

Jurnal Manajemen Pelayanan Publik

**The SWOT Analysis of Policy Implementation on Competence
Development at Bandung Regency**

**The Quality of Inpatient Child Health Services
at RSUD Dr. Doris Sylvanus Palangka Raya**

**The Evaluation of Policies and Success Factors of E-Government
Parking Tax Implementation in Capital Region of Jakarta**

**The Evaluation of Policy Implementation
on ASN Performance Appraisal System**

**The Expansion of the New Autonomous Region
of South Garut Regency as an Alternative to Realize
the Effectiveness of Public Services**

**Village (Gampong) Owned Enterprises with Local Wisdom
Between Opportunities and Threats In The Area Of COVID-19
Pandemic (Research At The Government Environment
Of Lhokseumawe City)**

**Supervision the Management of Holding Company Gowa Mandiri in
Gowa Regency, South Sulawesi Province**

The Expansion of the New Autonomous Region of South Garut Regency as an Alternative to Realize the Effectiveness of Public Services

Diki Suherman^a, Yogi Suprayogi Sugandi^b, Mohammad Benny Alexandri^c

^{a b c} Faculty of Social and Political Sciences, Universitas Padjadjaran

ABSTRAK

Adanya otonomi daerah salah satunya berusaha untuk memberikan kualitas pelayanan yang terbaik dan membantu mensejahterakan masyarakat daerah dengan kemampuan daerah dalam mengurus daerahnya sendiri. Namun kenyataannya dengan adanya otonomi daerah ini justru tidak memberikan pelayanan publik yang merata, hal tersebut disebabkan karena Kabupaten Garut memiliki wilayah yang luas dan penduduk yang banyak dan tidak seimbang dengan kapasitas dan sumberdaya yang dimiliki pemerintah daerah dalam melayani masyarakat. Adapun tujuan dari penelitian ini adalah untuk mengetahui pemekaran Daerah Otonomi Baru Kabupaten Garut Selatan sebagai alternatif mewujudkan Efektivitas pelayanan publik. Metode dalam penelitian ini menggunakan Pendekatan Kualitatif Deskriptif, pengumpulan data melalui wawancara. Teknik analisis data model interaktif yang terdiri dari reduksi data, penyajian data dan menarik kesimpulan. Hasil penelitian ini adalah pemekaran Kabupaten Garut Selatan merupakan alternatif tepat dan cepat sebagai upaya untuk memberikan pelayanan publik yang efektif dan optimal dalam untuk mengatasi disparitas pembangunan. Kesimpulan dari penelitian ini ditinjau dari Kecepatan, Pemekaran Kabupaten Garut Selatan dapat membantu mempercepat layanan yang diberikan pemerintah daerah setempat dengan adanya dukungan sumber daya manusia dan infrastruktur yang memadai. Dari sisi Ketepatan membantu dalam memberikan layanan yang menjangkau semua pelosok desa dan alokasi anggaran yang tepat sasaran. Dari sisi Kemudahan ketika memudahkan dalam melayani masyarakat karena adanya kantor pemerintahan yang dekat dengan akses yang terjangkau oleh masyarakat. Dari sisi keadilan, jumlah penduduk yang banyak diseimbangkan dengan jumlah instansi/kantor pemerintahan yang ada di wilayah Garut Selatan.

ABSTRACT

The existence of regional autonomy, one of which is trying to provide the best quality service and helping the welfare of local communities with regional capabilities in managing their own regions. But in reality, regional autonomy does not provide equitable public services, this is because Garut Regency has a large area and a large population and is not balanced with the capacity and resources of the local government in serving the community. The purpose of this study is to determine the expansion of the New Autonomous Region of South Garut Regency as an alternative to realizing the effectiveness of public services. The method in this research uses a descriptive qualitative approach, collecting data through interviews. Interactive model of data analysis techniques consisting of data reduction, data presentation and increasing conclusions. The results of this study are the division of South Garut Regency is an appropriate and fast alternative as an effort to provide effective and optimal public services in overcoming development disparities. The conclusion of this study in terms of speed, the expansion of South Garut Regency can help accelerate the services provided by the local government with the support of adequate human resources and infrastructure.

ARTICLE HISTORY

Submitted: 28/12/2020

Accepted: 09/02/2021

Published: 27/02/2021

KATA KUNCI

Daerah Otonomi Baru, Alternatif Kebijakan, Efektivitas, Pelayanan Publik

KEYWORDS

New Autonomous Regions, Policy Alternatives, Effectiveness, Public Services

In terms of accuracy it helps in providing services that reach all corners of the village and on targeted budget allocations. In terms of convenience when it makes it easier to serve the community because of the government offices that are close to access that is accessible to the community. In terms of justice, the large population is balanced with the number of government agencies / offices in the South Garut region.

INTRODUCTION

The Regional Autonomy Policy is stated in law number 23 of 2014 concerning regional government, which states that "in the framework of implementing the principle of decentralization, provinces, regencies and municipalities have the authority to regulate and manage the interests of local communities according to their own initiatives based on community aspirations". In Law Number 23 of 2014 Article 31 Paragraph 2 point (b) states that in the implementation of blood autonomy it has the aim of accelerating the improvement of the quality of public services. The objectives of implementing regional autonomy according to (Tangkilsan, 2003) are: (1) Efficiency and effectiveness in providing services to the community; (2) Increase regional economic growth and regional development; (3) Increase community participation in the scope of politics and regional development; (4) Increasing effectiveness in coordination and supervision.

