Analysis of the Quality of Subdistrict Integrated Administration Services (PATEN)

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ABSTRACT

The study analyzed the quality of Subdistrict Integrated Administration Service Delivery (PATEN) at the Samarinda Ilir District Office in Samarinda City, focusing on its supporting and inhibiting factors. The research used a qualitative approach, including purposive and accidental sampling techniques, in-depth interviews, participatory observations, and documentation studies. The results showed good patent implementation quality, as measured by the five dimensions of public service quality analysis: reliability, responsiveness, certainty, empathy, and tangibility. Supporting factors included adequate office service facilities, air conditioning, television, and comfortable seating. However, the inhibiting factor was the lack of informal socialization among the community. The study also highlighted the management of licensing services in the sub-district, following laws and regulations.

INTRODUCTION

Good governance is the central issue that most comes to the fore in the process of managing public administration today. There are many complaints from the public against services from the government both directly and through the mass media, such as complaints about convoluted procedures (Haryono et al., 2024), uncertainty of the resolution period (Arfan et al., 2021), the amount of costs that must be incurred (Susanto, 2020), requirements that lack transparency (Ngatikoh et al., 2020), and the attitude of officers or employees who are less responsive (Harijanti, 2020).

The paradigm shift in local governance, from centralization to decentralization, from centralized power in local governments (executives) to power sharing between the executive and regional legislatures, must be addressed by changing the management of local government (Fauzi & Zakaria, 2000; Flores, 2017; Haque, 2010; Utomo, 2011; Wijayanti & Fathurrahman, 2024). In terms of public management, there has also been a change in values that originally adopted a management process oriented to the internal interests of government organizations to external interests accompanied by improved services and delegation of some public service tasks from the government to the community or market.

Good governance is the most prominent issue in the management of public administration today. The strong demands made by the community to the government to carry out good governance are in line with the increasing level of public knowledge, in addition to the influence of globalization (Abdou, 2021; Farida et al., 2020; Jan et al., 2021; Mooneeapen et al., 2022; Zerbian & de Luis Romero, 2023). In addition, the old patterns of governance are considered no longer suitable for the changed order of society, where in the past the state or government was very dominant, making the community a very neglected party in every development process. Therefore, this demand is natural and should be responded by the government by making changes directed at the realization of good governance.

With the new orientation in public management, local governments are not only required to be accountable inward but also outward (community). Through public accountability, the government will be monitored and evaluated for its performance by the public (Abhayawansa et al., 2021; Keerasuntonpong et al., 2019; Schwarz et al., 2020). Monitoring and evaluation of local government performance will be easier if local governments have made indicators and targets compiled in Minimum Service Standards (SPM). The SPM that has been compiled will be a guideline for both parties, local governments and the community. For local governments, SPM is used as a guideline in conducting public services, while for the community, SPM is a guideline to monitor and measure the performance of local governments.
Article 18 of Law No. 25 of 2009 on Public Services guarantees the rights of the public to obtain public services and supervise government performance. Public complaints are considered capable of being a strategy to guard the path of the vision of realizing a professional, effective, efficient and accountable state apparatus in the implementation of bureaucratic reforms towards world-class good governance in 2025. The public complaint mechanism is actually not new, but in terms of its implementation in the field it still needs to be addressed and implemented optimally.

Along with the increasing role of sub-districts as the spearhead of development on a local, regional, and even national scale, of course, improving performance both procedurally and substantively is an absolute thing to achieve. This is also reinforced by the increasing demand for the implementation of good governance and improvement of public services so that there is a shift in orientation and perspective of the community who tend to be less sympathetic to the work ethic of the apparatus.

Improving the quality of public service delivery is one of the targets of accelerating bureaucratic reform, so that service delivery must be closer to the community, and more effective and efficient. To bring public services closer, some authority for services and licensing needs to be delegated to the sub-district, because the sub-district is one of the local government organizational units that has a strategic position, where the sub-district is on the front line that is directly facing the community or close to the community with various backgrounds, needs, and demands, which is dynamic. Realizing this, the Ministry of Home Affairs has issued Minister of Home Affairs Regulation Number 4 of 2010 concerning Guidelines for District Integrated Administration Services (PATEN), which was then followed up by Minister of Home Affairs Decree Number 238-270 concerning Technical Guidelines for PATEN Guidelines.

