



## Effectiveness of Public Service Bureaucracy in Kuala Kurun Village, Gunung Mas Regency, Central Kalimantan Province

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**Abstract:** *The image of government bureaucracy is influenced by the performance of public service agencies. For this reason, it is necessary to carry out continuous reform, in anticipating and adapting to developments in society. In an effort to improve the image, performance and professionalism of government agencies towards good governance, it is important to have unity of direction and views among government employees. In this research the problem is how the government of Kuala Kurun District, Gunung Mas Regency, Central Kalimantan Province improves the quality of public services and what only inhibiting factors in improving the quality of public services This research uses a qualitative approach, the data displayed is generally in the form of actual and accurate sentence descriptions and connects the problems studied with a qualitative approach. Researchers go out into the field to research the object of study and hold direct interactions with the community with the aim of obtaining in-depth information about this matter, conducting in-depth interviews and observations The results of this research show that the public service bureaucracy at the Kuala Kurun Subdistrict Office has not been maximized, public satisfaction with services in the dimensions of reliability, responsiveness, guarantees, empathy and direct evidence is implemented with minimum standards, this is because there is still an imbalance in the distribution of tasks and implementation The work that is the responsibility of employees at the Kuala Kurun Village Office, especially the main tasks and functions that have been determined. The causal factor is limited facilities and infrastructure which influences the provision of maximum public services. From the results of this research, it is recommended to evaluate the performance of public services, so that bureaucratic reform can be implemented in the Kurun Village Office, Gunung Mas Regency, Central Kalimantan Province.*

**Keywords:** *Bureaucracy, Public Services, Local Government, Public Administration.*

### 1. INTRODUCTION

The public consistently demands quality public services from bureaucratic officials, even though the reality is often not in line with expectations because existing public services are still characterized by various obstacles, such as procedural complexity, slowness, high costs, and fatigue in the process. This tendency arises because the paradigm that society is seen as those who "serve" rather than those who are served is still deeply rooted. Therefore, it is necessary to carry out fundamental reforms in the implementation of public services by returning to the essence that bureaucrats are actually "servants" and the public is the one who is "served."

The image of government bureaucracy as a whole is greatly influenced by the performance of sub-districts as public service agencies. For this reason, it is necessary to carry out continuous reform, with awareness of anticipating and adapting to developments in society. In an effort to improve the image, performance and professionalism of government agencies towards good governance, it is important to have unity of direction and views among government employees, especially those in sub-districts. From the

author's observations, even though government functions at the sub-district level should operate optimally as an administrative extension of the Regional Government, in reality, the Kuala Kurun Sub-District Office experiences problems in carrying out its duties.

Subdistricts, as administrative entities, should not have the right to organize and manage their own areas. However, at the Kuala Kurun Subdistrict Office, there are imperfections in the implementation of government functions, such as the distribution of tasks and execution of tasks that are not in line with the main tasks and work functions that have been determined. This imperfection can have a negative impact on the effectiveness and public services that sub-districts should provide to the community. Therefore, there is a need for an in-depth evaluation of the structure and work mechanisms at the Kuala Kurun Subdistrict Office, including a review of the division of tasks and responsibilities, with the aim of achieving a more optimal arrangement and in accordance with the main tasks and functions that have been mandated. Based on the problems above, the author conducted research and gave it the title "Quality of Public Services at the Kuala Kurun Village Office, Kurun District, Gunung Mas Regency". The aim to be achieved from this research is to describe the quality of public services and the factors that hinder the public service bureaucracy at the Kuala Kurun Village Office, Kurun District, Gunung Mas Regency,

## **2. METHODS**

This research uses a qualitative descriptive research method. In research, data collection uses in-depth interviews and observation methods as well as documentation studies. Resource persons from the community who receive services and Kuala Kurun Village Office Employees. The data obtained is processed and analyzed. Data analysis is an integral part of the data testing process which aims to produce adequate evidence to support conclusions drawn in research, as stated by Sugiyono (2017:243). The purpose of data analysis in the context of this research involves solving research problems, providing answers to the proposed problem formulation, and providing a basis for formulating conclusions and suggestions that are useful in formulating further research policies.

### 3. FINDINGS AND DISCUSSION

Kuala Kurun is the capital and government center of Gunung Mas Regency, Central Kalimantan Province. The population of Kuala Kurun is 12,223 people. The population is based on gender, namely 6,412 men and 5,811 women. The original tribe that occupies this sub-district is the Ngaju Dayak tribe, which is the largest Dayak tribe in Central Kalimantan. The Kuala Kurun Village Office is located at Jln. Tjilik Riwut No.47, Kuala Kurun, Kurun District, Gunung Mas Regency, Central Kalimantan Province.

There are various types of public services provided to meet the administrative and social needs of local communities. Several types of public services are provided at the Kuala Kurun Subdistrict office, such as: Population Administration Services, Social Services, Land Services, Licensing Services, Public Services, People's Welfare Services, Environmental Services. In 2023, the services provided at the Kurun Village Office can be seen in the following table.