This goal is basically trying to provide the best quality service and help the welfare of the local community with the regional ability to take care of their own households for the benefit of the community in the region. But the reality is that regional autonomy does not provide equitable public services, just as Garut Regency is one of the regions of West Java Province, which has the authority to take care of its region. Garut Regency has an area of 306 519 km² with a population of 2.6 million people spread across 42 subdistricts, 21 urban villages and 421 villages (BPS 2019). With a large area and a large population, of course, it must be balanced with the capacity and resources of the local government in serving the community, especially in equal distribution of public services, so that it reaches all levels of society in both urban and rural areas (Rades, 2019). A wide range of control and a long distance to the city center is one of the problems faced by the people of South Garut so that people in the area cannot afford to get maximum service. especially the 15 sub-districts that are included in the South Garut area have the most distance from other districts, besides that the far access to the city government center affects the reach of the people of South Garut to get maximum service, this is certainly an obstacle for the people of South Garut in getting access to services the public from the Garut Regency government.

Incomplete public services are felt by the people of South Garut, making the people of South Garut want to immediately separate themselves from Garut Regency and want to accelerate the expansion of the area with the formation of South Garut Regency (Karangtri, 2019). Garut Regency is also one of the regions in the West Java Provision that is included in the list of regional candidates for expansion preparation with the formation of South Garut Regency, which is contained in Presidential Mandate number 66/2013. In addition, the Regional People's Representative Council of Garut Regency with existing stakeholders, community leaders, religious leaders in 15 sub-districts and 50 members of the council made a joint agreement regarding the formation of the preparation area for South Garut Regency at the plenary meeting on December 31, 2019 Of the 42 sub-districts only 15 districts with Of the 129 villages in Garut Regency, there are several sub-districts

that will join South Garut Regency, including:, Mekarmukti, Singajaya, Banjarwangi Cibalong, Cihurip, Caringin, Cikelet, Cisewu, Pakenjeng, Bungbulang, Pendeuy, Talegong, Pamulihan, Cisompet and Pameungpeuk (Hakim Ghani, 2020).

This is the reason given when discussing expansion, which is related to a very broad geographic situation that has an impact on the quality of public services provided. Based on a study by Bappenas and UNDP in 2008, it was stated that one of the reasons for the need to expand a region is because it has to meet the needs of the community by overcoming the long distance between the government and the community. In the expansion of regions the range of control that is closer to even fiscal allocation becomes the initial capital to increase services in the regions. The ineffectiveness and efficiency of a service provided to the community is confirmed because the area has not been expanded, for example when dealing with licensing administrative services, for example a driving license, court proceedings, and others. Apart from administrative services, it also occurs in education, health, and social services which cause the ineffectiveness and efficiency of the services provided to the community (Widada et al., 2014).

Based on the background of the above problems, the research question in this study is whether the expansion of the New Autonomous Region of South Garut Regency is an alternative to realizing the effectiveness of public services in the South Garut region? The purpose of this study is to determine the division of South Garut Regency as an alternative to equal distribution of public services. This certainly needs to be done in-depth research for the expansion of the new South Garut autonomous region so as not to fail in the implementation of government and improve the quality of public services.

LITERATURE REVIEW

Regional Autonomy

Sadu Wasistiono in (Sufianto, 2020) "Regional autonomy is basically the right of a legal community unit to organize and manage its own household freely. Regional autonomy basically refers to the application of the concept of "areal division of power" which distributes the power of a country vertically. Where there is a division of authority between the central government and local governments. Meanwhile, according to the policy, which is contained in article 1 of Law no. 23/2014 on Regional Government states: "Regional autonomy is the right, authority and obligation of an autonomous region to regulate and manage government affairs and the interests of local communities in the system of the Unitary State of the Republic of Indonesia.

Regional expansion has a meaning as a process carried out through regional planning / territorial renewal or administrative reform, namely "Managing the size, shape and hierarchy of local government units for the purpose of achieving political and administrative goals" (Widada et al., 2014).

In (Nasution, 2017) states that decentralization has two definitions, First, decentralization is defined as the formation of an autonomous region and the transfer of authority by the central government, Second, decentralization is defined as the devolution of certain powers to autonomous regions that have received approval from the central government. An autonomous region is a legal community unit consisting of certain regional boundaries that are owned and have the authority to regulate and take care of the interests of its

people which are initiated by themselves from the aspirations of the community built in the ties of the Unitary State of the Republic of Indonesia (Simanjuntak, 2013).

Effectiveness

Effectiveness is defined as the appropriateness of use, use results or supporting objectives (Paat et al., 2018). Effectiveness is a relationship between output and goals. When the contribution output to the achievement of objectives (goals) increasingly besar, it will be more effective at an activity undertaken by an organization (Istiqomah, 2015).

Effectiveness is the ability to choose a goal or target that is appropriate and to be achieved. Effectiveness relates to the extent to which the results (outputs) that have been achieved are adjusted to the plans and objectives previously made and expected. In achieving these goals, it is done by doing the right job. Besides that, it also refers to the success in achieving the goals of the organization, thus describing a measure of whether the manager / leader has done the work correctly. For this reason, effectiveness relates to the extent to which the organization realizes its goals (Silalahi, 2013), to see the extent to which a goal has been successful in terms of the achievement of predetermined goals. If the results are closer to the target, the higher the effectiveness (Abdiansyah et al., 2020).

Public services

According to (Spicker, 2009) Public services have the meaning of "serving" members of society, which not only serve in the form of goods and services, but public services are broader than that and apply to the fields of medical, social work or education, also covering issues such as communications, roads, and sewers. Service ideas are contained in the relationship between activities and the public, not in the form of their production. Public service is an activity related to the use of time, the process of overcoming matters related to work based on stages that vary in terms of time, meaning that some are short, some may take a long time depending on the type of service related to how to process it or adjusted to procedures or applicable regulations with existing facilities and resources (Setijaningrum, 2009).

