

Analysis of the Effectiveness of Public Services After Sub-District Expansion in the Wania District, Mimika Regency

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Original Research

Received 30 Apr 2023

Revised 11 May 2023

Accepted 15 May 2023

*Additional information at the end
of the article*

Abstract: This study aims to determine the effectiveness of public services in the Wania District. The research method used in this research is descriptive quantitative research method. The data used are qualitative and quantitative data collected using observation, interviews, and questionnaires. To measure the effectiveness of public services after the expansion of the Wania District, an effectiveness analysis tool was used. With development in accordance with the objectives of this study. The results of this study indicate that the effectiveness of public services after the expansion of the Wania District on the indicators of timeliness, certainty and simplicity of procedures, reasonable costs, information, and security has been effective.

Keywords: effectiveness; public service; district expansion

Abstrak: Penelitian ini bertujuan untuk mengetahui efektivitas pelayanan publik di Distrik Wania. Metode penelitian yang digunakan dalam penelitian ini adalah metode penelitian kuantitatif deskriptif. Data yang digunakan adalah data kualitatif dan kuantitatif yang dikumpulkan menggunakan observasi, wawancara dan kuesioner. Untuk mengukur efektivitas pelayanan publik pasca pemekaran Distrik Wania digunakan alat analisis efektivitas. Dengan pengembangan sesuai dengan tujuan penelitian ini. Hasil penelitian ini menunjukkan bahwa efektivitas pelayanan publik pasca pemekaran Distrik Wania terhadap indikator ketepatan waktu, kepastian dan kesederhanaan prosedur, biaya yang wajar, informasi, dan keamanan sudah efektif.

Kata Kunci: efektivitas; pelayanan publik; pemekaran distrik

INTRODUCTION

The 1945 Constitution of the Republic of Indonesia, Article 18 Paragraph (2) states, “provincial, reGENCY and city regional governments regulate and manage their own government affairs according to the principle of autonomy and co-administration” (Harry & Sukadi, 2022). Broad autonomy for the regions aims to streamline the realization of community welfare with community participation, improved services, and empowerment. In addition to broad autonomy, regions can optimize competitiveness by paying attention to the principles of democracy, justice, privilege, equity, specificity, diversity, and regional potential in Indonesia.

To optimize effectiveness and efficiency in implementing regional autonomy, regional governments must pay attention to the relationship between regional governments and government structures, regional potential, and diversity (Rodiyah et al., 2020). Financial relations, public services, utilization of natural resources, and other resources as aspects of authority relations that pay attention to the diversity and specificities of regions in the Indonesian state system are carried out fairly. In addition, it is also necessary to pay attention to the potential and challenges in global competition using scientific and technological developments. The regions are given considerable authority and are subject to rights and obligations to carry out regional autonomy within the state administration framework.

The regions have the authority to regulate and manage all government needs outside of government affairs as stipulated in laws and regulations, which is the principle of regional autonomy that uses the principle of autonomy as widely as possible (Hasibuan, 2022). Furthermore, regions have the authority to design regional policies in terms of providing services, improving functions, and empowering communities to increase the prosperity of residents in the area. According to this principle, the principle of responsibility and real autonomy is implemented.

Regional autonomy must also be able to provide equal relationships between regions and the government, uphold and safeguard the country's integrity, and work to keep the Republic of Indonesia's unitary state standing for a nation to achieve its goals (Moonti, 2019). For regional autonomy to be implemented concurrently with the objectives to be achieved, the government needs to carry out guidance, including developing, planning, supervising, and providing guidelines, in addition to providing guidance, coordination, standards, directing, evaluation, and monitoring. The government must also facilitate the provision of motivation and assistance, as well as opportunities for convenience to the regions, so that it can be carried out effectively and efficiently based on the applicable laws during the implementation of autonomy.

