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Analysis of Community Satisfaction in the Implementation of the Main Duties and Functions of the Head of the Environment in Lompo Riaja Village, Barru Regency.

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ABSTRACT

This study aims to find out how the community's satisfaction with the implementation of the main tasks and functions of the environmental head and to find out what factors hinder community satisfaction in the implementation of the main tasks and functions of the environmental head in Lompo Riaja Village, Barru Regency. The type of research used is descriptive qualitative, data collection techniques based on observation, interviews and documentation. Data analysis techniques are data collection, data presentation and conclusion drawing. The results showed that community satisfaction in the implementation of the main tasks and functions of the environmental head in Lompo Riaja Village was quite good with indicators of service procedures, service requirements, clarity of service tasks, service responsibilities as well as comfort and security. Meanwhile, the factors that hinder people's satisfaction in the implementation of the main tasks and functions of the head of the environment are the unfulfilled desire of the community and the low level of information technology they have.

Keywords : *Satisfactio, Main tasks and function, neighborhood head*



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A. INTRODUCTION

In essence, government is a service to the community, therefore the public bureaucracy is obliged and responsible for providing good and professional services. Public service by the public bureaucracy is one of the manifestations of the function of the state apparatus as a public servant as well as a state servant with the intent to prosper the community.

Speaking of public services, in accordance with Article 1 Paragraph (1) of Law Number 25 of 2009 concerning Public Services it is stated that Public Services are activities or series in the framework of fulfilling service needs in accordance with statutory regulations for every citizen and resident of goods , services, and/or administrative services provided by public service providers. Based on this understanding, the fulfillment of public service activities has been regulated based on regulations made by the government with the main objective of meeting basic needs and people's welfare.

Service standard is a benchmark that is used as a guideline for service delivery and a reference for assessing service quality as an obligation and promise of administrators to the community in the context of quality, fast, easy, affordable and regular services. The existence of Law Number 25 of 2009 concerning Public Services certainly provides direction to all service providers, both state administrators, BUMN, BUMD, BHMN to the private sector and individuals, to provide standardized services by fulfilling service standard components.

Public service in an Islamic view can refer to Al-Baqarah [2]: verse 267: "O you who believe, spend (in the cause of Allah) some of the results of your good efforts and some of what we remove from the earth for you. And do not choose the bad and then spend from it, even though you yourself do not want to take it but by squinting at it. And know that Allah is Rich, Most Praised". (Q.S. al-Baqarah [2]: 267.)

According to Rachmadi and Muslim in the JURIS Journal (Vol. 14 No. 2), in the content of the verse, Islam has taught all mankind (not only for Muslims) to always provide quality services. If we pull it into the realm of service, then the

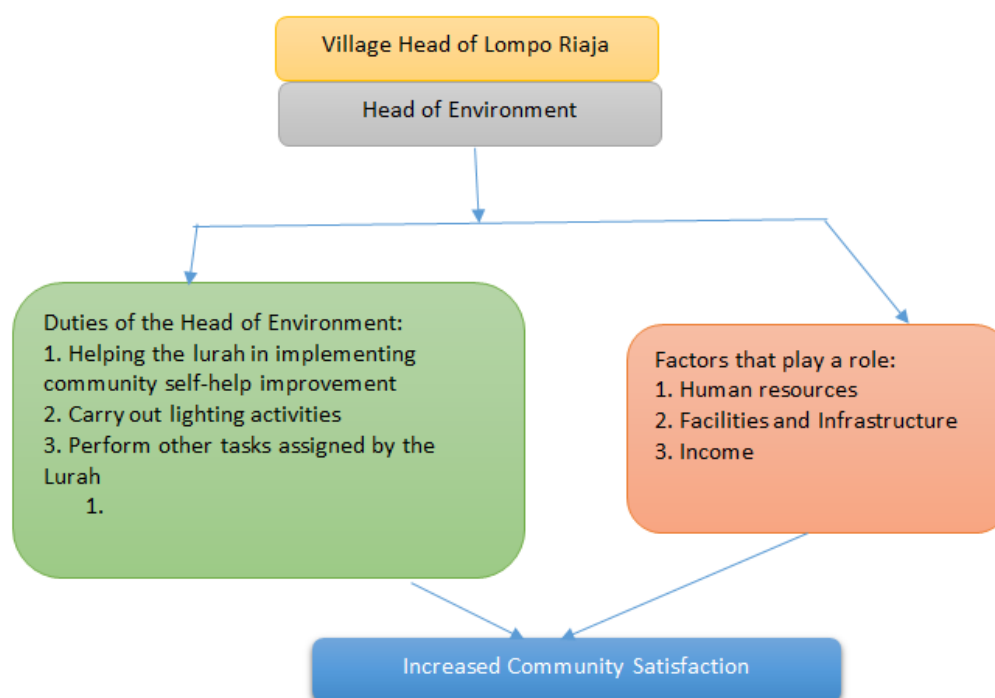
verse can mean that service officers should be someone well as he treats himself (Rachmadi & Muslim, 2015).

