



Education on Service Standards in Nolakla Village, East Sentani District, Jayapura Regency

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ABSTRACT

Public service is the provision of goods or services to meet the needs of every citizen based on established service standards. Village officials' understanding of service standards is an important factor, in order to be able to develop service standards that are in line with community expectations. However, many service products still do not yet have service standards, which is a problem in the field, so the community has the right to know the service standards provided. The activities carried out in this community service program are establishing public service standards in Nolakla Village, East Sentani District, Jayapura Regency, by actively involving the community in every stage of activity and providing assistance to village officials to set public service standards. With the dedication of the FISIP campus, Cenderawasih University, Jayapura, regarding Minimum Service Standards (SPM), which are provisions regarding the type and quality of essential services that are Mandatory Government Affairs, every citizen has the right to receive at a minimum. Implementation of SPM starting from the data collection stage, calculating the need to fulfil Basic Services, preparing plans for fulfilling Basic Services and implementing fulfilling Basic Services, and facilitating the preparation of SOPs and Village Head Regulations as a reference for Public Service Standards in Nolakla Village

INTRODUCTION

The Village is part of the regional government structure. Even so, the Village cannot be said to be part of the provincial government regime but rather a customary law community unit, creating the recognition principle (recognition and respect). The Village is also said to have genuine autonomy, one of which is because the Village has its government apparatus. Throughout its history, the Village has developed in various forms. It must be protected and empowered to become firm, advanced, independent and democratic to create a strong foundation for governance and development towards a just, prosperous and prosperous society.

Furthermore, to accelerate the improvement of the quality of service to the Village community to realize general welfare under Village authority, the stipulation of the Minister of Home Affairs of the Republic of Indonesia Number 2 of 2017 concerning Minimum Village Service Standards. By remembering the provisions of Law Number 25 of 2009 concerning Public Services, people get quality, fast, easy, affordable and measurable services. The Minimum Village Service Standards regulation is intended to bring benefits closer to the community, facilitate assistance to the community, the openness of services to the community, and effectiveness of services to the community.

The problems that often occur in Nolakla Village are related to public services, which are the fundamental rights of citizens and often the things that villagers complain about. Several things happened in Nolakla village related to public service issues, such as clarity, time, procedural costs, and complaints. Regarding transparency, village communities often need clarification when they need services at the village office. This is because there needs to be adequate information related to all things that become service products, such as requirements that need to be served, so sometimes people have to go back and forth to fulfil the requirements. In addition to the problem of clarity, the problem of time is often complained about. There is no standard time for completing requests which cause delays in completing the things requested by service users. Users and service providers sometimes cause delays in the service process – the absence of village officials who could sign contributed to the protracted application. Often there are lengthy delays when the relevant official is absent, so the administrative process is often hampered, impacting the extended service process. Even though the residents' needs for services such as population, land, and so on are very urgent. In addition, the public often does not know about the complaint procedure in implementing public services when things suspected of violating the provisions of laws and regulations occur. Besides that, another problem is the need for more socialization of service procedures. This often creates confusion for the public as service users; conditions like this can make irresponsible parties use the opportunity to carry out maladministration actions such as extortion, corruption, collusion and nepotism.

Of the several problems mentioned above, improving public services is a matter that must be prioritized. One of the things that village officials must fulfil as public service providers are to create quality public services in villages to

accelerate the achievement of community welfare. Improving the quality of public services is one of the legal politics of the birth of village laws.

What can be done to improve the quality of public services is to develop public service standards. By definition, service standards are benchmarks used as guidelines for service delivery and as a reference for evaluating service quality as obligations and promises of service providers to the community in the framework of quality, fast, easy, affordable and measurable services—the standard service measures whether or not the service is performed. Service standards have a philosophy that services must be transparent, open, and customer-oriented.