The goal of regional formation is to improve public services that accelerate the achievement of people's welfare, apart from being a medium for political education at the local level (Irawan et al., 2021). Therefore, in forming a region, it is necessary to assess several factors, including the capability of the area, regional potential, economy, and population, and consider socio-political, socio-cultural, defense, and security aspects, including considering other requirements that provide opportunities for the region to carry out or realizing the goals of forming regions and granting regional autonomy. Each regional government has duties and authorities, including mandatory and optional tasks. The obligatory task of government covers basic services such as meeting the necessities of life, basic environmental facilities, basic education, and health. Meanwhile, those relating to superior potential and regional characteristics are optional government tasks.

Since the implementation of decentralization in Indonesia, regional autonomy has served as a yardstick for regional governments to regulate and manage their regions. According to the Law of the Republic of Indonesia Number 23 of 2014 concerning Regional Government, article 221 states that "subdistricts as referred to in paragraph (1) are formed with district/city regional governments (Perda) guided by government regulations" in all regions of Indonesia to accelerate democracy and the regional economy, bring the government closer to the people, improve order and security, and maximize services that lead to people's welfare (Ndraha et al., 2019).

The consequences of the stipulation of Law No. 23 of 2014, regional governments receive authority from the central government, which is quite broad regarding regulating regional affairs, including providing services to the people in their regions. The occurrence of regional expansion so far has been based on the government's inability to carry out the role of optimal service to the community due to the development of population and area size, in addition to other supporting facilities. The primary objective of regional development, particularly sub-district growth, is to maximize services to the community. It is believed that this will significantly impact the community and the government, with the potential for positive and negative effects. With regional autonomy, the regions have the discretion to manage and regulate the interests of the community to obtain quality public services. According to service quality standards, the best service is quality public service (Kumasey, 2014). Service standards are indicators that are used as a reference for conducting service quality assessments, as well as services as a necessity and promises by the organizers to the public to provide affordable, effective, efficient, and of good quality services.

According to the Kamus Besar Bahasa Indonesia (Indonesian Dictionary), a sub-district is part of a regency/city which consists of several sub-districts and villages and is headed by a sub-district head. The sub-district has tasks including providing services for the community to make letters, including birth certificates, identity cards, family cards, certificates of incapacity, building permits, marriage dispensation, death certificates, mining permits, crowd permits, making legalization letters, proposals, as well as entering/moving residents. The requirements for the formation and criteria for the expansion of sub-districts are in Government Regulations (PP) No. 19/2008 states that the requirements for forming a subdistrict are determined based on population, area size, economic capability, regional

potential, social politics, and culture, as well as other considerations that can exercise autonomy, including order, security, and the availability of government facilities (Amiruddin et al., 2021).

The Law of the Republic of Indonesia Number 21 of 2001 concerning Special Autonomy for the Province of Papua states that “special autonomy for the Province of Papua is a special policy in the context of improving services, accelerating development, and empowering all people in the Province of Papua so that they can be equal with other regions” (Prabowo et al., 2021). Otsus is a special authority recognized and given to the Papua Province to regulate and manage the interests of the local community according to their initiative based on the aspirations and basic rights of the Papuan people. The special powers regulated in the special autonomy (otsus) are economic, educational, cultural, health, population and employment, environmental and social authorities. According to Tabuni et al. (2016), special authority means giving greater responsibility to the province and people of Papua in administering government and managing and managing natural resources in Papua Province for the people of Papua as part of the Indonesian people in accordance with laws and regulations. The Papua special autonomy policy has also provided opportunities for native Papuans to actualize themselves through local cultural symbols as a form of the grandeur of identity, recognition of customary rights, customs, customary law, etc. The Wania District can provide effective and efficient services in managing population administration in this special autonomous region.

Wania District is one of 18 Districts in Mimika Regency which was expanded in 2011. The district has an area of 151.31 Km² and extends over lowland, which is bordered by the Tembapapura District to the north, to the south by East Mimika District and Mimika Timur Jauh, to the west is the Kuala Kuala Kencana District, and to the east is the Agimuga district. The Wania District includes seven villages/wards: Kamoro Jaya, Wonosari Jaya, Inauga, Nawaripi, Kadun Jaya, Mandiri Jaya, and Monokau Jaya. The seven villages/kelurahan are divisions or divisions of the New Mimika District, which is split into two districts, namely the New Mimika District and the Wania District. Observing this condition, the regional division is a solution the government can achieve to create prosperity for the community. Kelurahan/Kampung district of Wania can be seen in Table 1.