Public service is defined as an effort to provide services for the needs of many people / communities who have an interest in an institution / organization in accordance with predetermined rules and procedures (Cahyadi, 2016). With regard to public services, when viewed from its basic concept, that the government is the servant of the people, which of course has to give the best (Siti Maryam, 2017). The role of the government is not only to serve itself, but also to serve all the general public to create a conducive climate that together realizes common goals (Achmadi, 2015).

Public services are an easy-to-see measure of government performance appraisal. The public can directly assess the government's performance based on the services it receives (Cahyadi, 2016). Public services are very important in the implementation of regional autonomy. Based on the Decree of the Minister of State Apparatus Empowerment Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services which explains that public services are all activities of administering public services that seek to meet the needs of people served based on procedures in accordance with legislation and fulfill the following principles:

- a. The principle of transparency, where public services must be open and accessible to all parties who need them with procedures that are not complicated and easy to understand.
- b. The principle of accountability, where public services must be able to be accountable to the government and society in accordance with applicable regulations.
- c. The Conditional Principle, where public services must be adjusted to the capabilities of service providers and recipients by prioritizing efficiency and effectiveness.
- d. Principle of Participation, public services must have a role to involve the community in providing the aspirations needed and expected by the community.
- e. The principle of equal rights, public services are not indiscriminate and must not be discriminatory, must be treated equally,
- f. The principle of balance of rights and obligations, the providers and recipients of public services must fulfill the rights and obligations of each party.

Public Effectiveness Public Service

Effectiveness relates to the extent of the success of the goals to be achieved to provide the best service to the community. According to (Ndraha, 2001) to create public service effectiveness consists of several elements, such as Speed, Accuracy, Ease and Justice.

- a. Speed, in public services, is related to the community getting what they want quickly, without taking a long time.
- b. Accuracy, in public services related to the goals or objectives to be achieved which are the focus of attention and in accordance with the needs of the community.
- c. Convenience, in public services it has an impact on society through services by the government which are close so that it is easy to reach and procedures are not complicated and costs are not expensive.

Justice, in public services, emphasizes that every society has the right to get fair service from the government regardless of social, economic, ethnic and religious.

RESEARCH METHODS

The method in this research uses a qualitative approach, this is based on postpositivism, where the researcher as a key instrument, the data is collected by triangulation or a combination, using inductive analysis and the results emphasize meaning rather than generalization (Sugiyono, 2012). The data sources used in this research are primary and secondary data sources with the data collection methods used are interviews and documentation studies by examining library materials related to research problems, including regulations / laws, books, journals, archives. Analysis techniques the data used in this study using an interactive model consisting of data reduction, data presentation and increasing conclusions.

RESULTS AND DISCUSSIONS

The Speed

In creating effective public services, of course, it needs to be done quickly, especially in the South Garut area which needs to be done thoroughly considering the large area, this eliminates the view of the community that the service is slow and convoluted. So in this case the Garut Regency Government Employees who provide services must be ready to meet the needs of the community, so of course there is no delaying service

and slowing down services, whenever people need service, government officials must be ready to serve (Rizki, 2017). Therefore, in the implementation of the local government of Garut Regency, especially in the process of fast public services, it will affect the response felt by the people of South Garut from the services provided, when the services provided are slow, it certainly makes the community reluctant and even gives a bad view of the services provided. given by the local government (Muzahidin, 2012).

The results of the interview with the Chairperson of the Presidium for the South Garut Community, which is a representative of the people of South Garut, said that, there needs to be an acceleration in providing services in South Garut, as we know the South Garut region has a long distance to the city center, not to mention when it has arrived at the destination for example disdukcapil to take care of ID Card or other needs, queuing quite long, of course it makes people have to wait a long time to be served because the distance to the city center is very far. Especially when the South Garut community has less administrative requirements that must be fulfilled, while the distance is so far it is certainly very burdensome when having to return home to complete the lacking requirements, this affects the speed of service faced when such conditions occur. It is different when South Garut is expanded into South Garut Regency, of course this problem can be anticipated, because the close distance can make it easier when there are some administrative requirements that are lacking to take care of something, then this will also have an impact on the speed of service that takes place.

Table 1. The distance from the District Capital to the Capital of Garut Regency (km)

	<i>Subdistrict</i>	<i>Capital of Subdistrict</i>	<i>Distance to Regency Capital</i>
1	Cisewu	Cisewu	104
2	Caringin	Purbayani	93
3	Talegong	Sukamulya	133
4	Bungbulang	Bungbulang	72
5	Mekarmukti	Cijayana	85
6	Pamulihan	Pakenjeng	54
7	Pakenjeng	Jatiwangi	49
8	Cikelet	Cikelet	91
9	Pameungpeuk	Mandalakasih	82
10	Cibalong	Karya Mukti	93
11	Cisompet	Cisompet	62
12	Peundeuy	Peundeuy	63
13	Singajaya	Singajaya	55
14	Cihurip	Cihurip	54
15	Banjarwangi	Banjarwangi	44
16	Cikajang	Cikajang	24
17	Cilawu	Cilawu	10
18	Bayongbong	Bayongbong	13
19	Cigedug	Cigedug	25
20	Cisurupan	Balewangi	20
21	Sukaresmi	Sukaresmi	19
22	Samarang	Samarang	13
23	Pasirwangi	Pasirwangi	14