The above PATEN regulation was responded positively by the Samarinda City Government through Samarinda Mayor Regulation Number 35 of 2014 concerning the Implementation of PATEN within the Samarinda City Government, which marked and emphasized that all sub-districts in Samarinda City must and must hold PATEN.

In connection with the above, Samarinda Ilir District as one of the sub-districts in Samarinda City which is also the main object in this study, has carried out PATEN since early 2015 until now. Although it is still relatively new, because it has only been implemented since early 2015, the implementation of PATEN at the Samarinda Ilir District Office is quite good. This the author knew during initial observations and listening to statements from several residents who happened to be taking PATENT documents. From the statement of one of the Head of Division at the Office of the One-Stop Integrated Licensing Service Agency (BP2TSP) of Samarinda City, the author knows that the cause of PATENT has not been implemented by all sub-districts in Samarinda City because there is related to the minimal cost of procuring PATENT facilities and infrastructure, then the lack of experts related to the skills to use certain applications for processing PATENT documents, such as IMB.

Based on the description above, the study analyzed the quality of Subdistrict Integrated Administration Service Delivery (PATEN) at the Samarinda Ilir District Office in Samarinda City, focusing on its supporting and inhibiting factors. The research is expected to give readers more information on the implementation of PATEN at the regional level in Indonesia.

**METHOD**

This study employs a qualitative research approach to analyze the quality of Sub-District Integrated Administration Services (PATEN) at the Samarinda Ilir District Office, Samarinda City. The research focuses on indicators such as reliability, responsiveness, kepastian, empathy, and tangible. Factors affecting the quality of PATEN include supporting factors and inhibiting factors.

Data sources used in this study include informants, which are chosen based on their knowledge and experience related to the material under study. The researchers use purposive sampling methods to determine informants, while accidental sampling techniques are used for community informants. The study's location, available facilities, natural conditions, and socio-cultural conditions also play a role in obtaining data related to the focus of the study.

Data collection techniques include in-depth interviews, which are non-standardized and unstructured, and focused interviews, which are conducted with questions that are general in nature but centered on specific topics. Observation participates in supplementing and testing the results of interviews given by informants who may not be thorough or have not been able to describe all kinds of situations or deviate from what is expected. Documentation studies are used to acquire non-human data in the form of written documents.

The data analysis techniques in this study follow Miles and Huberman's four components: data collection, data simplification, data presentation, and withdrawal of conclusion. Data collection involves interviews, observations, and research documentation, while data simplification is an iterative process that involves selecting, focusing, simplifying, and abstracting raw data collected from the field. Data presentation
helps researchers understand the events that occurred and leads to further analysis or action based on understanding.

The withdrawal of conclusion is a crucial step in the research process, as it weaves together before, during, and after data collection in parallel forms to build a general insight called "analysis." From the beginning of data collection, a qualitative analyst begins to look for the meaning of things, noting regularities, explanatory patterns, possible configurations, causal flows, and propositions. The conclusion of the research and data verification focused on the Quality of Subdistrict Integrated Administration Services (PATEN) at the Samarinda Ilir District Office, Samarinda City.

RESULTS AND DISCUSSION

Samarinda Ilir District, one of ten sub-districts in Samarinda City District, covers 17.78 km² or 1,778 hectares. Its administrative boundaries include Sungai Pinang District, North Samarinda District, Samarinda City District, West Side, and Welcome District. The district is responsible for five sub-districts: Selili Village, Dama River Village, Sidomulyo Village, Sidodamai Village, and Pelita Village.

Regarding the reliability of employees in the Subdistrict Integrated Administration Service Team (PATEN) of the Samarinda Ilir Sub-District Office, Samarinda City, it is generally good, which is evidenced by the fast service process that can be provided to the community, such as in the deadline for completing State Land Opening Permit (IMTN) and Micro Business License (IUM) documents, has met the predetermined time standards.

Then, the service process is also accurate, such as the rare typing of people's names and addresses on the State Land Opening Permit (IMTN) and Micro Business License (IUM) documents, so that the community is really satisfied with the services provided by employees in the District Integrated Administration Service Team (PATEN) of the Samarinda Ilir District Office, Samarinda City.