Table 1. Kampung (Village) in Wania District

No.	Kampung (Village)
1.	Kelurahan Inauga
2.	Kelurahan Kamoro Jaya
3.	Kelurahan Wonosari Jaya
4.	Kampung Kadun Jaya
5.	Kampung Mandiri Jaya
6.	Kampung Manokau Jaya
7.	Kampung Nawaripi

Based on observations and interviews with the people of the Wania District, the problems researchers encounter regarding public services, such as regarding officers' performance in providing services to the community, are related to punctuality and officers' lack of discipline during working hours or service hours. The second problem is that at the Wania District office, the facilities and infrastructure need to be improved; this condition can affect the performance of sub-district officers while serving the community. Other facilities, such as insufficient parking lots, so that when people visit the Wania District office, people will park their vehicles in random places and need to be tidier.

However, more research needs to be done to identify the effectiveness of public services after the expansion of the Wania District when viewed from the indicators of timeliness, certainty, simplicity of procedures, reasonable costs, and appropriate information and security. Based on the description above, the researcher observed the situation and was interested in making it as research material.

RESEARCH METHODOLOGY

This research is descriptive quantitative research, that is, in research it can be realized with numbers and analyzed based on the data sources obtained and used for research, then to find out the

events of the process that took place. The reason researchers used this method was because they wanted to describe the analysis of the effectiveness of public services after the expansion of the Wania District.

The research location is located at the Wania District office (Jalan SP IV Wonosari Jaya, Mimika Regency). The object of research is what is the target of research. So, the object of this research is the effectiveness of public services at the Wania District office, Mimika regency.

Population is the whole element that will be explained through research. The population in this study consists of three parts, namely as follows:

a. Research Subject Population

The research subject is something, whether a person, object, or institution (organization), whose nature is to be studied. The subject population in this study is the Wania District government.

b. Research Respondent Population

The research respondent is asked to respond (answers) to the questions (directly/indirectly, orally or in writing or in the form of actions) submitted by the researcher. The population of research respondents in this study were all the people of the Wania District, totaling 60,341 people.

c. Research Object Population

The nature of the state (attributes) of an object, person or situation that is the center of attention or research target. The object population in this study is the overall value of the effectiveness of public services in the Wania District.

Sample

According to Sugiyono (as cited in Toni et al., 2021), the sample is part of the population's characteristics. In determining the number of samples in this study using the Slovin method of calculation, namely as follows:

$$n = \frac{N}{1+ne^2}$$

n = # of samples

N = # of population

e = error tolerance

$$n = \frac{60.341}{1+60341 (0.1)^2} = 99.99 = 100$$

From the results of calculations using the slovin formula, the sample used in this study was 100 people. The sample selection technique was determined using a random sample method (random/sampling technique). The type of data used is in the form of qualitative and quantitative data.

a. Qualitative data, namely data presented in the form of verbal words not in the form of numbers, for example: a brief history of the expansion of the Wania District.

b. Quantitative data, namely data that can be measured or calculated directly, in the form of information and explanations expressed in numbers or in numerical form, for example: data tabulation, number of employees in the Wania District office, number of people in the Wania District.

The data source is from where each data in the research is taken. The data sources in this study are primary data sources and secondary data sources.

a. Primary data source. Primary data sources are parties that provide data directly to researchers through discussions, interviews, documentation, and direct observation/observation of stakeholders using research locations in the Wania District, where research data is obtained from district employees and communities performing services in the Wania District (Mahendradhani, 2021).

b. Secondary data sources. Secondary data sources are parties that have collected data from the first party who are used as researchers as data collection subjects (Mahendradhani, 2021). This data can be obtained from libraries, government agencies, private parties related to research topics. The source of this data was obtained from BPS Mimika Regency.

