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The Impact of Village Expansion Policy on Public Service Aspects at Sadar Village Bone-Bone District of North Luwu Regency

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Abstract:

This research explores the impact of village expansion policy on public service aspects at Sadar Village of Bone Bone District of North Luwu Regency. This study aims at to determine the impact of village expansions policy on public service aspects at Sadar Village Bone-Bone District, North Luwu Regency. The type of research is descriptive with qualitative approach. Data collection techniques through interviews, observation, and review documentation. Data analysis techniques used consist of; data collection, reduction, data display, and drawing conclusion. The results showed that the impact of village expansion policy which occurred at Sadar Village of Bone-Bone District of North Luwu Regency has had a positive impact on the public service aspect, especially in the service of Birth Certificate and Family Card that has been seen from several indicators namely; system/procedures, service period, cost/tariff, facilities and infrastructure, and apparatus competency. According to the results of the study showed that village expansion of Sadar Village has very positive impact on public services in this area, because it brings a better change rather than before the village expansion is done. In other words, the expanding territory of Sadar Village has fulfilled the expectation of all the people of Sadar Village who need a quality service.

Keywords: Policy, village expansions, various aspects of village expansion, the impact of village expansion

1.0 Introduction

Regional autonomy based on the Law No. 23 Year 2014 about regional governmental refers to the right, authority, and obligation of autonomous regions to regulate and manage their own governmental affairs and the interests of local communities in accordance with the laws and regulations. As talking about the issue of regional autonomy will not be divided with the autonomous region (Anderson & Costa, 2016; Bayramov & Nolan, 2017; Charro Dijkstra, & Lapuente, 2015; Heberer, 2017). The autonomous region, in this case referring to as the region of a legal community unity that has territorial boundaries that have authorizations to regulate and manage government affairs and the interests of local people according to their own initiative based on the aspirations of the people in the system of the Unitary State of the Republic of Indonesia (Salam, Rosdiana, Suarlin, & Akib, 2014). Theoretically, keywords in autonomy mean decentralization as well. Decentralization is defined as the transfer of government authority by the central government to the autonomous regions to regulate and organizing the government affairs within the system of the Unitary State of Republic of Indonesia.

Actually, beside the effectuation of regional autonomy as the constitutional mandate, nowadays, it is also an objective requirement for the central government. In fulfilling the objective needs, the implementation of regional autonomy is expected to make the administration much better, efficient, effective, encouraging in empowering the community, developing equitable and fair life and able to increase community participation in regional development. Moreover, the existence of regional autonomy is also expected to get an open opportunities further for each region to explore and empower the potential of the region, and provide flexibility for the region to manage its own government affairs.

When the enactment of Law No. 32 year 2004 about Regional Government is essentially directed to accelerate the realization of community health through improving services, empowerment and community participation in the implementation of development. In line with these expectations, in order to improve the acceleration and quality of local government in accordance with the soul and spirits of regional autonomy as stipulated in the Law No. 32 year 2004, so then it is seemed very necessary to conduct the expansion of the region either in regencies/ cities, districts or villages.

According to the Government Act of Republic of Indonesia No. 78 year 2007 concerning the establishment procedures, elimination, and merger of regions, the expansion of regions is the splitting of provinces or regencies/cities into two or more regions. The latest legal basis for regional expansion in Indonesia is that Law No. 23 year 2014 as a revision from the Law No. 32 year 2004 about Regional Governmental. The regions expansion policy is the one strategic of the concrete forms of decentralization and regional autonomy policy. It is one of the main steps chosen by the central government to improve the quality of the implementation of government duties in the context of public service, empowerment, and making an advanced societal development, independence, prosperity, fairly and prosperous.

The expansion of region is intended to make the process of government administration in the field of public services and regional development can be more equitable, sustainable and can reach all levels of society. Moreover, the expansion of the region is also intended to facilitate the government's control opportunities to the communities and facilitate public communication towards on the government (Hernawan, Salam, Haerul, & Suprianto, 2017; Salam & Rosdiana, 2016). The expansion policy has led to a pro and contra attitude in various circles of politicians, public figures, government officials, and among the experts. They debate the benefits or losses arising from the many areas that are split. Various opinions were shared by the community, some argued that expansion territory was carried out solely for obtaining funds either from the central government or from the local government, but also an allegation that expansion was a business among elites in the region who wanted a position or position of the division. On the other hand, however, there are many opinions that support the existence of this expansion policy, because It has provided an opportunity to the regions in managing their respective regions, in addition to the expansions can also shorten the range of government control in controlling the community.

