

PATEN DEVELOPMENT BASED ON GENDER in CIBINONG SUB - DISTRICT BOGOR

Nani Nurani, Retnowati WD Tuti & Nida Handayani

FISIP University of Muhammadiyah Jakarta

nanimuksin@gmail.com¹), retnowatiwdtuti@yahoo.com²), nidakrw@gmail.com³)

Abstract

Background Problems, Indonesia has not qualified public services, 6,180 complaints to the Ombudsman; Community complained of extortion in DLLAJ Bogor, Bekasi, Cibinong. Therefore researched PATEN Gender-Based Development in Sub Cibinong. Research Questions: 2016: 1). How Existing Condition Application PATENS? 2) .What factors supporting and inhibiting? 2017: How New PATEN Implementation of Gender-Based Model?; Objective: 2016: 1). Existing Condition Application analyze PATEN; 2) .Mengetahui supporting and inhibiting factors. This paper is limited to the results of research in 2016. Methods: Descriptive, qualitative approach. Informants Selection Technique: purposive and Accidental. Data Collection Techniques: interview, observation, documentation; Data Analysis Techniques: 6 steps MacNab (2002), Test Data Validity: Triangulation. Results: 1. Existing Condition Application PATEN in Cibinong: 1) .Persyaratan substantive; Administrative; Technical; 2) .Types Licensing Services and non licensing; and 3) Technical .Pelaksana have followed the existing rules, but there is a shortage and people's complaints; 2. Supporting and Inhibiting Factors: Supporting Factor: Dana, Regulations, morale. Obstacles: Human Resources; infrastructure; extortion; time; yet online. Conclusion: Existing Application 1.Kondisi PATENS: PATEN Permendagri already applied but not yet optimal. 2.Faktor Support: Dana, Regulations, morale. 3. Obstacles: Human Resources; Infrastructure; extortion; long time; yet online. Suggestions: 1). Acceleration PTSP; 2). 2017 Implementation of the New Model of Gender-Based PATEN.

Keywords: Gender, PATENS, Public Services,

INTRODUCTION

Public services in Indonesia has not been qualified, Indonesia ranks 114th out of 189 countries (World Bank, Ease of Doing Business, 2014); there were 6,180 complaints to the Ombudsman (Republika Online, December 16, 2014); Services Motor Vehicle Test and Control Permit Mail Route in Bogor Regency DLLAJ not transparant on the tariff on public transportation, 7-8 times more expensive than the provisions of Regulation (Retnowati and Izzatusholehah (2013 and 2014); where as the government has launched PERMENDAGRI No. 24 of 2006 on One Stop services. Mean while, in the East Jakarta District, manufacture of Identity Card (KTP) collected Rp 20 thousand, Family Card (KK) Rp 30 thousand, and a birth certificate Rp 80 thousand, without a receipt, which should be free. time of completion KK very long two months have not been so. (<http://www.tempo.com> accessed on January 22, 2015), in Sub district Cibinong from early observations researchers charges beyond the requirements for making ID cards and KK Rp. 20.000, -, whereas the Government has launched

Permendagri 24 of 2006 on One Stop Services; PERMENDAGRI No. 4 of 2010 on Guidelines for the District Integrated Administrative Service (PATEN) and PERMENPAN RB 15 Year 2014 on Service Standards. The release of these regulations is expected of public service in the District and Regional Government of better quality. Regulations also included gender mainstreaming. Because the study was packaged to provide answers to the problem of poor quality of service that they are realized in the form of Gender-Based Model PATEN. namely in the service of the first preferred pregnant women, mothers carrying toddlers and toddlers, nursing mothers, elderly women and persons with disabilities.

Bogor Regency has 40 districts, since 2014, the forty districts are already implementing PATEN. But the fact is, in the District is still often heard people complaint that the creation of e-ID cards and KK charge beyond the requirements, there is a moral hazard or maladministration. As such, the results of research and Nendi, Retnowati WD Tuti (2014) concerning the quality of PATEN in Pasar Rebo Responsibility states that officers respond quickly enough as evidenced by no means a complaint; however Accountability quite adequate.

Research Question: Based on the background above problem, the research question for the Year (2016): 1). How Existing Condition Application PATEN in the district of Cibinong? 2). What Supporting and Inhibiting factors in PATEN Application?