Data Collection

To obtain the data needed in this study, researchers used several data collection techniques, namely:

- Observation, this technique is used by researchers to observe the factual conditions of existing social reality. Nurhadi et al. (2021) stated observation is systematic observation and recording of the elements that appear in a symptom or symptoms in the object of research.
- The interview, according to Sugiyono (as cited in Nurhadi et al., 2021), states that an interview is a meeting of two people to exchange information and ideas through question and answer, so that meaning can be constructed in a particular topic. In-depth interviews are interviews used to obtain information from key informants. Researchers also used semi-structured interviews which were part of the in-depth interviews. The aim is to find problems in a more open manner where the parties invited to the interview are asked for opinions and ideas, directly and openly related to research and are evidence in the field which is a small part of the population intended to obtain data on problems related to research .
- Questionnaire is a questionnaire or a list of questions to respondents/informants to get a number of answers to a number of questions related to research problems.

To obtain the data needed in this study, researchers used several data collection instruments, namely: observation lists, interview lists, and questionnaire lists. Data analysis instruments are all tools used in data processing. The analysis used in this study is an analysis of effectiveness with the following formula:

$$\text{Efektivitas (Effectiveness)} = \frac{\text{Output Aktual (Actual Output)}}{\text{Output Target (Target Output)}} * \text{weighted value} \quad (1)$$

Actual Output = Total score of respondents' responses

Target Output = Total ideal value of responses (# of instruments * highest value * # of respondents)

Weighted Value = Weighted/Weighted average (4)

$$\text{Effectiveness} = \frac{\text{\# of responses}}{\text{response ratio}} * \text{weighted value} \quad (2)$$

$$\text{Effectiveness} = \frac{\text{\# of responses}}{\sum(n.5)(n.4)(n.3)(n.2)(n.1)} * \text{weighted value} \quad (3)$$

To calculate the effectiveness ratio, Hadi's interval formula is used (Negara, 2017).

$$i = \frac{NT-NR}{K} \quad (4)$$

NT = Nilai Tertinggi (Highest Value) = 4

NR = Nilai Terendah (Lowest Value) = 1

K = Kategori (Category) = 4

i = interval (interval) = $\frac{4-1}{4} = 0.75 = 1$

From the results of calculations using the interval formula above, then interpreted as follows:

Table 2. Effectiveness Value Distribution

Effectiveness Ratio	Achievement Level
1.00 – 1.75	Very Ineffective
1.76 – 2.50	Ineffective
2.51 – 3.25	Effective
3.26 – 4.00	Very Effective

RESULTS AND DISCUSSION

It is necessary to evaluate the effectiveness to find out how far the level of effectiveness of public services in the Wania District has been after the expansion. Through measuring the impact of regional expansion on the effectiveness of public services, it can be evaluated in terms of whether the targets set in the program activity plan have been achieved. The assessment of the level of effectiveness of public services in the Wania District is measured using 5 indicators, namely: timeliness, certainty or simplicity of procedures, reasonable costs, information, and security. The presentation of the research results regarding the analysis of the impact of the expansion of the sub-district on the effectiveness of public services in the Wania District can be explained as follows:

Timeliness Indicator

The timeliness indicator is a measure of the success of the implementation of public services in achieving goals with the right use of time. This indicator is measured using six instruments:

- a) The service process at the Wania District office is fast and precise,
- b) Staff provide thorough and timely service,
- c) Completion of files on time,
- d) The long wait to get service is relatively fast,
- e) Services according to the schedule set, and
- f) Officers complete tasks at an efficient and appropriate time based on the specified time.

The results of data collection from 100 community respondents who provided services in the Wania District in this study for the six instruments can be shown in Table 3.

Table 3. Community Assessment on the Effectiveness of Public Services against Timeliness Indicators in the Wania District

No	Instrument	# of Responses
1.	The service process at the Wania District office is fast and precise	299
2.	Staff provide thorough and timely service	301
3.	On time filing completion	290
4.	Queuing time is relatively fast	266
5.	Service is according to schedule	289
6.	Task completion in an efficient and appropriate time based on the specified time	277
	<i># of responses</i>	<i>1,722</i>
	<i>Total ideal value of responses (# of instruments * highest value * # of respondents)</i>	<i>2,400</i>
	<i>Effectiveness = (actual output/target output) * weighted value</i>	<i>2.87</i>
	<i>Interpretation</i>	<i>Effective</i>