Government programs that are currently being carried out in villages or sub-districts are the provision of BLT (Direct Cash Assistance) and the Self-Help Housing Stimulant Assistance Program or commonly called house renovation. Cash transfers or abbreviated as BLT are government assistance programs in the form of giving cash or various other assistance, both conditional (conditional cash transfers) and unconditional (unconditional cash transfers) to the poor. The country that first initiated BLT was Brazil, and was subsequently adopted by other countries. The amount of funds provided and the mechanism implemented in the BLT program varied depending on government policies in the country. The mechanism is in the form of providing compensation in cash, food, health insurance, and education with targets at three levels: near poor, poor and very poor. The main objective of this program is to help the poor to meet their daily needs.

While the Self-help Housing Stimulant assistance is a house renovation assistance program from the government. This is an annual program belonging to the Ministry of Public Works and Public Housing (PUPR). The main target is Low Income Communities (MBR) who live in RTLH (Uninhabitable Houses). For the total assistance alone, it can reach Rp. 35 million depending on the development area.

The existence of the four Neighborhoods that are formed in the Lompo Riaja Kelurahan should make services more effective and efficient, without complaints from the community because the Head of the Neighborhood is actually tasked with assisting the Kelurahan Head in administering government. However, there are complaints from the public about the government's uneven distribution of house renovations, provision of assistance to the poor in the form of basic food assistance or Direct Cash Assistance (BLT) that are not on target, damaged roads and an unclean environment and freeing up problematic plantation areas. With all these complaints from the community, various questions arise as to whether the duties and functions of the head of the environment are carried out properly and optimally.

Conceptual Framework



B. RESEARCH METHOD

This research uses a qualitative research type, which is a research that basically uses a deductive-inductive approach. This approach departs from a theoretical framework, expert ideas, as well as researchers' understanding based on their experiences which are then developed into problems and their proposed solutions to obtain justification (verification) in the form of empirical data support in reports (Hardani, et al. 2020: 254)

Qualitative research is a research method based on the philosophy of postpositivism, used to research on natural object conditions, (as opposed to experiments) where the researcher is the key instrument, data collection techniques are carried out by triangulation (combined), data analysis is inductive/qualitative, and the results of qualitative research emphasize meaning rather than generalization (Sugiyono 2016:9).

Qualitative research is research that is descriptive in nature and tends to use analysis with an inductive approach. The highlighting of the research process and the utilization of the theoretical basis is carried out so that the research focus is in

accordance with the facts on the ground. Qualitative research is also called interpretive research, naturalistic research, or

C. RESEARCH RESULT

Based on the results of observations that have been conveyed in the background that this research was carried out because of the many complaints from the public about the insecurity of their environment, an unclean environment where drains are blocked and the amount of garbage in the river which causes flooding every time it rains.

The results of this study will describe how the community's satisfaction with the implementation of the duties and functions of the environmental head who has been appointed by the Lompo Riaja Lurah, where there are several indicators used, namely:

1. Community Satisfaction with the Implementation of Main Duties and Functions of the Head of Environment in Lompo Riaja Village, Barru Regency

a. Service Procedures Based on the results of interviews that researchers obtained with the Head of the Maruala Environment, Mr. Kaharuddin (50) said that: "During my time as the Head of the Environment, namely from 2010 until now, which means it has been 12 years, as far as I know, there are procedures such as asking for KTP or KK and other important papers"

In line with the statement above, the Head of the Ralla Environment, Abd. Salam Nalleng (56) said that: "During my 31 years as Head of Environment, there are standard procedures. Community needs must be reported to the Government as the protector of the community.