In related to this case, there are two previous studies that discuss the issues about the expansion areas, is that research conducted by Zakarudin (2013) by the title of research: "The impact of expansion in availability of Societal facilities and infrastructure of Waturempe Village, Tikep District of Muna Regency". This study used a descriptive approach. From the results of his research showed that expansion territory did not have a significant impact on the availability of societal facilities and infrastructures that can be seen from the absence of good road facilities, water facilities that are not comparable with the

level of community needs, electricity network has not been built until now, traditional markets that do not operate thereby impeding the flow of playback of goods and services. There were some determinants influenced the village expansion did not have impact on Waturampe Village, such as; (1) geographic conditions, (2) lacking of Village Government initiatives in the management of its affairs, (3) Political tendency at the post district elections, (4) Lacking of village original revenue, and (5) Limited resources of the district government.

Another study has been carried out by Khair (2017) with the title of his research: "Village Expansion in terms of autonomy aspects ". This research used a qualitative descriptive approach. From the results of the research showed that there were three stages of the process of expansion of Wanasari Village, Angkona District, East Luwu District revealed at the first stage, the process of collecting aspirations where people sit together to conduct a deliberation to reach an agreement to unfold. The second stage, the formation of the expansion committee that was getting the agreement to split the community determine the village expansion committee in making the charge of proposals for the expansion of the Regent (Bupati). The third stage is the process of Regional Regulation Drafting (Raperda).

Based on the two results of this study illustrates that the expansion policy of village comes from the aspirations of people who want to the creation of regions to get a better quality of life. Although basically the purpose of the expansion is to improve the quality of life of the community, but frequently, it seemed have a positive impact on quality of life that is contrasted to the two previous studies, the focus of research on current researchers is the impact of the policy of village expansion on the aspect of public service about the service of Birth Certificate and Family Card.

As the time change, there are many demands of the public to obtain better public services and welfare, especially as perceived by the community of Sadar Village whom really need to have an region expansion. Sadar Village is a village of fractions from Tamuku Village. Before being expanded, Tamuku Village has an area of 10,2 kilometers with a population of 3.784 people, consisting of 810 Family Heads (KK), and is divided into four hamlets (Dusun), namely; Dusun Tamuku, Dusun Kembang Makmur, Dusun Walero, and Dusun Sadar. After splitting, Tamuku Village has a population of 2.308 people, consisting of 406 families, and is divided into four Dusun, Dusun Tamuku, Dusun Kembang Makmur, Dusun Tanatako, and Dusun Tondokura.

The result of expansions from Tamuku Village is Sadar Village. Sadar Village was inaugurated on October 1, 2012 by Luwu Utara Regent Drs. Arifin Junaidi, M.M. This village stands with the Local Regulation of Luwu Utara Regency No. 2 of 2012 about the Establishment of Sadar Village of Bone-Bone and Sumpira Village of Baebunta District. Sadar Village has amount of population is 1.475 people, consisting of 404 Head of Family (KK), and is divided into four Dusun (hamlet) namely, Dusun Sadar, Dusun Walero, Dusun Tetelangka, and Dusun Sappa.

As before it expanded into the village of Tamuku as its parent village, Sadar Village was the one area of the hamlet (dusun) that is located on the scope of Tamuku Village. Government office centered in the village of Tamuku involving the span of government control over the people of the village of Sadar when it is quite far, it affects the interaction between the community of Sadar village with the village government, so that government services to the community Sadar Village in terms of public services, especially in the field of

administration residence services such as; birth certificate and family card become less optimal.

By the expansion policy of this village, it is hoped that the community can easily receive the best service from the Village Apparatus especially in giving the service of Birth Certificate and Family Card. Besides that, it is also expected that the development of village infrastructure can be more evenly distributed at Sadar Village because in the essence the good infrastructure will contribute to the economic growth of the rural community.

Based on the above description, the authors conducted further research used the research title is that "Impact of Village Expansion Policy on public service aspect at Sadar Village of Bone-Bone District of North Luwu Regency".

