

Policy of Regional Division: Developing Closeness, Convenience and Accessibility of Service (Study about Impacts of Regional Division in Regency of West Bandung Province of West Java)

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Abstract-The current decentralization format in Indonesia governance right now is applied, enabling the local government giving services more effectively to the people. This is because local government having a bigger role and more strategically in executing development, including accommodating aspiration of the people as material to executing the development plan in the region. Along with decentralization format being applied, thus expected will increasing the governance effectivity. Aspiration of division an autonomous region happened because various problem in wide society that triggers dissatisfaction of the people towards the government and demands for solution and one of them is forming another region and new governance, with some expectation that will create prosperity because the role of government will be more effective and efficient so that the government function as service, development and empowerment will be executed well.

Keywords: *decentralization, division of region, government services*

1. INTRODUCTION

Existence of the government is meant to be fulfilling needs of the people as the “governed” parties. Corresponding with the development of the age, the needs of people is increasing and growing more complex because at the same the government forced to fulfill a quality services. In the context of governance, that demands is related with primary function that attached to the government namely service.

In order to execute a quality service, the government needs to understands all the needs of the people. This can be fulfilled if there’s a close relationship between government and the governed. There are many ways that can be done by the government to draws closer itself with the governed one of them is giving the people some authority to manage and/or take care their own interest through decentralization policy, deconcentration, or helping duties. But in case of Bandung Barat regency, the government doing more than giving the authority partially. With splitting an autonomous region then they’re given

not just some little authority to them but also forming new local government. Therefore the relationship between government and governed becoming more tangible because the distance is getting closer.

Since formed based on UU No.12 Tahun 2007 tentang Pembentukan Kabupaten Bandung Barat di Propinsi Jawa Barat (Forming West Bandung Regency in West Java Province), then it’s been more or less 10 years West Bandung Regency organizing governance in their region.

II. SCOPE OF QUESTION

In reality various aspiration in splitting region is a problem that related with basic needs of the people as lack of government service towards people’s needs, not optimal development especially in infrastructures and gap in development and opportunity for the people to access public service and that is creating social jealousy. Based on that, then bring up a question: how is the impact of division of a region in giving service to the people in Bandung Barat Regency?

III. DISCUSSION

From the research it is known that Bandung Barat Regency government is considered is fail to develop close relationship with their people. This assessment can be proven by seeing the quantity of complaints related to public service that executed by them in 10 years. The quality of their public service in Bandung Barat Regency after the division is considered poor, even in case permissions for mini-market allegedly occurs illegal charges practices. This illegal charges practices also occurs in department that related to public services as in e-KTP service. Hence, their performance is considered not able to fulfill affordability and convenience of service to the society.

Along with information mentioned above, results of interview with some informants is shown some other issue that becomes obstacle in building relationship between government and the governed. The field that is highlighted is education and health. Evidently in some village and districts, people is having difficulties to educate their children in primary school because there's no middle school at the village or their districts. The impact is to continue their education they have to go to another district with the distance furthering away. Whilst in health, needs of existence a health center (Puskesmas) is very perceived.

Responding and following up various problem appearing, Bandung Barat Regency doesn't staying silent and keep making efforts to improve so relationship between the government and the governed closer. There's some efforts that done by Bandung Barat Regency Government to close themselves to their people. The effort is brings the service closer through their district that has been done in 2016 using public choice approach. The other effort is developing incentive system for service unit that succeed to satisfy customer or people. The effort developing close relationship through their district is set by the government through Peraturan Menteri Dalam Negeri No. 4 Tahun 2010 tentang Pedoman Pelayanan Administrasi Terpadu Kecamatan (Paten). This effort becomes the foremost effort to Bandung Barat Regency government considering geographical conditions their region because the distance between village to district relatively far away. Other things that considered is position of district as frontline of executing governance, development and service.

In the year 2017, Bandung Barat Regency government preparing village website that intended to be used for informing development, service and various events that has been and has not executed. But, out of 165 village which exist in Bandung Barat Regency, it has been 2(two) village that already has website that is Desa Tnimulya Kecamatan Ngaamprah and Desa Kertamulya kecamatan Padalarang.

Other efforts is forming 10 (ten) new organizational structure and working procedure (SOTK) that done in 2017. The establishment of new working procedure (government agencies) is intended to draws the government closer to the people because with existence of new government agencies between them is demographic affairs agency, civil registry service, food security department, the people will find it convenient to convey their aspirations or demands towards the public service. Not just working procedure, building or room filled with officials. Therefore the people will feel comfortable and safe when they want to take care of their needs for instance making Kartu Keluarga.

Forming local Hospital at Cililin, Lembang, and Cikalongwetan is another effort by the government to draws closer the government to their people. The existence of this Hospital obviously is a tangible effort because the people will helped and serviced for better quality of medical examination and treatment. Other than that, Bandung Barat Regency government building partnership with some referral hospital outside Bandung Barat.