**Table 1 Table of Services in Kuala Kurun Village in 2023**

No	Jenis Pelayanan	Jumlah Pelayanan
1.	Pembuatan dan perpanjangan (KTP).	170 Pelayanan
2.	Pembuatan Kartu Keluarga (KK).	72 Pelayanan
3.	Surat Keterangan Pindah Domisili.	3 Pelayanan
4.	Surat Keterangan Tempat Tinggal (SKTT).	-
5.	Akta Kelahiran, Akta Kematian, dan Akta Perkawinan.	190 Pelayanan
6.	Bantuan sosial untuk masyarakat yang kurang mampu.	4 Pelayanan
7.	Program-program pemberdayaan masyarakat.	12 Pelayanan
8.	Informasi dan pendataan untuk program jaminan sosial dan kesehatan, seperti BPJS.	12 Pelayanan
9.	Surat Keterangan Tanah (SKT).	6 Pelayanan
10.	Surat Keterangan Riwayat Tanah	6 Pelayanan
11.	Pengurusan surat-surat yang berkaitan dengan kepemilikan dan peralihan tanah.	8 Pelayanan
12.	Izin Mendirikan Bangunan (IMB).	17 Pelayanan
13.	Surat Izin Usaha Mikro Kecil (IUMK).	10 Pelayanan
14.	Rekomendasi izin-izin lainnya sesuai dengan peraturan daerah setempat	11 Pelayanan
15.	Surat Pengantar untuk berbagai keperluan (misalnya, untuk keperluan pengajuan kredit, beasiswa, atau pekerjaan).	236 Pelayanan
16.	Legalisasi dokumen.	154 Pelayanan
17.	Pelayanan informasi publik	25 Pelayanan
18.	Program Keluarga Harapan (PKH).	-
19.	Program Bantuan Langsung Tunai (BLT).	43 Pelayanan
20.	Program Raskin (Beras untuk Keluarga Miskin).	12 Pelayanan
21.	Program kebersihan dan pengelolaan sampah.	12 Pelayanan
22.	Penghijauan dan pelestarian lingkungan	6 Pelayanan

Sumber: Kantor Kelurahan Kuala Kurun, Tahun 2024

Of the 22 (twentytwo) types of services available in Kurun Village, only 2 (two) types of services did not receive applications from the community. According to Parasuraman and friends (in Tjiptono, 2001: 70) found that the ten existing dimensions can be summarized in five main dimensions, namely: Reliability, Responsiveness, Assurance, Empathy, Direct evidence (tangibles). The results of research conducted by interviewing the Head of Kuala Kurun Village provided information that in providing servants they had used SOPs established in accordance with regulations, and did not discriminate in providing services, this was in accordance with the statement of the community who had applied for administrative services at the Village Office. Kuala Kurun.

In general, the service only takes a maximum of 1 day if all the requirements are met, except for the Land Declaration Letter (SPT) issuance service, sometimes the problem is because there are incomplete files, and sometimes there are disputes until the SPT issuance letter is completed which takes years. years until the dispute is resolved. However, in 2023 there were 6 (six) services that could be completed properly, and the same was true for Certificates of Ownership and Land Transfer Certificates. Efforts to resolve complaints from residents administering SPTs include mediation between the parties in conflict.

In order to provide easy service to the community, the Kurun Subdistrict Office maintains good communication, is attentive, and tries to understand the needs of the community in the form of empathy dimensions through various announcement posters related to the management of public services at the subdistrict office. In the efficiency of providing public services at the Kuala Kurun Subdistrict Office, there are still obstacles in the form of minimal availability of facilities seen from the availability of two computer units used for public services and one printer which is used alternately. According to the Kuala Kurun Village Head, when one of the computers or printers is damaged, service is often hampered and delayed. Another obstacle is the division of tasks and implementation of work that is not in line with the main tasks and functions that have been determined. This shows that there is irregularity in the government system at the Kuala Kurun Subdistrict Office, where there is negligence in determining and implementing tasks.

#### **4. CONCLUSION**

Bureaucracy seen from the public services implemented by Kuala Kurun Kurun Subdistrict, Kurun District, Gunung Mas Regency, Central Kalimantan Province has been implemented quite well, but has not been effective, especially the service of Land Certificates (SKT), Land History Certificates, processing of documents relating to ownership. and land transfer still takes a long time, because disputes often occur, which give rise to conflict.

Limited facilities and infrastructure to support services are also very minimal and become obstacles in administrative services. Apart from that, there are irregularities in the government system at the Kuala Kurun Subdistrict Office, where there is negligence in determining and carrying out duties. It is recommended that Regional Governments pay attention to increasing the budget to fulfill supporting facilities and infrastructure in providing services, and create clear policies for the division of tasks and authority.

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