Year Two (2017): 1). How New PATEN based Application Model Gender-Based Service Standards; 2). What factors influence it? and 3). How New PATEN Model Application in another subdistrict, Bogor regency?

Research purposes Based Background Issues and Research Questions above the Objective is divided into two, namely: Research Objectives First Year (2016), for: 1). analyze the processes Existing Condition Application Cibinong PATEN in the District; 2). Knowing Supporting factors and its inhibitors; Objective Year Two (2017) to: 1). Analyzing Implementation of the New Model PATEN based Gender-Based Service Standards; 2). Finding the factors that influence it; 3). Analyzing Implementation of the New Model in the District PATEN another in the district of Bogor. Full Paper is limited to the results of research in 2016 alone.

Significance of Research,

Practical Significance: For the District, results of this study are expected to be material in decision making PATEN Head of Development.

For Bogor Regency, Research in the form of gender-based Model PATEN expected to be applied in other districts in the regency of Bogor.

On the Academic Significance.

The results of this study is one manifestation of the development of the Public Service Theory.

REVIEW OF LITERATURE

Research Accomplished

Journal of Public Administration (JAP) Vol 2, No. 11 University of Brawijaya written by Rizky Fajar Eko on the Implementation of PATEN Policy In The Effort Improving the Quality of Public Services. "PATEN an effort to bring administrative services to the community. PATEN ideal system used is the one-stop service system. Where a system service, starting from the submission by the public service, the whole process and the outcome document retrieval service is fully performed by the staff in PATEN room".

Tri Septiantika and Retnowati WD Tuti results (2015), entitled Implementation of PATEN in the District of South Tambun Bekasi, revealed that the PATEN has been applied in the District of South Tambun but not optimal, because people complain levies beyond the requirements.

Nendi research results and Retnowati WD Tuti (2014) concerning the quality of PATEN in Pasar Rebo Responsibility states that officers respond quickly enough as evidenced by no means a complaint; however Accountability quite adequate.

Journal of Women's Studies "Flower Wellu" Volume 14 No. 1 June 2009 on the Implementation of Policy Mainstreaming Gender in Education Sector written by Djamali Hussain revealed that successful PUG can improve the accountability of the government, by identifying the problems of women and men, namely: (1) How they gain access, (2) how the level of participation of women and men in the development process, (3) whether they have control over development resources, and (4) whether they benefit from development.

Public Service

According to Law No. 25 of 2009 on Public Service, Public Service is an activity or series of activities in order to meet the needs of the service in accordance with the laws of every citizen and resident in the goods, services, and / or administrative services provided by public service providers (article 1, paragraph 1). According to Effendi in Widodo (2001), in conditions of a democratic society, the government should be able to provide public services more professional, effective, efficient, simple, transparent, open, timely, responsive and adaptive as well as to improve quality of life in the sense of individual capacity and people who are actively determine its own future professional public service should have traits - traits accountability of service providers. One of the demands of changes in the regional administration is a change of perspective local government in providing public services. Public service is a central activity in various aspects of human life, also functions in maintaining the existence and growth of the community, state and nation (Hartley et al, 2008). Even the basic formation of the government itself is for the welfare and happiness of society, through public service. This form of protection services, welfare services, services for the intellectual life, and ministry in the establishment of world order (Silaban and Purwanto, 2012).

Quality of Public Services

Target public services is satisfaction. Only with quality service delivery, customer satisfaction can be realized. Quality of service according to the model developed by Parasuraman, and Berry Zethithamal is SERVQUAL (Service Quality). The model memiliki five dimensions, namely: 1) .Tangible; 2) .Reliability; 3) .Responsiveness; 4). Assurance; dan 5). Emphathy. Furthermore, in order to provide quality services, according to the paradigm of the New Public Service, according to Denhardt & Denhardt, the government needs to pay attention to the eight principles of quality services, namely: 1) .Convenience; 2). Reliability; 3). Personal Attention; 4). Citizen Influence; 5). Fairness 6) .Problem-Solving Approach; 7). Fiscal Responsibility; and 8) .Security.

