

# Implementation of Integrated District Administration Service (Patent) Policy on Public Services at Local Government Offices

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## Abstrak

Penelitian ini dilatar belakangi oleh keadaan pelayanan pada Kantor Kecamatan Tenayan Raya. Dengan ditemukannya beberapa permasalahan mengenai pelayanan terpadu yang masih ada, kejadian yang terjadi antara lain kurang disiplinnya pegawai dalam memberikan pelayanan, adanya sarana/prasarana penunjang PATEN yang belum terlaksana, dan penyelesaian pelayanan yang tidak tepat waktu. Tujuan dari penelitian ini adalah untuk mengetahui sejauh mana Kecamatan Tenayan Raya melaksanakan PATEN dan faktor-faktor kendala pelayanan yang ada pada Kantor Kecamatan Tenayan Raya. Teknik pengumpulan datanya adalah Observasi, Wawancara, dan Dokumentasi. Metode penelitian ini adalah pendekatan deskriptif kualitatif. Peneliti menggunakan PERMENDAGRI No. 4 Tahun 2010 tentang Pedoman Pelayanan Administrasi Terpadu Kecamatan sebagai indikator penelitian. Berdasarkan penelitian yang telah dilakukan dengan berbagai sumber data penelitian ini, dapat disimpulkan bahwa Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kecamatan Tenayan Raya dapat dikatakan belum terlaksana dengan baik. Hal ini terlihat dari sikap pegawai yang kurang disiplin, waktu pelayanan yang masih belum tepat waktu, prosedur pelayanan yang sedikit berbelit-belit, sarana/prasarana pendukung yang belum terlaksana, dan ditemukannya pelaksana teknis PATEN yang belum melaksanakan sepenuhnya kewajibannya sebagai pelaksana pelayanan. Sedangkan faktor penghambatnya adalah faktor Sumber Daya Manusia, ketidakpastian waktu pelayanan, serta sarana dan prasarana yang belum terlaksana.

**Kata kunci :** *Implementasi, PATEN, Pelayanan Publik.*

## Abstract

This research was motivated by the state of service at the Tenayan Raya District Office. With the discovery of several problems regarding integrated services that still exist, incidents include lack of employee discipline in providing services, the existence of PATENT supporting facilities / infrastructure that have not been implemented, and the completion of services that are not on time. The purpose of this study is to determine the extent to which Tenayan Raya District implements PATENT and the factors of service obstacles that exist at the Tenayan Raya District Office. Data collection techniques are Observation, Interview, and

Documentation. This research method is a descriptive Qualitative approach. Researchers used PERMENDAGRI No. 4 of 2010 concerning Guidelines for Sub-District Integrated Administration Services as a research indicator. Based on research that has been conducted with various data sources from this study, it can be concluded that the District Integrated Administration Service (PATEN) in Tenayan Raya sub-district can be said to have not been carried out properly. It can be seen from the attitude of employees who lack discipline, service time that is still not on time, service procedures that are a little complicated, supporting facilities / infrastructure that have not been implemented, and the discovery of PATENT technical implementers who have not fully carried out their obligations as service executors. While the obstacle factors are Human Resources factors, uncertainty in service time, and facilities and infrastructure that have not been implemented.

**Keywords:** *Implementation, PATENT, Public Service.*

## INTRODUCTION

Local government agencies such as Tenayan Raya sub-district are one example of government agencies that carry out sub-district public services as public service providers and also have the main task to assist the mayor in carrying out the wheels of government, development and community and also improve the effectiveness of public services and improve the quality of services in the form of services and develop SMEs among the surrounding community through standardization of services. (Mahendra Kusuma, SH 2009).

The sub-district is currently a forum for the delegation of authority of the Regent and Mayor which is an urgent thing to do so that the implementation of development can run well. if related to the Patent program (District Integrated Administration Services) regulated by Permendagri No. 4 of 2010 concerning Guidelines for District Integrated Administration Services, where this program must be carried out at least five years from the ratification of the PATENT system. The realization of quality public services (prima) is one of the first steps in achieving good governance.