2.0 Research Method

The type of this research is descriptive. The reason why researcher is used descriptive one, because in doing the research, the researcher involves populations and individuals as a limited source of data, meanwhile the problems which have to be investigated are very deeply. The sources of data in this study obtained from books, documents, archival records, communities and village government institution making interviews at Sadar village, and also doing direct observation to this region, participant observation, and used physical device. In the context of collecting some data that coming from these various sources, so then, the results of the research will become clearer. The type of this study selected by the researchers also aims at to illustrate lightly the impact of expansion village that will be generated to the village expansion on the public service aspects that focus to the Birth Certificate Service and Family Card at the Sadar Village of Bone-Bone District of North Luwu Regency. The researcher wants to know more about how far the impact of conscious village fairly policy on the system and procedures, service periods, cost/tariff, facilities and infrastructure and apparatus competence on service of Birth Certificate and Family Card at the Sadar Village.

2.1 Research Location

The location of the research in this study that is at the Sadar Village Bone-Bone District of North Luwu Regency which is one of the expansion village has been done. Based on the Local Regulation of Luwu Utara Regency No. 2 of 2012 on the Establishment of Village of Bone-Bone District and Sumpiran Village of Baebunta District. The reason why the researcher chooses the conscious Village as a research location because Sadar Village is one of the villages that has long desired the expansion of the village, and after the expansion the researcher wants to know how far is the impact of the expansion of the village especially the impact on public service at Sadar Village.

2.2 Research focus

The research focus applied in this research is on Birth Certificate Service and Family Card at Sadar Village Office of Bone-Bone District by considering the following of five indicators such as: system/procedure, service period, cost/tariff, facilities and infrastructures, and the apparatus competencies.

2.3 Description of ¹¹ Research Focus

The research focus of description will be discussing about the impact of village expansion policies on the public service aspects concerning on the Birth Certificate Services and Family Card by covering indicators such as System/ Procedures, service period, cost/tariff, facilities and infrastructure, and also apparatus competencies.

2.4 Data source

Sources of data in this study are the responds and actions of the informants as the primary data, writing or documents that support the statement of informants. Sources of data in this study there are two kinds that is called primary and secondary data. This data are needed to obtain relevant information to the purpose of research.

2.5 Data collection technique

Methods of data collection is a researcher' ways to get the necessary data as in holding on the research from sources of data. In this research, the researcher used the research methods are as follows:

- a. Observation
- b. Interview
- c. Documentation

2.6 Testing and Data Validity

Validation of data in conducting research is a way to achieve the credibility of a researcher by performing the following steps:

a) Data Triangulation

Triangulation of data is done by comparing data of first interview result with result of subsequent interview from informant in Sadar Village Bone-Bone District of North Luwu Regency. Information that is considered equally and appropriate with the informants that will be selected and then drawing conclusions.

b) Member Check

The member check is done at the end of the interview by repeating broadly the answers or views as data, based on the researcher's notes on what the informant statements. It is needed to be done, so then the informants can correct their statements which have not suitable according to their perceptions, reduce or add informations that was still less enough. If the data found agreed by the informants, and then it can be said that the data have been good validity.

2.7 Data analysis technique

¹⁴ Data analysis technique is the process of reviewing all available data from various sources, such as interviews, observations, official documents, and images or photographs that have been obtained in the field during the study. Data analysis in qualitative research

conducted since before entering field, during field, and after finished in field. The way of data analysis in this method is as follows:

a) Data Reduction

Data reduction is a form of analysis that is summarizing, classifying and directing data research results at Sadar Village. It also a way to remove things that are considered unnecessary in this study. Thus, the data obtained by researchers from the results of research in the field after reducing it, so then It will provide information or a clearer picture, making it easier for researchers to perform further data collection.

b) Data Display

Presentation of data in this context is a collection of information that has been compiled which allows the conclusion and the taking of action. In order to present the presentation of data will help researcher⁵ understand about what happened and what then researchers should do next research. The most common form of data presentation in qualitative research is narrative text, graph, matrix and chart.

c) Drawing Conclusion/Verification

At this stage the conclusions of the conclusions are also verified during the research. The significance arising from data must always be tested for its correctness and conformity so that the validity is assured. In this stage, the researcher formulates the proposition related to the principle of logics, raises it as a research finding, then proceeds by repeatedly reviewing the existing data, the grouping of established data, and also give the proposition that has been formulated. The next step is to report the results of a complete study, with new findings different from the existing findings.