Head of Jalanru Environment, Muh. Unga (65) said that: "I have worked as the head of the environment for more than 20 years but there is no standard procedure for working." Meanwhile, according to the Head of the Cempa Environment, Usman, S.Pd (54) said that: "During my tenure since 1996, was officially inaugurated in 2010 until now, meaning that it has been official for 12 years and during that time only half of the standard procedures have been carried out. Likewise, interviews were also conducted with several residents regarding service procedures.

According to a resident of the Jalanru Neighborhood, Ermawati (35) said that: "As far as I know, there is no procedure in the service process, except for every time there is an arrangement through a new RT to the Head of the Neighborhood." Likewise, Yulwina (26) and Dalmiati (42) who are the Cempa community said that: "There are no standard procedures in service" Murni (35), Masdawati (40) who is a Ralla neighborhood also said that "When we need something we only prepare the necessary documents, there are no standard procedures to be done." This was also confirmed by the Head of the Lompo Riaja Urban Village, Mr. Abdul Salam, S.Sos., who said that: "It is true that no standard procedures have been implemented, but they all understand their respective duties. They all understand what the community needs in their environment.

And that has been going on for a very long time, so even without standard procedures, service to the community is still fast because they only need to provide the things that are needed." Thus, standard procedures in carrying out services for the community do not yet exist, but even though it is like that, services are still carried out quickly.

a. Terms of Service Based on the results of interviews conducted with several people who are residents of the Maruala Neighborhood, Jalanru Neighborhood, Cempa Neighborhood and Ralla Neighborhood who said that if what they deposit is only a KTP or KK according to the documents needed, there will be no other things such as fees for processing.

According to Nurlina Yusuf (32) and Salmiah (45), both of whom are members of the Maruala Environment, said that: "We are served according to our needs, we only provide our KTP and KK to get groceries. There are no other conditions, there is no such thing as a fee for each arrangement" Pasira (45) and Masdawati (40) who are residents of the Ralla neighborhood also said that: "We have never been charged for any business we do, such as land and building tax issues or the distribution of basic food assistance. Everything is free, we only need to collect our KTP or KK". In line with the interview above, Yulwina (26) and Rappe (47) who are residents of the Cempa neighborhood also confirmed that: "There is no charge, we are only told to collect KK or KTP and other documents needed both in terms of environmental administration,

land and building tax or social assistance from the government." Kismawati (33) and Suheriah (35) and Haeruddin (38), all of whom are residents of the Jalanru neighborhood, said that: "We have never been charged a fee when we wanted to get social assistance, take care of administration or event permits.

This is proven by the long term leadership of our neighborhood head." This was also confirmed by the Head of the Lompo Riaja Village, namely Mr. Abdul Salam, S.Sos (42) who said that: "I instruct for every fulfillment of community needs not to collect fees, because we are public servants. We work based on our duties which are carried out wholeheartedly. Don't hurt the people by charging fees that will be a burden to them. They only need to provide documents such as KTP or KK that are needed to fulfill their needs. Thus no other requirements are given except for the necessary documents such as KTP, KK or

- a. Clarity of Service Duties Based on the results of an interview with the Head of the Maruala Neighborhood, Kaharuddin (50) who said that: "During my time as the Head of the Neighborhood for 12 years, my main task was to take care of community PBB issues and administrative issues in this case the existing Family Card (KK) in this environment. Besides that, I am also tasked with protecting and providing for the needs of the community." Likewise with the results of an interview with the Head of the Ralla Environment, Mr. Abdul Salam Naleng (56), he said that: "My job here as the Head of the Environment is to assist the government in this matter regarding tax issues and make people feel safe in their environment and participate in every activity. public". Muh. Unga (65), who is also the Head of the Jalanru Environment said: "I have been the Head of the Environment for 20 years and what I know is that my job is to collect taxes, in this case the PBB to the community." Meanwhile, the Head of the Cempa Environment, Mr. Usman. S.Pd. (54) said that: "For 12 years, my task was the same as that of other environmental heads in the Lompo Riaja Sub-District, namely helping serve the needs of the community, such as billing the PBB to be deposited with the government." All results of interviews with four environmental heads were confirmed by The Village Head of Lompo Riaja Village, namely Mr. Abdul Salam, S. Sos. (42) who said that: "All of them are good at carrying out their duties, and most importantly they are quick to

respond when someone is ordered. In carrying out their duties, discipline and responsibility are the keys to their success in becoming leaders or heads of their respective neighborhoods.” Thus it can be said that the four heads of neighborhoods know what their duties are and they quickly respond when there is an order from Mr. Lurah Lompo Riaja.