The preparation of public service standards is an obligation for service providers. The public service law defines public service providers or administrators as every state administration institution, corporation, an independent institution formed under the law for public service activities, and other legal entities developed solely for public service activities. If viewed from Law Number 6 of 2014 concerning villages it is stated in Article 4 Letter f, "one of the objectives of the regulation is to improve public services for Village community members to accelerate the realization of general welfare". In terms of implementing regulations, it is stated in the Minister of Home Affairs Regulation Number 2 of 2017 concerning Minimum Village Service Standards, which are provisions regarding the type and quality of services which are Village affairs that every village community has the right to receive at a minimum.

The aim is to encourage the acceleration of services to the community, to provide services to the community according to their authority; and as a means of community control over performance. Meanwhile, those who have the power to set Minimum Service Standards for the Village are the Village Heads who the Decree of the Village Head stipulates. Minimum Village Service Standards are intended to provide public services to village communities. The implementation of public services is still faced with conditions that need to follow the needs and changes in Nolakla Village. This is because a) the majority of the people in Nolakla Village do not understand the Public Service Standards; b) public service standards have not yet been structured and formed; c) the community does not yet understand the mechanisms for drafting and establishing public service standards; and d) the quality of public service delivery is still low in Nolakla Village, East Sentani District, Jayapura Regency. This community service activity is relevant to support government programs in the framework of understanding public services in villages.

Community service activities are focused on being a solution for various sectors of people's lives in Nolakla village, one of which is the problem of public services. Activities focus on fostering village government in creating excellent service and helping to provide legal products that can be used as a reference in carrying out tasks. In addition, this service is expected to: 1) Increased understanding of village apparatus regarding minimum service standards in Nolakla Village, East Sentani District, Jayapura Regency; 2) Increased understanding of village apparatus in compiling and establishing minimum service standards in Nolakla Village, East Sentani District, Jayapura Regency.

While this service has benefits for 1) Adding insight and knowledge to village heads and village apparatus regarding public service standards; 2) Becoming a reference for further service regarding public service standards or minimum service standards in villages/villages.

METHODS

The place of service is carried out in the East Sentani District, Jayapura Regency. Villages in the East Sentani District, Jayapura Regency, still need to understand public service standards. To realize this community service activity, the community service team collaborates with the Jayapura Regency District to carry out community service. Most information-gathering was done through direct discussions with the community and the village government. The information obtained is processed and adapted to statutory regulations. The existence of the obligation not to conflict with laws and rules causes servants to examine practices that occur with existing provisions. The next stage is compiling service standards that will be socialized to the community and Standard Operating Procedures (SOP) that will become work guidelines for village government service providers.

This activity is implemented by visiting the Village, in this case, the village apparatus and the community. Explaining the importance of good service is one of the indicators of successful governance. In addition, efforts were made to increase community knowledge regarding services and the community has the right to know the pattern of services provided by the Village, so this service is carried out in the form of: a) performance improvement training in improving public services. The methods used are lectures, discussions and simulations, the time spent is two days; b) guidance on developing public service standards. The methods used are lectures, seminars and simulations, and the time spent is two days.

The target community in this service activity is the Head of Nolakla Village, the Secretary of Nolakla Village, other village officials, the Village Consultative Body (BPD) or BAMUSKAM, Village Community Institutions (LKD) and Village Institutions in Nolakla Village, East Sentani District, Jayapura Regency.

The roadmap or road map that starts from research which is then applied in community service in implementing public service standards following the Regulation of the Minister of Home Affairs of the Republic of Indonesia Number 2 of 2017 concerning Minimum Village Service Standards is presented in the following chart:

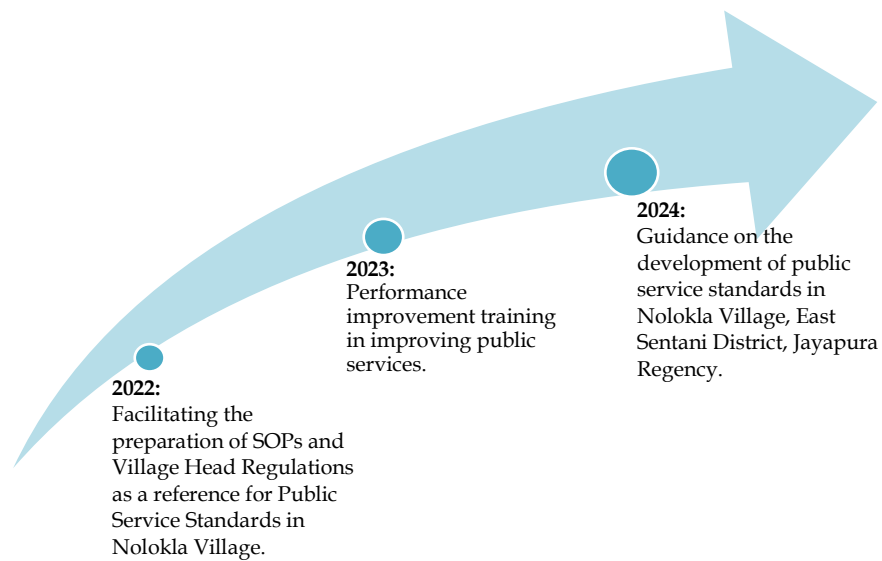


Figure 1. Service Activity Road Map

The roadmap described in *the chart* above becomes a map plan for community service activities to be carried out for the next 3 (three) years. The planning of *the roadmap* for community service activities focuses on public service standards in which village/village administration is guided by the provision of services to the community so that there must be public service standards for the community in order to measure the performance of village officials.

The method used in this service is to adapt the learning method from Suprijno (2009:50), which is a direct learning method designed to master procedural knowledge, declarative knowledge (*factual knowledge*) and various skills. Direct learning is intended to complete mastery of well-structured knowledge and mastery of skills so that the village government can provide excellent service and help provide legal products that can be used as a reference in carrying out tasks. The syntax for the direct learning method is as follows:

Table 1. Service Method

Stages	Educator Behavior
Stage 1: <i>Establishing Set</i> , Convey objectives and prepare training participants	Explaining material objectives, background information on dedication, preparing participants for learning.
Stage 2: <i>Guide Practice</i> Guiding training.	Plan and provide initial training.
Stage 3: <i>Feed Back</i> Check understanding and provide feedback.	Check whether the participants have managed to understand the material well, provide feedback.
Stage 4: <i>Extended Practice</i> Provides opportunities for further practice and application.	Prepare for opportunities conduct advanced training with special attention to application to more complex situations in everyday life.

In Active/direct learning, educators structure their learning environment very strictly, maintain an academic focus, and expect students to become diligent observers, listeners, participants. Bad behavior that occurs during lessons with direct learning methods must be dealt with accurately and quickly.

RESULTS AND DISCUSSION

The Indigenous People of Nolakla Village are the Heram-Ohei people who live on Asei Island. The location of the Nolakla village in ancient times was a plantation area for the Hedam Ohei people who lived on the island of Asei. Nolakla comes from the word "Nolo" which means middle and "Kla" which means forest, which means the central location of the forest.

In 1934, the Dutch Colonial Government established an agricultural research centre in Nolakla (formerly called the City of Nica) and in 1953 it was made the Center for Research and Breeding of Agriculture, Animal Husbandry, Plantation and Forestry. The first Asei person to build a house in Nolakla Village in 1953 was Mr Gregorius Ohee, followed by Mr Hanock Ohee (later named Ondofolo to replace his father). After that successively followed by moving and living Mr Simson Hiyo Ongge, Gr. Simson Ongge, Salman Ohee, Parmenas Ongge, Melkias Yanggo and others.

In 1964 during the first visit of the First Indonesian President (Ir. Soekarno) to Jayapura, the presidential entourage had stopped for a moment on the main road around Nolakla village and the President stated that this place was the "village of hope", so that since then the site has been called the "Kampung Hope". The reason for giving the name "hope" is because President Soekarno in the struggle had hidden and survived from the Japanese Army that was chasing him.