24	Tarogong Kidul	Sukakarya	1
25	Tarogong Kaler	Cimanganten	5
26	Garut Kota	Pakuwon	2
27	Karangpawitan	Sindanglaya	8
28	Wanaraja	Wanaraja	13
29	Sucinaraja	Tegalpanjang	12
30	Pangatikan	Cimaragas	14
31	Sukawening	Sukamukti	16
32	Karangtengah	Sindanggalih	21
33	Banyuresmi	Bagendit	16
34	Leles	Leles	15
35	Leuwigoong	Leuwigoong	27
36	Cibatu	Cibatu	23
37	Kersamanah	Kersamanah	35
38	Cibiuk	Cipareuan	27
39	Kadungora	Karangtengah	18
40	Blubur Limbangan	Limbangantimur	34
41	Selaawi	Selaawi	38
42	Malangbong	Malangbong	48

Source: BPS Garut Regency (2018)

From the table above, 15 sub-districts in South Garut are the farthest areas to go to the city center, of course affecting access and coverage for people in South Garut to obtain services from the local government of Garut Regency. This could be one of the reasons for the expansion of South Garut, such as the result of an interview with Mr. Toni Hendriawan, the head of the Garut Regency administration, who said that the services provided to the people of South Garut were not optimal in providing services to the people of South Garut. to be expanded, for example, apart from administrative services there is also social quick response services from the government when a social disaster occurs, the services provided by the Regional Disaster Management Agency of Garut Regency are not fast because long distances are an obstacle, even though there is already a the Regional Disaster Management Agency unit in the area. South Garut, still ineffective, because when a major disaster of course requires fast handling also the need for tools and a lot of officers to help the people of South Garut who need services from the Garut Regency government.

This is supported by the results of an interview with Deden Sopyan, a Member of the Regional People's Representative Council of West Java Province who said that this expansion was intended to bring public services closer to the public, because from the center of South Garut to the interior it is still a long way to 5 hours, especially to the city center of Garut Regency, you can imagine. Travel distances that affect service. For this reason, when it has been expanded, the service is getting closer, this greatly affects the speed of service, which initially requires a trip to the government office of around 5 hours and can be taken 1 hour in taking care of community needs.

As for the results of the interview H. Ahab Sihabudin, a Member of the Regional People's Representative Council of West Java Province who said that the long range of control made the service incomplete for the people of South Garut, for example, to take care of making identities to the city center which is very far away, besides that the desire of South Garut to be expanded This is due to disparities in infrastructure, such as poor road access, village offices, educational facilities, health facilities. This affects the speed of services provided

to the people of South Garut considering that such facilities are related to inadequate infrastructure. For this reason, the expansion of South Garut is not only a fast and sustainable alternative, then expansion is a fast alternative to overcome development disparities, because when it has become a new Regency it has its own budget that can be maximized in providing maximum public services by fulfilling and building facilities or other things. Necessary to provide services to the community.

Apart from this, the division of South Garut Regency is an effective alternative in creating public services, because when the expansion is carried out, there will be civil servants who are sent to South Garut not being thrown away, but civil servants who have good human resource potential are placed in South Garut to develop the South Garut region for the better.

The role of regional expansion which has the authority to run local government is an answer to problems felt in the regions in terms of providing public services and as an effort to increase regional independence (Purwanto, 2014). Therefore, with the expansion of the South Garut Regency area, it is hoped that it can be an alternative in overcoming the speed in public services, where public services currently carried out by the Garut Regency government especially for the people of South Garut have not provided maximum service, this certainly needs to be considered to increase the effectiveness of public services in South Garut.

The Accuracy

The accuracy in providing a public service is of course related to the obligation to achieve the right goals in accordance with the targets with good procedures that are passed and efficient time which helps in providing certainty to the community, in providing public services of course it must be done carefully, precisely and quickly. , this is a good response when it is done as expected (Fadhlya et al., 2017).

As stated by Asep Dadang who is the Deputy Chairperson of College of Social and Political Science of the Southern Indonesian Ocean, who said that the problems experienced by the people of South Garut are related to services that far create high costs for the people of South Garut to go to the area city center. This makes the service inappropriate because it is only felt by urban areas that are not remote areas, people in remote areas have not received maximum service because of unreachable access, of course this makes services not optimal.

Improper services also have an impact on the expectations that the community wants to support the expansion to get better services, such as getting attention in the field of education where many people drop out of school as a result of inaccurate educational services and educational assistance provided, in addition to That's from the health of many people of South Garut who need maximum care, which of course this must be considered by the local government in order to be on target to the needs needed by the community in the services provided.

The results of the interview with Deden Sopyan, a Member of the Regional People's Representative Council of Garut Regency who said that, South Garut was right to be expanded, because when it was expanded, it would be more concerned with the regional finances that were owned to be allocated equally to all people in Garut regency, so that there was no development imbalance that had an impact on public services. For this reason, the Regional People's Representative Council of South Garut which represents the community

has a budgetary function to encourage dinggaran through regulations regarding the budget for regional revenues to provide the things needed by the new autonomous region.