- b. Service Responsibilities Based on the results of an interview with the Head of the Maruala Environment, Kaharuddin (50), who explained that: "When there are people who come to be assisted with all their needs, we respond wholeheartedly to every request or complaint from the community, because we know our obligations to protect society." Likewise, what was conveyed by the Head of the Ralla Neighborhood, Abdul Salam Nalleng (56) who said that: "Thank God, we respond quickly to every request from residents. Facing society is not an ordinary matter because their characters vary, some are soft and some are hard. But we try so that every problem can be resolved peacefully". In line with what was conveyed by the two previous environmental heads, Mr. Muh. Unga (65) as the Head of the Jalanru Environment said that: "Every time there is a complaint from the community, we respond quickly to what the community needs. So that way the people won't complain anymore because every time there is a problem we solve it quickly” Similar to the statement from Usman, S.Pd. (54) as the Head of the Cempa Environment who describes his responsibilities in serving the community. "Every time there are complaints or requests from the community, we are ordered by the Lurah to immediately respond to the residents' wishes. Our response must be fast. We try so that we can listen to complaints from the public for the sake of our performance and always help the community so that they can prosper." According to Nurlina Yusuf (32) and Salmiah (45), both of whom are members of the Maruala Neighborhood community said: “Mr. Kaharuddin is the head of our environment. He is kind and considerate of society. He quickly responds if there are complaints from us. During his time as leader, he was fair and polite. He also always takes good care of his people.” Meanwhile, according to Murni (35) and Pasira (45), who are residents of the Ralla Neighborhood, said that: "We know Mr. Abdul Salam Nalleng well. His character is good and able to

work with the community. When there are complaints from the community he will quickly respond. The person is disciplined and responsible in carrying out his duties. Likewise with the results of the interviews that the researchers conducted with Mrs. Dalmiati (42) and Rappe (47), as residents of the Cempa Neighborhood they said that: "Mr. Usman is a good person. He is very disciplined and responsible in carrying out his duties as head of the environment and responds quickly when handling complaints from the public." According to Mr. Haeruddin (38) and Mrs. Saheriah (35), residents of the Jalanru Neighborhood said that: "Mr. Muh. Unga during his tenure as head of the environment behaved well to the community, although some said that he did not socialize with the community but he was disciplined and responsible in carrying out his duties. And finally, according to Mr. Abdul Salam, S.Sos (42) as the Head of the Lompo Riaja Sub-District said that: "I know all of them well. They carry out their duties very well. They quickly respond to people's complaints. Their presence really helps us in the process of serving the community. They are all disciplined and responsible so that they are able to resolve community complaints."

c. Convenience and Security

Based on the results of interviews that researchers conducted together with the Head of the Maruala Environment, Kaharuddin (50) who said that:

"During my tenure as head of the neighborhood, every time I met or crossed paths with residents they always greeted and greeted me. From such responses I know that they are still comfortable with my leadership. Maybe this is what kept me elected for 12 years."

Likewise what was conveyed by Mr. Abdul Salam Naleng (56) as Head of the Ralla Environment, where he said that:

"My leadership for 32 years apparently still provides comfort to the community where every time they meet them, their attitude is always friendly, greets and greets just to keep in touch."

The same thing was conveyed by Mr. Muh. Unga (65) as the Head of the Jalanru Environment who explained that:

"The response from the community to my leadership for more than 20 years has been very good. And I hope they will still feel comfortable with the way I lead."

Likewise, what was conveyed by Mr. Usman, S.Pd (54) who is the Head of the Cempa Environment, where he said that:

"With leadership for 26 years, serving the community, maintaining their security and peace and they respond well. Every time they meet them their smile indicates that they are very good people. Saying hello and saying hello means they still respect my existence. Even if they have a need they will immediately speak in the community or they will come straight to the house. This indicates that there is no barrier between me and them. And I am happy with them".