The first Village Head then was Mr Alexander Walli, and Mr Lazarus Ohee later replaced him. The name of the Village at that time was "Dabohaley-Jaya", whose administrative area included: 1) Kampung Nendali, 2). Nolakla Village, 3). Asei Besar Village, and 4). Little Asei Village.

Nolakla became popular during the 1969 Election. The Nolakla area was used as the Nolakla TPS for voting from several RWs and Villages included in the government's administrative area "Dabohaley-Jaya" under Mr Lazarus Ohee.

In 1982 there was a division of the village area, namely RW I bloomed to become Kampung Netar/Nendali, RW II became Kampung Asei Besar, and RW III became Kampung Asei Kecil. Then in 2008, the election of the new Head of Government of Nolakla Village for the 2008-2014 period was chaired by Mr THEOPILUS KERE, BA as chairman of the Election Committee, and elected the Village Head, Mr YULIUS I. OHEE S.Sos for the 2008-2014 leadership period. And now, in 2022, the Head of Nolakla Village is Mr Yotam Nelson Ongge.

1. Indigenous Community Leadership

Traditionally, Nolakla Village remains united with Asei Besar Village, Heram Ohei, with one Big Ondofolo (Ondofolo Igway-wa), Heram Rasim Kleubeuw. Likewise, the Chiefs of the Ohei Tribe still live in two villages, namely Nolakla and Asei Pulau, but in matters of adat, they remain united in customary leadership.

Traditional leadership is passed down from generation to generation based on lineage (Birthright), while customary policymakers are consulted in

Obhe (customers). The native language of the Nolakla people is Sentani, with the Nolakla dialect. Traditional leadership is passed down from generation to generation based on lineage (Birthright). The Koselo in Obhe (Patra-traditional) determine the standard policy – Ondofolo in issuing a decision for all Kampung community members based on the Koselo council's considerations. The position of the Koselo Council represents the eyes of the House or the elders from influential clan groups in the Village.

2. Village Institutions

Several organizations and institutions in Nolakla Village, formal and non-formal, have roles and functions for the interests and needs of the community. The Customary Institution, the Church and the Village Government are 3 (three) institutions that significantly influence the Nolakla community because these three institutions have fundamental social forces in the life of the village community and have a significant role in giving life, protecting and uniting the community. Other institutions such as Basic Education to Higher Education, Community Health Centers and Posyandu have also provided significant benefits for people with existing limitations. Other institutions are more situational when there are programs from outside.

The existence of institutions in Nolakla Village, among others:

a. Family Welfare Empowerment (PKK)

The Family Empowerment and Welfare Movement, in the future abbreviated as PKK, is a national movement in community development that grows from below which is managed from, by and for the community towards the realization of a family that believes and fears God Almighty, has noble and virtuous character, is healthy and prosperous, advanced and independent, gender equality and justice as well as legal and environmental awareness.

The Team for Empowerment and Family Welfare (TP. PKK) is a partner of the government and community organizations, which functions as a facilitator, planner, implementer, controller and motivator at each level for the implementation of the PKK program.

Members of the PKK Mobilization Team are members of the community, both men and women; individuals are voluntary, do not represent organizations, groups, political parties, institutions or agencies, and function as planners, implementers, and controllers of the PKK Movement.

b. Youth organization

Karang Taruna is a social organization for the development of young people who grow and develop on the basis of awareness and social responsibility from, by and for the community, especially the younger generation in the Nolakla Village area.

c. Youth and Sports

The link between youth and sports in the Nolakla village is that the child in the Nolakla village have a volleyball team for both men and women, having a men's soccer team is an asset and human resource from the Nolakla village that needs to be maintained and preserved. However, there are several things that need to be considered, namely the management of each team.

By definition, service standards are benchmarks that serve as guidelines in service delivery and a reference for assessing service quality as commitments and promises made by service providers to the public in high-quality, faster, simpler, affordable and measurable services. Setting service standards requires community participation in the making. This is because users of non-profit services must know the process. After all, they are the targets of the services provided.