District Integrated Administration Services (PATEN) in Permendagri is a service system with national standards that oriented to the government within the scope of sub-district coverage, which has been implemented throughout Indonesia. The purpose of the issuance of the Patent program is to realize the government, especially in sub-districts, able to improve the quality of service and bring services closer to the community under the guidance of the sub-district as the person in charge of implementing PATEN. The Patent Program is a management breakthrough in order to approach, simplify, accelerate administrative services related to licensing or non-licensing at the sub-district level.

In Pekanbaru Mayor Regulation No. 273 of 2017 regarding PATENT has been ratified on November 9, 2017, and the sub-district also directly applies the PATENT system evenly. Based on field data that researchers found, Pekanbaru has 15 sub-districts, and all of them state that PATENT has been implemented thoroughly, this is evidenced by the simultaneous application of PATENT in all districts in 2018, such as Sail District, Fifty District, Pekanbaru Kota District, Senapel District, Rumbai District, Tenayan Raya District, Sukajadi District, Bukit Raya District, Marpoyan Damai District, Payung Sekaki District, West Rumbai District and

Binawidya District. However, there are also three sub-districts that implement the PATENT system in 2021, this is due to the sub-district expansion. It is known that there are four sub-districts that have been divided into seven sub-districts. Among them are the sub-districts of Tampan, Tenayan Raya, Rumbai and Rumbai Pesisir.

In PERWAKO it is also stated that the purpose of the establishment of PATENT is as a guideline for the object and subject of service so that the implementation of services can run effectively, efficiently and on time. And the objectives include providing legal certainty and wider access for the community for the community to obtain services and realize the implementation of quality services based on information technology.

The PATENT program is different from conventional services or can also be called non-PATENT services. The difference is that this PATENT in its service has been prepared with the tupoksi-tupoksi of each employee. while conventional or non-PATENT services in its services all employees do not have the authority to solve community problems in the sub-district. (Amnurita 2021). If previously in carrying out management in the sub-district, such as recommendations or other things, residents who carry out management who come to the sub-district office must wait for the completion of the letter / recommendation within 4-5 days or even more than that, the reason is because the sub-district head and the employee concerned are not in place.

Therefore, with the PATENT program, the community is guaranteed to get better, faster and certain services in accordance with service standards. When authorized employees are not in place, their duties can be taken over with other employees in the sub-district who have been appointed to receive their duties, so that services to the community can run more quickly and effectively. Tenayan Raya sub-district in implementing Integrated Administration Services (PATEN) has its legal basis, namely: Law Number 25 of 2009 concerning Public Services; Presidential Regulation Number 97 of 2014 concerning the Implementation of One-Stop Integrated Services; Minister of Home Affairs Regulation Number 4 of 2010 concerning District Integrated Service Guidelines; Pekanbaru Mayor Regulation Number 273 of 2017 concerning the Integrated Administration Service System in Pekanbaru City District.

In the Pekanbaru Mayor Regulation No. 11 of 2013 concerning the delegation of government affairs from the Mayor to the Sub-district is divided into three counters, namely: Kecamatan (Field of Licensing, Field of Recommendation, Management of Other Letters); UPTD DISDUKCAPIL (issuance of KK & KTP, Making Birth Certificate, Legalizing KK/KTP > AKTE); UPTD BAPENDA (issuance of UN SPPT, management of UN SPPT, PBBB Payment, BPHTB Payment)

Tenayan Raya District also divides counters into three based on PATENT to facilitate the community in carrying out management, in contrast to previous services, conventional or non-PATENT services there are several counters that are interrelated, one counter to receive files, and the other counter to submit results. As well as in the management process, the community directly meets the person concerned, and if the official who wants to be met is not there, the community concerned must come back on another day. while if in the management of PATENT the community only needs to submit the required files through the service counter, then wait a while, and receive the results back at the same counter.