In this study assessed or evaluated on the application of PATEN in the district of Cibinong is already following Permendagri 4 of 2010 on general guidelines for the District Integrated Administrative Service; whether it has been implementing performance standards according to PERMENPAN RB No. 15 of 2014 and whether gender-based implementation of the PATEN? that "the District as an organizer PATEN must meet the requirements of substantive, administrative and technical". The explanation of these three conditions, namely:

1) . Substantive Requirements, the delegation of partial authority regent / mayor of the district head. In the context of PATEN, then the authority delegated administrative services related to the licensing and non-licensing.

2) Administrative Requirements. Administrative requirements include service standards and job descriptions of personnel districts.

3) Technical Requirements, technical requirements include infrastructure and technical implementation within the ministry

Permenpan RB Number 15 of 2014 on the Promulgation of Services According to McGuire (2001), the Edict of services is a quality assurance strategy which the explicit goal is to improve the responsiveness of public service providers to users or clients of his. This is because the Edict Services saw service users as clients and focusing on customer satisfaction

Edict Services enables the process of empowerment, both citizens and public employees in providing services. Through the consultation process will be guaranteed responsiveness bureaucracy and more accountable to the government and the public through performance monitoring. The basic

idea of the Edict of service is that the customer is informed in advance about the expected service, required, and demanded by the public authorities.

The purpose of the edict Services is to provide satisfaction for citizens (citizens) by improving the quality of public services. Intimation Services helps individuals to keenly aware of what an organization exists, what is expected of the service rendered, how to make contact with the citizens and how to provide a solution if there is a mistake in the services provided. For service providers, Edict Services provide clarity of service provided.

Gender Mainstreaming in the Public Service

Gender mainstreaming is a strategy that is done rationally and systematically to achieve gender equality and justice in a number of aspects of life. Gender discrimination is about to be minimized by the project PUG (Gender Mainstreaming) to achieve gender equality and equity. PUG bridge the gap of gender relations between men with women in various lines of society. PUG is urgent in development because of government can work more efficiently and effectively in public policy that is fair and responsive gender, policy and public services as well as programs perundangan fair and gender responsive. This will bring the benefits of a fair and an attempt to uphold the rights of women and men on occasion, recognition and mutual respect in society.

Definition and Basic Concepts of Gender Mainstreaming

Understanding PUG refers to the Presidential Instruction No. 9 of 2000, is a strategy that is done rationally and systematically to achieve gender equality and justice in a number of aspects of human life through policies and programs that pay attention to the experience, aspirations, needs and problems of women and men to in the planning, implementation, monitoring and evaluation of all policies and programs in various fields of life and development. Gender mainstreaming as a strategy to achieve gender equality and justice, must be able to prove that the gender aspect is truly reflected and integrated into four main functions of management Planning, Implementation, Monitoring and Assessment.

The purpose PUG as stated in the guide implementation of Presidential Instruction No. 9 of 2000, are: 1) Establish a mechanism for policy formulation and program gender responsive. 2) Give special attention to groups who experience marginalization, as a result of gender bias. 3) Improving the understanding and awareness of all parties, both government and non government so willing to do a gender-sensitive measures in their respective fields.

In this study, PATEN is gender-based, such as service districts provide special treatment to pregnant women, nursing mothers, mothers with small children under the age of five, women with advanced age (elderly).

RESEARCH METHODS

Research sites

Research Location in the district of Cibinong-Bogor, by reason of the Capital District of Cibinong, Bogor regency, so right as executor Model PATEN Gender-based first in Bogor (2017).

Data Collection Tehnique

The interview, conducted by researchers openly directly to: 1). Head, 2) .Sekretaris Head, 3) .Kepala PATEN, 4). Section 4 heads; 5) .a counter clerk; 6) .a PP municipal police officers and 7 people who were taking care of the document. The researcher also Mystery shopper (= investigators posing as people are being served)

Observasi

Researchers observed a few places Integrated Administrative services include: a.loket / registration desk; b. a file processing; c. the place of payment; d. where the submission of documents; e. where the processing of data and information; g. a picket; h. Office building ; i. Parking lot; j. bathroom and toilet and vicinity.