The following are assets in the form of facilities and infrastructure that support public services for the New South Garut Autonomous Region:

Figure 1. List of Facilities and Infrastructure Submitted to the Preparation area of South Garut Regency

SKPD	JENIS ASET TETAP						JUMLAH
	KIB A	KIB B	KIB C	KIB D	KIB E	KIB F	
DINAS PENDIDIKAN	15,457,609,368.50	49,178,143,808.85	789,258,871,116.71	129,781,880.00	61,221,657,343.63	-	415,246,063,517.69
DINAS KESEHATAN	132,103,840.00	19,461,457,954.87	23,112,174,339.77	52,397,699.00	3,180,000.00	-	42,761,313,833.64
DINAS PUPR	55,373,177,295.00	-	1,039,536,000.00	781,014,532,263.22	-	-	338,427,745,588.22
DINAS PETERNAKAN DAN PERIKANAN	760,200,000.00	164,457,225.80	1,772,335,391.00	-	1,900,000.00	-	2,698,892,616.80
DINAS PERTANIAN	1,434,393,072.00	18,733,920,320.00	6,768,955,372.00	30,543,000.00	-	-	26,967,811,764.00
DINAS PERHUBUNGAN	-	-	-	-	-	-	-
DINAS PARIWISATA DAN KEBUDAYAAN	-	121,819,507.00	2,744,988,400.00	1,612,865,600.00	-	-	4,479,673,507.00
DPPKBPPA	169,222,000.00	-	2,561,584,681.00	-	-	-	2,730,806,681.00
DINAS PEMADAM KEBAKARAN	-	1,369,443,449.70	401,363,000.00	-	-	-	1,770,806,449.70
DISPERINDAGPAS	-	-	-	-	-	-	-
KECAMATAN BANDARWANGI	494,431,000.00	867,811,500.00	243,307,400.00	-	-	50,000,000.00	1,655,549,900.00
KECAMATAN BUNGBULANG	227,750,000.00	1,058,739,557.00	1,695,093,900.00	837,323,000.00	-	-	3,818,906,457.00
KECAMATAN CARINGIN	32,208,000.00	757,055,600.00	650,423,400.00	-	-	49,553,000.00	1,489,240,000.00
KECAMATAN CIBALONG	300,639,000.00	831,528,950.00	879,759,800.00	-	-	-	2,011,927,750.00
KECAMATAN CIHURIP	-	759,081,999.05	771,788,045.45	-	-	-	1,530,870,044.50
KECAMATAN CIKELET	240,000,000.00	780,117,950.00	703,408,200.00	-	-	-	1,723,526,150.00
KECAMATAN CISEWU	-	832,421,622.00	1,114,806,671.00	-	-	-	1,947,228,293.00
KECAMATAN CISOMPET	76,428,572.00	818,977,735.00	604,524,924.00	-	-	-	1,499,931,231.00
KECAMATAN MEKARMUKTI	133,390,000.00	844,311,350.00	483,635,000.00	-	1,720,000.00	-	1,463,066,350.00
KECAMATAN PAKENJENG	237,000,000.00	791,261,358.00	610,829,150.00	-	-	-	1,639,090,508.00
KECAMATAN PAMENGPEUK	835,600,000.00	958,360,914.01	2,121,678,000.00	-	-	-	3,915,588,914.01
KECAMATAN PAMULIHAN	75,000,000.00	710,951,871.00	2,096,753,678.00	-	-	-	2,882,705,549.00
KECAMATAN PEUNDEUY	249,642,857.00	890,009,034.00	818,968,142.00	-	-	-	1,958,620,033.00
KECAMATAN SINGAJAYA	775,000,000.00	808,436,969.00	1,082,546,270.00	-	-	-	2,665,983,239.00
KECAMATAN TALEGONG	1,366,747,500.00	850,010,203.00	435,255,000.00	-	-	-	2,652,012,703.00
JUMLAH	76,370,542,504.50	101,588,318,873.28	341,972,535,880.93	786,677,443,442.22	61,228,457,343.63	99,553,000.00	867,936,851,044.56

Menyetujui,



Source: Minutes of Joint Approval of the Regional People's Representative Council of Garut Regency. 2019

From the above, it can be seen that the assets in the form of facilities and infrastructure along with the details of the budget are there, submitted to the New Autonomous Region of South Garut, this can help improve public services that are scattered in each Department and District. For this reason, the services provided will be more optimal and effective when it has been expanded, it can increase the development of educational facilities, which helps improve the education of the people of South Garut, from health can improve services with the facilities of hospitals and others.

The results of the interview with Gunawan, as chairman of the Presidium for the people of South Garut, added that, in addition to public services, how public services are optimal if the control range is too far and aspects of the development of facilities that do not support public services such as educational facilities, health road access, etc. more than 4 trillion arrowroot APBD is currently 80% more spent on personnel expenditure, while about 15% of infrastructure is divided into 42 sub-districts in Garut Regency, 15 of which are in South Garut, which are more underdeveloped villages, the allocation of these funds is of course not quite right with the number of villages so many, especially in the South Garut area with many underdeveloped villages that really need more attention in terms of budget support to help reduce inequality between regions. This also requires management and good financial performance to create good local governance which will have a positive impact on the financial performance of a local government in helping the community prosper (Alexandri & Riyandi, 2016).

So this is the importance of doing expansion to provide appropriate and useful services according to the needs desired by the people of South Garut. Gunawan Undang as the Chairperson of the Presidium for the Expansion of South Garut, emphasized that expansion is the only alternative, when the infrastructure development budget given is only about 15% which is divided into 42 villages to build road infrastructure, hospitals, educational facilities, telecommunication facilities, if it is alternatively, it is difficult to achieve maximum service and far from achieving welfare.

From the above, of course, the expansion of the South Garut area is an alternative in providing public services, which are based on the services felt by the people in South Garut and the impact that is felt, the response of the South Garut community to expansion is meant to get their rights as citizens who want to be served well.