This service is carried out with several approaches including social and technical systems. The social method is applied to the community to get as much information as possible from the District. What form of service is desired by the community so that through this dedication, information is obtained regarding the service process provided by the Village and how to meet the needs of the services offered? In addition, they want to know the local wisdom often applied by the community and considered unique. Information is very important in improving the service quality. In order to be able to make decisions about the next steps, this information must already be available for the development of service standards. During the process of contacting the community, the process went smoothly.

Then a technical approach is selected to support the data collection process. The village government is often instructed to talk about the rule of law. Explain the importance of setting service standards and the consequences of not having service standards. In addition, it also explained the importance of SOP in carrying out tasks. The agreement is used as a guideline for the behaviour of village officials in providing services. SOP can minimize the possibility of errors and also improve work organization. It is less important that the SOP knows at which stage responsibilities are assigned.

This community service is expected to produce several products, such as Service standard drafts, SOP drafts and village public service plans that are approved by draft village regulations. The resulting product is a system. Officials hope that the abandoned system can become a reference for completing tasks, changing behaviour and as a control tool. Can guarantee business continuity. The servant expects that this will exist; even if the service is finished, it will continue to monitor and carry out the service on an ongoing basis to ensure the continuity of the service.

Minimum Village Service Standards (SPM) are provisions regarding the type and quality of services which are Village affairs that every Village community has the right to receive at a minimum. Village SPM has the intention of a) Bringing services closer to the community; b) Facilitating services to the community; c) Service openness to the public; and d) Effectiveness of service to the community. Article 3 Village SPM aims to: a) Encourage the acceleration of services to the community; b) Provide services to the community according to their authority; and c) As a means of community control over the performance of the village government.

When viewed from the provisions, the process of preparing service standards is carried out in six stages, namely: a) Drafting; b) Discussion of the design with the community; c) Determination; d) Monitoring and evaluation; e)

Service announcements; and f) Application. However, this service only carries out up to the monitoring stage. This was done because community participation, in this case, tertiary institutions, was limited to overseeing until the establishment and monitoring as facilitators in development. The determination stage is the initial stage of starting to execute an order. Once determined, it will be binding for both village officials and the community as service users.

The evaluation stage is left to the Village as the executor, where evaluation activities are carried out when a policy is implemented – the evaluation results in whether the mechanism contained in the SOP and Service Standards is still relevant. If there are changes such as habits, government policies, and laws and regulations, the implementor can adjust them. Likewise, in informing services, implementation and assistance are carried out to provide a basis and stimulus for villages to implement obligations imposed by laws and regulations. It is hoped that community service products can be applied sustainably.

This service's results will give birth to a critical awareness of the subject of service (Village and community). When the information tap has been opened, it will give birth to control from various parties. After the process is open, *checks and balances* will occur from the subject of service so that it can change the behaviour of the community and village officials as public service providers based on the law's mandate.

Provision and dissemination of service information include 1) Technical requirements; 2) Mechanism; 3) Tracing documents at each stage of the process; 4) Cost and time for licensing and non-licensing; and 5) Procedures for filing complaints.

a. Provision of population and land data and information;

The provision of population and land administration data and information includes: 1) Population administration data and information in the Population Administration Book; and 2) Land data and information on general administration in the Land Book of the Village Treasury and Land in the Village.

b. Providing a certificate;

Provision of a statement letter from the Village Government to the community who will carry out the process of a service based on data and information that has been adjusted to the primary data and data changes. A statement letter is given if the documents required in the service process have entirely fulfilled the requirements by the provisions of the legislation and have been accompanied by a domicile certificate from the RT or RW. Suppose the criteria for the service process still need to be completed. In that case, the Village Government must provide information about the completeness of the community's requirements in the service process. The provision of a statement letter from the Village Government to the community is completed in 1 (one) day.

c. Service simplification; And

Service simplification is carried out in the framework of the implementation of the assignment. The implementation of the project is the assignment of part of the implementation of government affairs which is the authority of the Regency/City Regional Government to the Village. Appointments to Villages by taking into account: 1) The ability of human

resources in the Village, 2) Selectivity in implementation; and 3) Supporting facilities and infrastructure. The intended facilities and infrastructure include a) registration counters/places; b) place of entry of document files; c) place of payment; d) place of submission of documents; e) place of complaint service; f) waiting room; and g) other supporting devices.

d. Community complaints.