The responsiveness of employees in the Kecamatan Integrated Administration Service Team (PATEN) of the Samarinda Ilir Sub-District Office, Samarinda City, in the process of the Sub-District Integrated Administration Service (PATEN) is generally good, which is shown by the attitude of employees who are quick and responsive to help people who do not understand and are confused by the mechanisms or procedures of the Sub-District Integrated Administration Service (PATEN). This provides comfort to the community, because of the help from employees to the community on the basis of the initiative and responsiveness of the employees themselves without the need to be first told by the community. The responsiveness possessed by employees is because the sub-district head emphasizes to employees that a good service is not only seen from one or two aspects, but as a whole, even though it is the simplest thing, such as one of responsiveness. The responsiveness possessed by employees in the service process is also evident from the absence of complaints from the community.

In providing services to the community, employees always mean it (totality), so that people believe and do not hesitate to use the services provided by employees. This kind of service is also implemented by the District Integrated Administration Service Team (PATEN) of the Samarinda Ilir District Office, Samarinda City. This is reflected in the politeness and friendliness and sincerity (totality) of employees when serving the community when the service process is in progress. Then, a trustworthy attitude is shown by employees in the Subdistrict Integrated Administration Service Team (PATEN) of the Samarinda Ilir District Office, Samarinda City, when giving promises to the community regarding the completion time for making service products, for example for 3 (three) working days, then according to employee promises, the manufacture of service products will be completed in 3 (three) working days as well.

Empathy is a feeling of caring for someone that is manifested by positioning oneself the same as the person who wants to be cared about or according to the way the person wants to be cared for, not in one's own way (sympathy). Similarly, when employees in the District Integrated Administration Service Team (PATEN) of the Samarinda Ilir District Office, Samarinda City, in providing services to the community, employees do it wholeheartedly, because employees understand their position as service providers and the position of the community as parties who must be provided services. The point of wholeheartedness here is that employees really understand and pay attention to the needs of the community as customers, so employees will not provide bad service, such as not being on time in completing service products, not being friendly in providing services, not being careful in filling in data in documents on service products, which causes people to be dissatisfied with the services provided to them. Or the public will criticize and further demand that employees be given legal sanctions.

The services provided to the community by the District Integrated Administration Service Team (PATEN) of the Samarinda Ilir District Office, Samarinda City, are not only related to non-physical aspects, but also physical aspects. The completeness of physical facilities provided by the District Integrated Administration Service Team (PATEN) of the Samarinda Ilir District Office, Samarinda City, such as vehicle parking areas, televisions, air conditioners, and toilets also support the service process to run optimally.
From the author's observations at the research location, the author knows the factors that affect the Quality of District Integrated Administration Services (PATEN) at the Samarinda Ilir District Office, Samarinda City.

In terms of supporting factors, namely very adequate office service facilities, such as the use of adequate number of computer and printer devices, queuing machines and special counters that ensure order in the queue during the service process, air conditioning that provides comfort, both for employees and the community served, television as a means of entertainment for the community as well as to eliminate community saturation in the service process, as well as comfortable seating for the community during the service process.

The factors that affect the Quality of Subdistrict Integrated Administration Services (PATEN) at the Samarinda Ilir District Office, Samarinda City, from the hampering side, are still not optimal socialization to the community by the village and the Head of RT that some licensing services, such as Building Permits (IMB), State Land Opening Permits (IMTN), and Micro Business Permits (IUM) can be managed in the sub-district with criteria and conditions that have been determined accordingly provisions of laws and regulations.

CONCLUSION
The study concludes that the implementation of Sub-District Integrated Administration Services (PATEN) at the Samarinda Ilir District Office in Samarinda City is generally good, with good performance in five dimensions of public service quality: reliability, responsiveness, assurance, empathy, and tangible. Supporting factors include adequate office service facilities, air conditioning, television, and comfortable seating. However, the quality of PATEN is hindered by insufficient socialization with the community and the management of licensing services like Building Permits, State Land Opening Permits, and Micro Business Permits. The author recommends the Samarinda Ilir District Office to continue providing quality and best quality PATEN to the community, especially as the demands for services increase due to the sub-district’s status as an OPD and the kelurahan as a unit under the sub-district.

REFERENCES