The Easiness

Convenience of the services provided helps make it easier for the community to reach them, the bureaucracy must try to provide services to the community through uncomplicated stages, as well as inexpensive costs that are affordable to all elements of society (Sulila, 2015). Public services can be seen from services that have good quality from all elements of service that are acceptable to the community, and do not cause complaints from the people being served (Miftah et al., 2019).

The results of the interview with Deden Sopyan, a member of the Regional People's Representative Council of Garut Regency who said that, the expansion of South Garut provides convenience in all matters including public services, for example when it has been expanded it has its own Regional People's Representative Council. If now the Regional People's Representative Council has to serve the community in up to 9 sub-districts, when it is expanded, 3 sub-districts can be served, this will be more effective and focused on serving the community. Then this will have an impact on the services provided to the community, which will provide direct benefits to overcome existing problems (Eldo & Mutiarin, 2019).

As for the results of another interview with Asep Dadang who is the Deputy Chairperson of College of Social and Political Science of the Southern Indonesian Ocean, who said that the expansion of South Garut Regency is an alternative to help provide effective services, because when South Garut Regency has been expanded, the people of South Garut who want to take care of their needs must go to the agencies service becomes close and easy to reach and can reduce costs / costs for travel, this makes it easy for people in South Garut to get the services they expect.

In addition, this will also affect education in South Garut, as academics in South Garut the efforts made by building the first high school in South Garut the College of Social Sciences and Political Science South Indonesia Ocean) which aims to help improve community education in South Garut, although educational services in the form of educational facilities from the current arrowroot government are not yet optimal, so when South Garut becomes a new district it will certainly be very helpful in supporting progress in the field of education which is nothing but to help improve human resources in South Garut.

This is supported by the interview of H. Ahab Sihabudin, Member of the Regional People's Representative Council of West Java Province. Assist with funds from the center that reach 5 trillion which is not small money when compared to 3x the budget of the Garut Regency. With large funds, it can improve the infrastructure



that supports the provision of public services to the people in South Garut, this will help in creating effective services carried out by local governments to meet the needs of the community.

In addition, the expansion can also provide maximum service, because of the addition of many government employees to help in serving the community, and are placed in each region at the district, sub-district, even village level when it has been expanded (Yosephus, 2014). This is also a great opportunity for all people, especially people in South Garut, to get a job in a government agency with the applicable procedures. As in the projection of civil servants in the following table:

Table 2. Projections and Predictions of Growth in the Need for Civil Servants in the New Autonomous Region of South Garut Regency

No.	Description	Period Transition			Periode I					Periode II				
		2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
1.	Existing Autonomous Regional Civil Servants New South Garut	3933	3933	4033	4033	4033	4033	4033	4033	4033	4033	4033	4033	4033
2.	Requirement for Civil Servants Autonomous Region of New South Garut	-	1387	1387	1387	1387	1387	1387	1387	1387	1387	1387	1387	1387
3.	Growth Needs Autonomous Regional Civil Servants New South Garut		-	-	200	200	200	200	200	200	200	200	200	200
	Total	3933	5370	5420	5620	5820	6020	6220	6420	6620	6820	7020	7220	7420

Source: BKD Garut, processed by the Presidium of the South Garut Community, 2010-2022

The table above shows that the current number of civil servants in the New Autonomous Region (2010) is 3,933 people. Of this number in 2011 it is predicted that there will be an additional number of Civil Servants who are placed in the New Autonomous Region of South Garut by 50 people so that the number becomes 3,983 plus the need for Civil Servants / Echelonization starting as many as 1,387 people, bringing the number to 5,370 people. Meanwhile, in 2012, of the 5,370 people, it is predicted that there will be an additional placement of Civil Servants by the Parent District in the New Autonomous Region of 50 people, bringing the total to 5,420 people.

In 2013, it is predicted that Pilkada I will start in the New Autonomous Region of South Garut Regency so that the elected regent can determine the number of Civil Servants independently with a prediction of 200 people

per year so that in 2013 the number of Civil Servants will be $5,420 + 200 \text{ people} = 5,620 \text{ people}$. If the growth in the need for Civil Servants in the New Autonomous Region is growing constantly, namely 200 people per year, then the number of Civil Servants in the New Autonomous Region in Period I (2013-2017) will be 6,420 people, while at the end of Period II (2017-2022) the number of Civil Servants in the New Autonomous Region is 7,420 people. Due to the predicted need for the total number of Civil Servants in the New Autonomous Region to fill the needs of the Functional Group of 8,420 people, with the growth in the enrollment of 200 Civil Servants per year (1,000 people per five years) it will only be achieved at the end of Period III (2027).) with a calculation of $7,420 + (200 \times 5) = 8,420 \text{ people}$.

Apart from that, the results of an interview with Nanat Fathah Nasir, former Chancellor of UIN Sunan Gunung Djati Bandung 2007-2010 and also as one of the South Garut community leaders who are the pioneers as well as the pioneers of the expansion of the new South Garut autonomous region, which says that: the area in Garut South which is very wide almost half the area of Garut Regency and the largest population is around 1/3 or 40%, which affects the services of the South Garut community that are too far away, besides that there must also be an acceleration of development because South Garut is a functionally an area resident because it helps in providing ease of service to the community when the resources to support public services are adequate. This will make it easy for the people of South Garut to get services from the government of South Garut Regency when it has been expanded, because there will be no difficulty in meeting local government offices.

From the above, the expansion of South Garut Regency is something that people in South Garut have been waiting for for a long time, they have great hopes for getting it easier for the people of South Garut in carrying out activities related to the services needed as citizens. Ease in public services will greatly help the people of South Garut considering the obstacles they have felt for a long time related to services from the government, whether seen from long distances, expensive travel costs, and so on, this is certainly a reason and hope for getting convenience in the future when the division of South Garut Regency has brought change for the better.