The same thing was conveyed by the people of the Maruala Environment, namely Kismawati (33) and Nurlina Yusuf (32) who said that:

"Mr. Kaharuddin is a kind and polite person. He always greets his citizens. He also always maintains the safety and comfort of his citizens. Quick response in handling citizen complaints makes citizens satisfied with his leadership.

Similar to what was conveyed by the residents of the Jalanru Neighborhood, namely Ernawati (35) and Haeruddin (38), they said that:

"Yes, Unga's father is kind and social. He always takes care of the safety and comfort of his citizens. His quick response in carrying out his duties makes us satisfied with his leadership"

Likewise with the results of interviews with the Cempa Environment community, namely Yulwina (26) and Dalmiati (42), where they said that:

"Pak Usman is a good person. He is also polite when meeting people. The people are friendly and always respond quickly to the needs of the community. What's more, he always maintains the comfort, peace and security of his citizens.

Meanwhile, according to the results of interviews that were conducted with residents of the Ralla neighborhood, namely Murni (35) and Masdawati (40) where they explained if:

“Mr. Abdul Salam Naleng is a good person, friendly and full of courtesy. In his work he is always sincere and obedient to the rules. He is a good listener of every citizen's complaints. He has always been biased in working with his citizens. And what is no less important is that he tries to make the people comfortable with his leadership. With that attitude we are always satisfied with his leadership techniques.”

And all the results of the interview were confirmed by Mr. Abdul Salam, S.Sos. (42) Head of Lompo Riaja Urban Village where he is of the opinion that:

“All neighborhood heads here are good people. Their response is fast in carrying out orders. They are polite and friendly so that their existence is very helpful for the residents. They make residents feel comfortable and safe.”

So that for comfort and safety it is said that all heads of neighborhoods make it happen for their communities.

DISCUSSION

Community Satisfaction with the Implementation of Main Duties and Functions of the Head of Environment in Lompo Riaja Village, Barru Regency

a. Service Procedure From the results of the research above, it is said that in carrying out the main duties of the head of the environment there is no standard service procedure (SOP) and this is justified by the Head of the Lompo Riaja Kelurahan that they have indeed not made an SOP for the service process. But, even so, services are still provided by responding quickly to public complaints. In other words, the absence of SOP does not interfere with the service process. The most important thing is that they know their basic tasks that have been instructed to them and they do their tasks with a very good response

b. Service Requirements Regarding service requirements, each neighborhood head only asks for important documents such as a KTP or KK so data can be obtained whether they are entitled to receive assistance from the government or not. As well as related documents regarding PBB payments such as proof of previous payments. Meanwhile, the management fee for each environmental head does not charge a fee unless the administrative costs are, for example, land and

building tax payments. There are no illegal levies for the community. c. Clarity of Service Duties Basically, each neighborhood head is instructed to help meet community needs by recording their needs, responding to their complaints by conveying them to the sub-district government so that the sub-district administration can easily coordinate with the local government. Their routine task is to collect data on the people who are entitled to receive assistance from the government in the form of groceries and BLT, as well as to help collect the people's PBB.

Meanwhile, another additional task is to forward citizen complaints to the sub-district administration to be forwarded to the sub-district and district governments. d. Service Responsibilities In carrying out the duties of the head of the environment, each neighborhood community conveys that the head of their environment is a disciplined and responsible person. This can be seen from the length of their leadership on average over 10 years. Their ability to respond quickly to community complaints makes the community judge that they are the right people chosen to lead their environment. e. Comfort and Security The most important thing is how to make people feel comfortable and safe with the leadership of neighborhood heads. This is marked by the absence of community members who complain about the shortcomings of one of their leaders. All answered if they felt comfortable and safe. And during the interview process, the residents of each neighborhood said that they were satisfied with their leadership.

D.CONCLUSION

Community satisfaction with the implementation of the main tasks and functions of the Head of the Environment in the Lompo Riaja Kelurahan, Barru Regency is quite good based on indicators of service procedures, service requirements, clarity of service tasks, service responsibilities and security convenience.

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