Documents,

Some of the documents examined: 1). Standard Operating Procedure (SOP) and Non Licensing Licensing Service. 2). LAKIP the District, 2014; 3). service request form; 4) .Banner; 5) .Regulations.

Mechanical Informant

Purposive and Accidental. Employee purposively for the District of 10 people, with more consideration understand the ministry. Accidental techniques for community members who are taking care of the service at the District Office as many as 15 people.

Data Analysis Tehniques and Data Validity

Data Analysis Tehniques ,

Data analysis techniques used in this study refers to the idea Mc Nabb (2002). Mc Nabb categorize the stages of data analysis into six phases of activity, as follows: 1) .Organizing Data; 2). Generalizing categories, themes and research topics; 3). Encoding Data); 4) implementation are ideas, themes and Categorization; 5). Alternative search Explanation; 6). Writing and Presenting Reports.

Uji Validity of data, done by Triangulation

RESULTS AND DISCUSSION

Existing Condition Application PATEN in Cibinong

Persyaratan substantive PATEN been met, namely: 1). Regent Regulation No. 36 of 2015 on the Privileges cesspool Head; 2). Licensing Services include IPPT type, IMBG Residential, Fishing pool, Huller, banners / Banners, Advertising Indoor, Burial Permit corpse, corpse Transportation Permit, Permit Penembokan Tomb, SIUP / TDP Micro. 3). Type Non Licensing Services, include: SKDU, SKKM, KK / ID / Letters Move, and Legalization. Although there are drawbacks, namely Administrative requirements have been met: 1) type of service; 2) Terms of service; 3) Process / service procedures; 4) Officials responsible for the service; 5) The service time; and 6) Cost of service. But there are complaints from the public about how the IMB service exceeds its SOP, schedule of community service each village only once a week; levies presence beyond the requirements.

Technical Requirements: Infrastructures and Technical Implementation in space services include: 1) Counters / registration desk; 2) Place the file processing; 3) The place of payment; 4) The submission of documents; 5) The processing of data and information; 6) The handling of complaints; 7) Place the picket; 8) The waiting room; 9) other supporting devices. In yet there is room service PATEN Complaints Points, Points of Payment; Breastfeeding most indoor places it is used to save the pillows, mats and rugs so that it seems like a barn, waiting less number of seats, so find people who stand or sit on the floor below. Later on Technical Implementation has not followed Permendagri No. 4 of 2010, meaning that officers PATEN carried out by staff sections 4 and contract employees, temporary personnel requirements: 1) The information officer; 2) The clerk counter / receiver beam; 3) The dispatcher computer; 4) The clerk cashier; 5) Another officer in accordance loketnya; Meanwhile the organizing internally 1) The legal basis: complete; 2) implementing Competence: lack of training; 3) Internal control over: morning call every day; weekly and monthly briefing; 4) Number of executors: still less; 5) Warranty service: guaranteed with their hours of service every day, unfortunately only administrative services only once a week; 6) guarantee the security and safety services: secure document can be used.

Supporting and Inhibiting Factors

Faktor Support: Dana adequate, complete regulation, employee morale high. Obstacles: lack of HR; lack of training; computer less; cramped space; There are charges beyond the requirements; IMB service took longer than SOP and the service is not yet online.

CONCLUSION AND SUGGESTIONS

Conclusion

Existing Condition Application PATENS: Regulation No. 4 of 2010 has not been fully implemented, which is handling the complaint had not managed properly, there pungutandi outside the terms of service and not the One Stop. Supporting factors: insufficient funds, complete regulation, employee morale high. Obstacles: lack of HR; lack of training; computer less; cramped space; There are charges beyond the requirements; IMB service took longer than SOP; and the service is not yet online.

Suggestion

Based on the research that there are some deficiencies in the development of gender-based PATEN then advised the district to do a few things, namely: 1). More reproduce various fields related training services to employees of both ASN and contract employees; 2). More often given religious speech so that employees do not charge any fees beyond the requirements; 3). Services directed to online services; 4). Extra Computer acceleration and expansion of the place / space services; 5). Acceleration of the handling of complaints and made flowchart complaints from the public; 6). Acceleration of the settlement permissions so in accordance with the SOP; 7). Acceleration One Stop Services District level; 8). Application of New Model PATEN in 2017.

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