The Justice

The Justice in providing services is certainly the main principle for the government to serve its people, in which all citizens should be entitled to services from the government fairly without discrimination based on applicable regulations (Winarti, 2016). It helps everyone feel respected and cared for by the government to get their right to be served. Like the results of the interview with Gunawan Undang, who is the presidium of the people of South Garut, said that, if you look at it even more at the macro level, for example at the level of the province of West Java, it looks unfair, if measured based on the population, the population in West Java is around 48 million. it reaches 50 million inhabitants, if served by 27 regencies / cities it is not balanced, if viewed from the average per district / city, ideally serving 1 million inhabitants, it means that ideally 50 regencies / cities serve 50 million inhabitants. Meanwhile, Central Java Central Java has 34 million inhabitants served by 35 cities / regencies and East Java has 39 million people served by 38 cities / regencies.

Figure 2. Comparison of Population of West Java, Central Java and East Java

Sourcer: BPS 2018

From this, the number of district / city governments that is not balanced with the population, then expansion becomes an alternative to create justice in providing maximum service to the community in West Java, especially in Garut Regency.

The results of the interview with Deden Sopyan, a member of the Regional People's Representative Council of Garut Regency, who said that, when it was expanded, it made it easier for the government to serve the community to encourage economic improvement, because the goal of the state was to create welfare for the community. If the community is prosperous, the country's goal has been achieved.

In encouraging economic improvement, of course, one must be able to manage the region well, including the regional potential that can be developed (Ariani et al., 2014). the results of an interview with H. Ahab Sihabudin, a member of the Regional Representative Council of West Java Province who said that the potential for natural resources in South Garus is very large, such as tourism and agriculture, if managed properly it can support the regional budget. This of course requires a side of justice in supporting natural resource management, not only urban or advanced areas that receive support from the government, but also must be comprehensive to all regions that have natural potential that can help improve community welfare.

The existence of unequal distribution and justice that is felt by a society certainly affects a service. When areas that are not far from the center of government, the capital city will find it easier to get better services than those that are far from the center of government, so that this is what causes inequality in justice from the government that is felt by the community. When there is no support and management of good and fair services, managing the interests of the community with the formation of a new district will be more effective and responsive which will have an impact on closer and more attention to services and increase community satisfaction from the services provided (Widada et al., 2014).

The same is the case with what was conveyed by the results of the interview with Nanat Fathah Nasir, former Chancellor of UIN Sunan Gunung Djati Bandung 2007-2010 and also as one of the leaders of the South Garut community who was a pioneer as well as a pioneer of the expansion of the new South Garut autonomous region, which said that, efforts to expand Garut The South to become a New Autonomous Region has the potential of South Garut, both for tourism, fisheries and marine affairs and many others. When existing resources are properly managed with good facilities, it will certainly have an impact on maximum service.

This is reinforced from the results of an interview with Gunawan Hukum, who is the presidium for the people of South Garut, saying that South Garut has natural resource potentials that are not currently managed by the main district (Garut Regency), both agricultural agriculture, tourism, mountains, forests, sea. River, it can help the welfare of the community as long as the leader is really in order to save the treaty, not in the interest of finding a position. Therefore, the alternative to expand is the right thing to create justice for the people of South Garut, it can provide maximum service and management with the support of natural potential which has great potential to improve the welfare of the people of South Garut.

From the things stated above, the division of South Garut Regency has a relationship in public services, where when the division of South Garut Regency is implemented, public services will focus on the South Garut area which helps in distributing public services both in remote and urban areas. Therefore, the expansion of South Garut Regency is an alternative as an effort to provide effective and optimal public services, of course that support in providing service satisfaction to the people of South Garut. Alternative expansion of South Garut Regency is the right and fast decision to overcome the disparity of development or unequal development in the South Garut section which has an impact on uneven public services. For this reason, the expansion of South Garut Regency is a momentum that has long been awaited by the people of South Garut, who have hopes of getting better services and attention from the government in creating prosperity.

CONCLUSION

The expansion of South Garut Regency is an alternative in realizing the effectiveness of public services in the South Garut region, because with the expansion of a comprehensive public service objective, it can be focused on all areas of South Garut, both remote and urban areas. As for providing the best service effectiveness to the community, it can be seen from the speed, when it has been expanded into a new Regency, it can help accelerate the services provided by the local government with the support of adequate human resources and infrastructure, in terms of accuracy, of course when Garut Regency is expanded. The South can assist in providing services that reach all remote areas of the rural areas in the south which are quite broad and have not been served maximally with the existence of targeted budget allocations according to existing needs. Apart from that, in terms of convenience, when it was expanded, South Garut Regency helped make it easier to serve the community because of the government offices that were close to access that were accessible to the people of South Garut. As for the justice side, of course, when the South Garut Regency was expanded, it could help in creating justice, namely by having a large population balance with the number of agencies or government offices in the South Garut area.