In Kepmenpan Number 63 of 2003 states that every implementation of public services must have service standards and be disseminated to guarantee certainty for service recipients. Service standards are a measure carried out in the implementation of public services that must be obeyed by the giver or recipient of service standards of service, at least including :P service process; Time to complete; Service fee; Service products; Facilities and infrastructure; Competence of service delivery officers

The competence of service delivery officers must be properly determined based on the necessary knowledge, expertise, skills, attitudes, and behaviors.

Based on the SOP for the implementation of PATEN, the authority for service affairs in the community, in service matters in Tenayan Raya sub-district there are 6 (six) procedures that must be carried out, starting with the applicant submitting an application and the required files to the counter officer until the submission of the completed file back to the applicant. Based on the above, observations found problems at the stage of checking the requirements file. Then there is also the attitude of public service that has not been friendly to the party served. There is also clarity on the readiness of the administration that has been entered and processed by the sub-district so as to allow the community to wait a long time in service.

Another thing is also contained in Pekanbaru Mayor Regulation No. 273 of 2017 article 16 which states that sub-districts can provide a means of community complaints related to the type of service, either directly or by using other media whose implementation is with local conditions. Article 17 states that public complaints as referred to in article 16 must be followed up appropriately, quickly, and provide answers and resolutions to complainants no later than 10 (ten) working days from the receipt of complaints, Tenayan Raya sub-district has provided complaint ballot boxes in the office, but the complaints seem to accumulate due to the lack of responsibility of employees.

Judging from the data that has been obtained, in the implementation of integrated administrative services in Tenayan Raya sub-district, the services provided have not been based on SOP, services that are still convoluted, lack of employee response to people who need services, and delivery of uncertain information in management.

Based on the discussion above, illustrating that the services provided by public service providers in Tenayan Raya District have not been able to provide satisfaction to the community, researchers are encouraged to conduct research with the title " *Implementation of District Integrated Administration Services (PATEN) in Tenayan Raya District, Pekanbaru City*"

## **METHODS**

Descriptive qualitative research, is one type of research that describes the situation by describing something, as well as the data used in the form of words, sentences, images and schemes. Furthermore, the determination of research subjects or respondents who are considered key informants is carried out by purposive sampling. Purposive sampling technique is a selection of samples based on certain characteristics. Informants in qualitative research are research informants who understand information about the object of research.

The selected information must have criteria so that the information obtained is useful for the research conducted.

## RESULTS AND DISCUSSION

### Implementation Of Sub-District Integrated Administration Services (Patents).

Sub-District Integrated Administration Services (PATEN) applied in Tenayan Raya sub-district based on the Regulation of the Minister of Home Affairs (PERMENDAGRI) Number 4 of 2010 concerning General Guidelines for Subdistrict Integrated Administration Services. In addition, the PATENT was also ratified in Pekanbaru in Pekanbaru Mayor Regulation (PERWAKO) Number 273 of 2017 concerning the integrated administrative service system in Tenayan Raya sub-district, Pekanbaru City. With the legal basis regarding PATEN, of course, it will be the basis for guidelines in carrying out activities at the Tenayan Raya sub-district office in Pekanbaru City. To find out how the implementation of the District Integrated Administration (PATEN) service in Tenayan Raya District, the author will use indicators such as: **Substantive Terms**. To implement the substantive requirements, in accordance with those stated in Permendagri no. 4 of 2010, the stipulation of Perwako number 11 of 2013 concerning the delegation of government affairs from the mayor to the sub-district. With the ratification of this Perwako, the sub-district has the authority to issue permits and non-permits. To implement the substantive requirements, in accordance with those stated in Permendagri no. 4 of 2010, the stipulation of Perwako number 11 of 2013 concerning the delegation of government affairs from the mayor to the sub-district. With the ratification of this Perwako, the sub-district has the authority to issue permits and non-permits. From the research that has been conducted, it was found that in the field of licensing, the implementation of services has not been implemented thoroughly, this can be seen from several MSMEs that have not carried out business licenses around the Tenayan Raya District area. In the field of non-licensing, it is a type of service that provides all the needs of community letters that are not related to business licenses, such as certificates and letters of recommendation for services in the field of licensing and non-licensing are different from the type of service, but in its implementation the field of licensing and non-licensing remains the same, namely community files are collected in one place, then given to their respective fields that have been determined. So with the statement above, researchers can analyze that the implementation of PATENT in TenayanRaya District has indeed been carried out according to the rules that have been regulated by the mayor of Pekanbaru, so that the sub-district only needs to carry out the mandate that has been given.