3.0 Result

3.1 System/procedures

System or procedures are a way for people to get public services. In good public service, the simplicity of procedures is needed, because it will have benefits for the community. A faster handling the problems, correct and no convoluted way of dealing is a matter that people need in doing public service. In Sadar Village itself, the procedure applied by the government apparatus of Sadar village became one example that so-called simplicity of procedures. The simplicity of procedures which carried out by the Sadar village government officials to the community in the form of easy communication system between officials to the community that can be done anywhere without having a formally by arriving into the village office, although it has been in outside of government officials' office hours. This is a policy given by Sadar village government officials to their people who want to need a public services such as; taking care of birth certificates and family cards, and ensure that this policy received a positive response from the community, because it will ultimately provide convenience to the public to get public service which has not a kind of service based-complicated. Moreover, this simplicity is one of several positive impacts arising from the expansion of the village on the public service process.

3.2 Time period

Duration of service is a grace period required by the service provider to the recipient of service. Each service agency should have a clear time certainty in providing services to recipients of services. The Sadar Village Government Apparatus have not been able to provide certainty of services to the public due to the process of handling birth certificates and family cards of many parties involved. Not only village government apparatus, but also involving parties on it, and districts to complete one birth certificate and family card. Nevertheless, according to the research¹⁰ should the Sadar village government apparatus can provide certainty of time to the public **in order to gain the trust of the** community.

3.3 Cost or Tariffs

Cost or tariffs are the fees charged to the recipient of services in obtaining the services of the service providers. In Sadar Village, basically government officials do not specify or charge a fee to the public who want to do public service. But It is not infrequently taking people also to spend the cost at the time of service management. Just as birth certificates and family cards are issued, people who want to take care of birth certificates and family cards will be charged a fee of Rp 50,000 to Rp 100,000. This fee is used for transportation costs for Sadar Village government officials who help the community take care of birth certificates and cards families in the District Office and at the district population office. According to some informants, the amount of expenses incurred by the community is better when compared to when the Sadar Village has not been expanded from the parent village.

3.4 Facilities and infrastructure

Facilities and infrastructure is everything that can be used as a support tool in achieving a goal. The availability of adequate facilities and infrastructure will help the public service process be better. The main function of facilities and infrastructure is to speed up the service process, deliver higher quality work, provide comfort and create a sense of satisfaction for people who need service. In the Sadar Village Office itself, the availability of the required facilities has not been fully met. Only visible tables, chairs and MCK (Bath, Wash, Toilets) shower, brush, and facilities that have been available at Sadar Village Office. This is because the Sadar Village Apparatus are currently in the process of development after the expansion. However, It is not an obstacle for the community to get the satisfaction of service from the Sadar village government apparatus and feeling comfortable while they were staying at Sadar Village Office.

3.5 Apparatus Competencies

Personnel competence is a capability possessed by the Sadar village government apparatus in providing services to the public service in order to realize a quality public service. Competence of apparatus in this case include the skills, responsiveness and friendliness of the government apparatus of Sadar Village during the process of service to their society. As viewed from human resources, village government officials are aware of the newly formed Human Resources and have never done any training during the post-expansion village. However, the performance of the government apparatus of Sadar village in the good categories which it is felt by the community, so that It can be said as the one proof that the village government apparatus of Sadar Village Government new human source has the ability and the reliable responsiveness even without any training from the central government. In addition, good skills and responsiveness, the Sadar village government

apparatus have hospitality that should be emulated by other government apparatus. Competence of apparatus is the one element that is needed by the community to build the village, especially the newly created village to realize the excellent public service in society.

4.0 Conclusion

The impact of village expansion policy on birth certificate service seen from several indicators of service standard component such as; system/procedures, service period, cost / tariff, facilities and infrastructure and executing competency have positive impact for the community, and then the kind of facilities and infrastructures are unavailable at Sadar Village government office is very minimal because at this time, Sadar Village Office is still in development stage, but it does not affect the service process of Birth Certificate in Sadar Village. The impact of the policy of village expansion on the Family Card service in the Village Office that has been seen from some indicators of component service standards are not much different from the service of Birth Certificate. The impact of this expansion policy has had a positive impact on the service of the Birth Certificate. Consequently, the post is expanded from the parent village, the entire community in the village of Sadar has a Family Card. This is one of the positive impacts of the expansion of Sadar Village for the public service, especially the Family Card service.

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