, Sekeloa, Sadang Serang, Lebak Gede, and Siliwangi. Geographically, the Coblong District has a flat topography with a few hills. The height of the land in this district is 770 m above sea level. The temperature range in Coblong District ranges from 20-33oC, and the average rainfall is 2665 mm per year, with the highest number of rainy days reaching 120 days. Coblong District is a sub-district government organization established to improve coordination in administering government and public services. Coblong District is located in the city of Bandung and consists of 6 sub-districts, namely Dago, Sekeloa, Sadang Serang, Lebak Gede, Lebak Siliwangi, and Cipaganti.

VISION, MISSION and MOTO of Coblong District

VISION: "The Realization of JITU Community Service (Honest, Innovative, Responsive, and Excellent)". MISSION: "Prime Public Supported by the Effective, Clean, and Serving Performance of Subdistrict Government Apparatuses". MOTO: "We are ready to serve according to applicable regulations."



Figure 3. With Service Staff Ms

Coblong District Public Service

Public services in the Coblong sub-district have complied with the procedures set by the mayor of Bandung and the Coblong sub-district office have provided good service for people in need, the certainty of service work in the Coblong sub-district is not determined but what are the conditions that support for example such as making KTPs which cannot be ensure the time, for example, the KTP blank is sufficient, it will allow time to quickly because the Coblong sub-district itself is waiting for blanks from the service. As well as the timeliness in carrying out the service, the Coblong sub-district has provided what the community should need. But again, what type of service do the people need, for example in the service of making heirs, this must be signed by a sub-district head, when a sub-district head is in the office it will simplify and speed up a service to the community, but when there is no sub-district head, maybe the community has to wait until the time is determined by being notified through an intermediary, the WA Chat or the SIPAKU application. the service that was proposed has been completed, the Coblong sub-district itself notifies it via private WA chat or with the SIPAKU application provided by the population service.

The services of the Coblong Subdistrict are right on target and the service procedures for the Coblong subdistrict itself in making one of the KTPs and KKs of the community are not required to visit the RT or RW but other requirements must be completed. Obstacles in the service of the Coblong District itself, one of which is accessing a network where the system always experiences errors which results in delays in service to the community. The facilities in the Coblong sub-district office are sufficient to provide services to the community. And in the Coblong sub-district there are also no payments or tickets for providing a service, in the Coblong sub-district they only provide a service which is a right that the community gets. Discipline of the employees has been applied, but back to each individual, at 8 o'clock the employees are on standby at the Coblong sub-district office, the number of employees in the Coblong sub-district is approximately 60 employees. And the public can find out about the Coblong sub-district themselves, the community can open the Coblong sub-district website itself.



Figure 4. With the Coblong District Community

"Services are not rigid in providing services. If we ask one question, the answer is 10. If we ask two, three have been answered, and the service in Coblong sub-district has been maximal in providing services to its citizens," he said.

CONCLUSION

Comparison of Public Services in Pangalengan District with Coblong District is Pangalengan sub-district in implementing the service system, it imposes a maximum target of

14 working days where the Pangalengan sub-district always prioritizes the interests of the community and within 14 days prioritizes services proposed by the community and the Pangalengan sub-district will handle it properly. the target is 14 days, but when the 14 working days are finished the community will be contacted to pick up the files submitted to the Pangalengan sub-district. The maximum target is 14, it could be more if the community does not meet the requirements proposed. Meanwhile, public services in the Coblong sub-district, Bandung City, do not implement a maximum target system of 14 days, but what about the availability of supporting intermediaries that make it possible to facilitate access to services for the community, for example in making ID cards where the Coblong sub-district cannot determine when the KTP service will be for the community because the Coblong sub-district waiting for the blanks given by the service. Provision of services with the aim that the community is satisfied is an obligation for services that work in government agencies, for Pangalengan sub-district and Coblong sub-district it is hoped that they can always maintain and improve services at sub-district agencies by always being oriented towards community satisfaction.

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