REFERENCES

- Abdiansyah, M. A., Ningrum, S., & Pancasilawan, R. (2020). The Effectiveness of the House of Representatives of the Republic of Indonesia in Producing Laws in the 2016 - 2017 Session Year. *Jurnal Manajemen Pelayanan Publik*, 3(1), 13. <https://doi.org/10.24198/jmpp.v3i1.23465>
- Achmadi, A. (2015). Public Service Obligations by Local Governments in the Era of Autonomy. *Anterior Jurnal*, 14(2), 221–227.
- Alexandri, M. B., & Riyandi, B. (2016). Financially Good Corporate Governance: Case in Transportation Sector in Indonesia. *Proceedings of Indonesia Focus*, 2–4. <https://www.indonesiafocus.net/index.php/PIF/article/view/2>
- Ariani, S., Mahyudin, I., & Mahreda, E. S. (2014). The Role of Fisheries Sector in Regional Development and Development Strategy in the Context of Regional Autonomy of Balangan Regency. *Fish Scientiae*, 4(2), 110–120.
- Cahyadi, R. (2016). Innovation in the quality of local government public services. *Fiat Justicia Jurnal Ilmu Hukum Fakultas Hukum Universitas Lampung*, 10(3), 569–586.
- Eldo, D. H. A. P., & Mutiarin, D. (2019). Analysis of Public Service Innovation Best Practice (Study on Service Innovation "MbahTejo Mustache" in Tegalrejo District, Yogyakarta City). *Jurnal Manajemen Pelayanan Publik*, 1(2), 156. <https://doi.org/10.24198/jmpp.v1i2.16753>
- Fadhlya, D., Suprayogi, Y., & Imanudin, I. (2017). Quality of Library Services at the Regional Library and Archives of West Java Province. *JANE - Jurnal Administrasi Negara*, 2(1), 21–27. <https://doi.org/10.24198/jane.v2i1.13679>
- Hakim Ghani. (2020, January 6). Separating from Garut, 15 Districts Will Become Part of South Garut Regency. *Detiknews*. <https://news.detik.com/berita/d-4847704/berpisah-dari-garut-15-kecamatan-akan-jadi-bagian-kabupaten-garut-selatan>
- Istiqomah, S. (2015). The Effectiveness of the Performance of the Village Consultative Body in Improving the Accountability of Village Financial Management. *Jurnal Unair*, 3(1), 1–18.
- Karangtri, A. M. (2019, September 16). South Garut Society Want Expansion Acceleration. *Kompas.Com*.
- Miftah, A. Z., Sugandi, Y. S., & Sukarno, D. (2019). Importance Performance Analysis of The Service Quality of The Regional Revenue Management Agency in Bandung. *NATAPRAJA*, 7(1), 91-104. <https://doi.org/10.21831/jnp.v7i1.23165>
- Muzahidin, M. (2012). Implementation of the principle of decentralization in the Garut Regency Regional Government based on Law number 32 of 2004 concerning Regional Government. UIN Sunan Gunung Djati Bandung.
- Nasution, H. S. (2017). Analysis of Factors Affecting the Growth of Gross Regional Domestic Product in the Fiscal Decentralization Era in Banten Province 2001: 1-2009: 4. *Media Ekonomi*, 18(2), 29–48.
- Ndraha, T. (2001). *Governmental Science (kybernology)*. Bandung: Rineka Cipta.
- Paat, M., Kimbal, M., & Kairupan, J. (2018). The Effectiveness of the Information System for Integrated Licensing Services in the Management of Building Permits (Study at the Manado City Investment Service and One Stop Integrated Services). *JURNAL EKSEKUTIF*, 1(1), 1-12.
- Purwanto, T. (2014). Management of Public Middle School Education by the Government of West Java Province). *Jurnal Manajemen Pelayanan Publik*, 58–73.
- Rades, S. J. (2019). *Differences in Public Services Before and After the Expansion in Batu Putih Subdistrict, Tulang Bawang Barat Regency*. Universitas Lampung.
- Rizki, C. M. (2017). *The Influence of Personnel Management on Public Services at the Medan City Spatial Planning and Building Services Office*. Universitas Medan Area.
- Setijaningrum, E. (2009). *Public Service Innovations*. Surabaya. PT. Medika Aksara Globalindo.
- Silalahi, U. (2013). *Management Principles*. Bandung: PT. Refika Aditama.
- Simanjuntak, B. A. (2013). *The Impact of Regional Autonomy in Indonesia: Shaping The History Of Indonesian Politics And Governance*. Yayasan Pustaka Obor Indonesia.
- Siti Maryam, N. (2017). Realizing Good Governance Through Public Services. *JIPSI-Jurnal Ilmu Politik Dan*

Komunikasi UNIKOM, 6(1), 1-18.

- Spicker, P. (2009). The Nature of A Public Service. *International Journal of Public Administration*, 32(11), 971–991. <https://doi.org/10.1080/01900690903050927>
- Sufianto, D. (2020). The Ups and Downs of Regional Autonomy in Indonesia. *Jurnal Academia Praja*, 3(2), 271–288. <https://doi.org/10.36859/jap.v3i2.185>
- Sugiyono. (2012). *Quantitative Research Methods, Qualitative and R & D*. Bandung: Alfabeta.
- Sulila, I. (2015). *Implementation of Public Service Dimensions in The Context of Regional Autonomy*. Deepublish.
- Tangkilisan, H. N. S. (2003). *Contemporary Regional Autonomy Policy and Management Analysis*. Lukman Offset.
- Widada, R., Hakim, D. B., & Mulatsih, S. (2019). Analysis of The Economic Growth of Districts / Cities Resulting from Division in Indonesia. *Jurnal Manajemen Pembangunan Daerah*, 6(2). https://doi.org/10.29244/jurnal_mpd.v6i2.25095
- Winarti, Y. (2016). *Application of Integrated Administration Services at Gunungpati District Office as an Effort to Achieve Good Governance*. Universitas Negeri Semarang.
- Yosephus, S. (2014). The Impact of Regional Expansion on Public Services (A Study in the Tombariri Timur District Office in Administrative Services for Family Card Management). *Jurnal Politico*, 3(1), 1-19.