Community complaints are a means of feedback for the Village Government to improve service quality. The Village Government facilitates and coordinates community complaints no later than 3 (three) working days. If facilitation and coordination cannot be carried out within 3 (three) working days, the District will provide guidance. To carry out community complaint facilitation services, the Village Government provides facilities and infrastructure.

Nolokla Village, East Sentani District, Jayapura Regency, still need minimum or public service standards. The problem-Solving that the Community Service Team will carry out in this activity is to provide an understanding related to Village/Kampung Minimum Service Standards by: 1) Providing material on the Duties and Functions of Village Government regarding Village/Kampung Minimum Service Standards. 2) Provide an understanding of the importance of community participation in improving public services in the Village. 3) Provide procedures for carrying out the duties and functions of village officials and community participation in improving public services in the Village.

Community service in Nolokla Village, East Sentani District, Jayapura Regency, significantly contributes to better and sustainable village development. Following are some of the essential contributions from this service: 1) Increasing the effectiveness and efficiency of village governance. Clear SOPs and village rules can make village governance more effective and efficient. A good SOP will make it easier for related parties to carry out their duties to use the time and resources needed optimally. Clear village rules will also make it easier for the village government to manage and improve public facilities. 2) Increasing community participation in decision-making. In making SOPs and village regulations, the community can be invited to provide their input and opinions. This can increase community participation in decision-making related to their village. Thus, the community will feel more involved in the village development process and have a sense of ownership of the results. 3) Increase transparency and accountability. Clear SOPs and village rules will help increase transparency and accountability in village governance. All parties involved in the village governance process will know their duties and responsibilities to avoid actions detrimental to the community's interests. This will also make it easier for the community to monitor the performance of the village government and oversee the use of the village budget. 5) Improving the quality of public services. With clear SOPs and village rules, public services in villages can be better and more organized. SOPs can help village governments provide consistent, high-quality public services like health, education, and infrastructure. Village rules can also help improve the quality of public services, such as road and bridge maintenance, waste management, and clean water management.

To develop a better and sustainable village, community service regarding education on minimum service standards requires making clear SOPs and village rules. By strengthening village governance, community participation, transparency and accountability, and the quality of public services, villages can develop and become better places to live.

CONCLUSIONS AND SUGGESTIONS

Conclusions

Based on the results of the discussion of the lectures and discussions that were conducted, it can be concluded that the aims and objectives of the SPM Village Minimum Service Standards are: a) Bringing services closer to the community; b) Facilitating services to the community; c) Service openness to the public; and d) Effectiveness of service to the community. This service provides new information regarding Minimum Service Standards, which are Mandatory Government Affairs that every citizen is entitled to at least. So that the preparation of public service standards through this service helps the government of Nolakla Village prepare service standards to be more organized and disciplined. Apart from that, this assistance also helps villages lighten their burden as mandated by laws and regulations, including the obligation to develop public service standards.

Suggestions

1. The government of Nolakla Village must be capable of establishing or issuing village government decisions regarding Village Minimum Service Standards (SPM) in supporting public standards and quality.
2. This discussion also suggested to the Government of Nolakla Village work correctly, honestly and responsibly by applicable regulations in creating quality services.
3. The committee or cadres should make a decree from the Nolakla Village Government for activities in the Village to help run things smoothly and take responsibility for work.
4. The recommendations in this service emphasize the village government consistently implementing service standards.

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