Related to their human resources (apparatus), Bandung Barat Regency Government also prepared them to be improved as well as done by department of transportation. To improve quality of their apparatus, the department is conducting coaching for employee, field officer, parking attendant, retribution collectors which is also done in 2017. Later on they also prepare one terminal that could bring image that Bandung Barat Sehat.

For demographical administration, especially for children aged 0-17 years less one day, Bandung Barat government launched Kartu Identitas Anak (KIA) in 12 August 2017. This program is really a follow up from Peraturan Menteri Dalam Negeri No. 02 Tahun 2016 tentang KIA, Peraturan Daerah Nomor 7 tahun 2016 tentang Penyelenggaraan Administrasi Kependudukan, and Peraturan Bupati Bandung Barat No. 43 Tahun 2016 tentang Peraturan Pelaksana Peraturan Daerah as mentioned above especially in article 24.

Other activities that done as an effort to build close relationship is providing complaining service online and establishing task force Saber Pungli. Those two things intended to response various complaints from the people related with illegal charges in execution of governance and public service.

Building close relationship with the people also done by the Bandung Barat Regency government with planning on splitting several village. Along with that indirectly access for service becomes closer. At this time the effort is still on assessment level with using third parties because based on UU No. 6 Tahun 2014 tentang Desa, the initiative of forming new village now held by the central government or local government regency/city.

From various effort that has been done by Bandung Barat Regency government, showing that almost all the effort is physical activities either its infrastructure or rules. Which mean if using institutional approach, the effort of Bandung Barat Regency government to build closer relationship with the governed is on the right track. However, the nature of it just physical closeness not socially or psychologically. It means the closeness that obtained just making the distance closer.

For instance to complain governance problem, development and service is provided various structure and rules as village website and online service complaining, but if it not supported by responsive act then it will be difficult to building closeness with the governed. Bandung Barat Regency effort in building close relationship with the governed will be hard to obtain. With choice of act like that, possibly what will happen will drive the government (Bandung Barat Regency Government) with the governed (people of Bandung Barat especially Mandalasari Village and Rancapanggung Village) apart.

Although Bandung Barat Regency is best autonomous region in Indonesia with highest grade among 57 other that formed year 2007-2009. Yet, this accomplishment doesn't include close relationship between government towards the governed. Assessment based on the report of execution of local government to central government (Laporan Penyelenggaraan Pemerintah daerah kepada Pemerintah) and accountability report head of local government to local parliament(Laporan Pertanggungjawaban

Kepala Daerah kepada DPRD) and LPPD. Another criteria is forming local instrument organization, hiring personnel, hiring member of local parliament, execution of obligated and alternative duties, financing, assets acquisition, equipment and documents, implementation of regional boundaries, providing infrastructure of governance, preparation of general planning of regional spatial and transfer of capital for region that capital being transferred.

From many criteria above obviously that the assessment of the best new autonomous region only limited by the things that physical. Whilst related to public service, prosperity of the people, closeness between the government and the governed that seen from its responsivity, doesn't become consideration. In this case, certainly Bandung Barat Regency government doesn't in the wrong position when things that pursued is suitable for the criteria that set by the Central Government. Therefore, we also have to appreciate for the accomplishment they've made.

Developing the Convenience and Access of Public Service in Bandung Barat Regency

Ten years for certain is not enough time to execute governance and development as good as autonomous region that formed long before. Bandung Barat Regency Government in this early decade is trying to manage the governance to actualize a smart, rational, developed, religious and healthy people based on the region potential development and empowerment. To actualize that they has set several mission among them is related with effort that improve the service quality which convenient and accessible.

Based on the research that focused on administrative public service, various services is identified such as certificate of incompetence, KTP, KK, certificate of transfer, marriage, death information, deed of sale and purchase, location permission, IMB, and various business permission, etc. Based information from several informants says they're haven't been taken care of all types of services because of their needs. For commoners, types of services generally limited such as making of KTP, KK, certificate of incompetence (SKTM), whereas for the one who's been trying to become entrepreneur also making business permission certificate, marriage certificate, birth certificate and IMB. Other types of services solely needed by limited circles. This information from the village government is corresponds with the informants answer that placing the service of making KTP, KK, SKTM, as the types of service that most needed by people. As for other services like IMB, deeds of sale & purchase/APBH, often done in industrial and trading sector as Padalarang and Lembang.

All types of services mentioned generally should be done or handled by every person in Bandung Barat that needed it. Yet in the reality, many people that demand help from the village government or district apparatus in the process. This request for help certainly require cost because there's no budget from the village and district to helping the process, for instance just for transportation to related government agencies which the mileage is far. Therefore, in the context of helping the process, village and district apparatus act as an unofficial service provider.