**Administrative Requirements.** On administrative indicators seen from the aspect of service standards and personnel job descriptions. The standard service has been carried out in accordance with the procedures and procedures carried out have not been supported by qualified PATENT implementation personnel so that obstacles are still found in service.

**Technical Requirements.** Technical Requirements include facilities and infrastructure which are things that must be equipped in order to complete the preparation of substantive and administrative requirements in the implementation of Patents. This indicator is determined from facilities and infrastructure as well as technical implementation. The facilities and infrastructure in the implementation of PATENT in Tenayan Raya sub-district are quite good,

only need to improve the services provided to each community to be more optimal. In Tenayan Raya sub-district, Pekanbaru city in its implementation of facilities and infrastructure is good enough to provide services to the community, it's just that you have to look at some small things, such as fans that don't turn on, maybe because they are damaged so they just display it, then immediately apply SIPADU or online management, then add a reading corner so that every community who does management can read while waiting for the file process to finish. It is done, but more importantly regarding the improvement of excellent service delivery to the community, this must be balanced with the facilities / infrastructure that is already good. In the technical implementation of integrated sub-district administrative services (PATEN) are civil servants in the sub-district, human resources have an important role in the success of services. Quality employees are employees who have high integrity in serving the needs of the community. In Tenayan Raya District, especially in the field of PATENT, there are two employees who provide services to the community, namely Kasi PATEN, Mrs. R.Fardhania Isyaura, S.STP and PATENT Staff, Mrs. Neli, these employees are determined by BKPSDM (Human Resources Development and Personnel Agency), that's why in the PATENT field there are only two people. From interviews conducted to the community, most stated that the implementation of the technique could not be said to work well, so that in achieving excellent service could not be realized, this was due to the attitude of the implementers in providing integrated administrative services in Tenayan Raya sub-district had not been carried out as expected by the community, this can be seen from the fact that there were still employees who were not in place during operating hours and less consistent employees in conducting PATENTS. At this time Tenayan Raya sub-district employees in the PATENT field are two people, including the head of the field, this allows that employees have difficulty in providing services to the community, moreover in Tenayan Raya sub-district there have not been established services that are Online or SIPADU.

### **Obstacle Factors Affecting The Implementation Of Kecamatan Integrated Administration Services (Patents)**

Tenayan Raya District is one of the sub-districts in the city of Pekanbaru that has implemented the District Integrated Administration Service (PATEN). Kecamatan Dipekanbaru has implemented this PATENT based on the mandate of the Minister of Home Affairs Regulation no. 4 of 2010 concerning Guidelines for Integrated District Administration Services. However, in its implementation, it still has not shown perfect results, there are still some obstacles in providing services to the community. The obstacles in question are: human resources are less competent in providing services; service completion time is not on time; lack of facilities/infrastructure in service delivery;

### **CONCLUSION**

Implementation District Integrated Administration Services in Tenayan Raya District, Pekanbaru City, namely: District Integrated Administration Services (PATEN) in Tenayan Raya District, Pekanbaru City cannot be said to run well. This can be seen from the lack of human resources who provide services, the services provided have not fully run according to operational standards, in providing services the completion time is relatively a little longer, and the technical executors of PATENT who have not fully implemented the authority that

has been given as a service provider. The obstacle factors that occur in the Implementation of District Integrated Administration Services (PATEN) in Tenayan Raya District, Pekanbaru City are the Lack of Human Resources in providing services, then there is no timeliness in completing a management, thus hampering the process of services provided, as well as supporting facilities and infrastructure that have not been fully completed.

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