Although newly entered 1 (one) decade, evidently the services which executed by Bandung Barat Regency Government especially in case of administrative service is getting a good assessment. Support on facility aspect and infrastructure in public service is determining in people's opinion as seen in tangible aspect. Entering second 5 (five) years, Bandung Barat Regency government is developing various facility or infrastructure intensely either building or based on technology to support the execution of governance and service. As explained in previous description, the government effort to build close relationship is through various activities, among them is intended to making the service more convenient and accessibly to the people. Their success to developing infrastructure also one of the reason that makes the Central Government (Home Affairs Minister) appreciate them as newly autonomous region with highest score.

Proficiency of the public service administrators in this administrative field also assessed relatively good by the people or competent enough. But this special assessment is given towards the village government since the people generally handle their administrative process until village government only. Furthermore the handling is done by village or district apparatus. By giving them extra cost for transportation from the village to district and to regency. This good assessment from the people to government is also related with competency that needed by the apparatus solely limited with the apparatus skills in operating devices to be able to give satisfying service from swiftness, carefulness and dexterity aspect. Problem only occurs in apparatus accuracy when finishing the service. Therefore can be said that is seen from the aspect of reliability. Bandung Barat Regency government that represented by the village and district government is able to show that. This condition also giving the public service convenience and accessible which executed by the government since the people can handle the process until village government. If considering the cost that needs to be incurred then accessible doesn't actualize because for many people with extra cost for the process of making KTP, KK, or SKTM the service is becoming inaccessible. But, evidently the extra cost is still cheaper than handled by themselves. Other than the bigger cost because of the mileage and transportation, in terms of time is certainly taking more. Moreover if that administration process can't be done straight away because of various problem, one of them is the official who signing it is not in place.

In the third aspect that is responsiveness, once again especially for administration service, Bandung Barat Regency government is receiving pretty good judgement. This assessment cannot be separated from several improvement efforts to actualize quality public service. In this case, Bandung Barat Regency government relying on attitudes and act which responsive of their apparatus either village or district. This also means, village government and district government is becoming frontline for Bandung Barat Regency government in response of every complaints from the people on public services which executed by them. Complaints from the people generally related to mistakes such as name, birth, photo, etc. But the village and district

apparatus considered responsive enough by the people because the correction was done immediately.

Because of good responsiveness to the public complaints have a significant impact on the assessment of the aspect of assurance. Generally, the public also assess the government giving enough assurance on service accessible and convenience. The problem that occurs in this aspect is involving cost and time that needed to process administrative interest (making KTP, KK, etc.) until finished. Related with cost, uncertainty is actually impact of extra cost for the process which executed by the village and district apparatus indeed never set a fixed cost. Hence, how much the cost is set by capability and generosity of one that requiring help and administration needed. But, this doesn't rule out the possibility if we refer to the information there's illegal charges as explained before so uncertainty of cost is proven if attributed with cost of illegal charges before. This extra cost more or less inflicting to uncertainty of time that needed for the process. From the information we know certainly there's an offer from village/district apparatus related with time of the process that correlates with how much cost charged. One of them is considering transportation cost for collectivized process and not.

Implementation of public service which convenient and accessible also must fulfill empathy aspect. Apparatus attitude is one of the factor and the connection with the effort of building close relationship with public then empathy is very important. Based on research it is known that generally the public asses that the apparatus attitude is good enough shown from their delicacy to the people when they're taking care of their interest. The government is considered understands towards the public problem for instance when one needs SKTM is free of charge when helped in the process. Once again, village and district government plays a big role for Bandung Barat Regency government in executing service with empathy. For the people empathy from the government is giving them comfort and convenience in handling their behalf, so the service felt more accessible.

Based on the explanation above, apparently the correlation between division of region and convenience and accessibility of public service especially on less visible field. This is because, one who works for actualize convenience and accessibility mentioned above is district and village government. The public also indirectly handling their interest by themselves since asking for help to district and village apparatus. For the people who resident far from local government, appealing for help is rational act. Different case might experienced by one who

coincidentally resident closer with the government, place to handle the administration mentioned.

In this case can be said that without splitting the region and the convenience and accessible on public services, if the consideration as explained above, can be actualized. As long as village and district apparatus willing to help the people process their administrative needs, public service will be convenient and accessible. Parties that experienced more convenient and accessible public service in this context are Camat, apparatus and village government.

IV. CONCLUSION

So that division of region becomes useful for convenience and accessible of public service, then what Bandung Barat Regency government must do is to "divide" various types of public service organized by them especially related with mechanism and procedure. Strategy that might be done is identifying and mapping various types of service that can be done in village level and district level. Afterwards formulate a policy that relates redirects or delegation of service implementation mentioned and policy that gives space and power to district and village government related to public service implementation. If this is done so regional division will mean on convenient and accessibility of public service. And indirectly the closeness between government and the governed will more likely to actualize because as explained above one who becomes frontline in governance especially public service is district and village government.

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