From Table 3, it can be concluded that the community's assessment of the timeliness indicator for the effectiveness of public services in the Wania District is 2.87 which is in the scale range 2.51–3.25, this number means that public services in the Wania District are effective when viewed from the timeliness indicator. This shows that the people who carry out services in the Wania District feel that their services are in accordance with the previously agreed time. The effectiveness value can be calculated as follows:

$$\text{Effectiveness} = \frac{\text{actual output}}{\text{target output}} * \text{weighted value} = \frac{1722}{2400} * 4 = 0.7175 * 4 = 2.87$$

Indicators of Certainty and Simplicity of Procedures

The indicator of certainty or simplicity of procedure is a measure of the success of certainty and simplicity of procedure in the implementation of public services in the Wania District. This indicator uses six instruments:

- a. Simplicity of fast and precise service procedures,
- b. The certainty of the serving officer is clear,
- c. The service procedure at the Wania District office is very easy,
- d. Proper service according to applicable procedures,
- e. Service officers carry out service procedures in accordance with existing rules, and
- f. The conditions demanded by the Wania District office are not complicated.

The results of data collection from 100 community respondents who provided services in the Wania District in this study on the six instruments can be seen in Table 4.

Table 4. Community Assessment on the Effectiveness of Public Services against Indicator of Certainty or Simplicity of Procedures in the Wania District

No	Instrument	# of Responses
1.	Simplicity of fast and precise service procedures	307
2.	The certainty of the serving officer is clear	309
3.	The service procedure at the wania district office is very easy	307
4.	Proper service according to applicable procedures	300
5.	Service officers carry out service procedures in accordance with existing rules	314
6.	The conditions demanded by the Wania District office are not complicated	289
	<i># of responses</i>	<i>1,826</i>
	<i>Total ideal value of responses (# of instruments * highest value * # of respondents)</i>	<i>2,400</i>
	<i>Effectiveness = (actual output/target output) * weighted value</i>	<i>3.04</i>
	<i>Interpretation</i>	<i>Effective</i>

From Table 4, it can be concluded that the community's assessment of indicators of certainty or simplicity of procedures on the effectiveness of public services in the Wania District is 3.04 which is in the range 2.51–3.25, this number means that public services in the Wania District are effective if seen from indicators of certainty or simplicity of procedures. This shows that the people who provide services in the Wania District feel that their services are appropriate and straightforward. The effectiveness value can be calculated as follows:

$$\text{Effectiveness} = \frac{\text{actual output}}{\text{target output}} * \text{weighted value} = \frac{1826}{2400} * 4 = 0.7608 * 4 = 3.04$$

Reasonable Cost Indicator

The reasonable cost indicator is a measure of the success of the public services carried out by the Wania District government at a reasonable and appropriate cost. This indicator uses 3 instruments:

- a. The amount of fees set for each service submitted is reasonable and appropriate,
- b. The cost of obtaining the service is reasonable and appropriate, and
- c. The Wania District Office provides clear details of fees to be paid.

The results of data collection from 100 community respondents who provided services in the Wania District in this study for the three instruments can be seen in Table 5. It can be concluded that the community's assessment of reasonable cost indicators in accordance with the effectiveness of public services in the Wania District is 2.88, which is in the range of 2.51–3.25, this figure means that the imposition of costs by the Wania District government is effective when viewed from a reasonable cost indicator is appropriate. This shows that the people who carry out services in the Wania District feel that the imposition of fees is reasonable and in accordance with what the community wants. The effectiveness value can be calculated as follows:

$$\text{Effectiveness} = \frac{\text{actual output}}{\text{target output}} * \text{weighted value} = \frac{864}{1200} * 4 = 0.7200 * 4 = 2.88$$

Table 5. Community Assessment on the Effectiveness of Public Services against Indicator of Reasonable Cost in the Wania District

No.	Instrument	# of Responses
1.	The amount of fees set for each service submitted is reasonable and appropriate	290
2.	The cost of obtaining the service is reasonable and appropriate	293
3.	The Wania District Office provides clear details of fees to be paid	281
	<i># of responses</i>	<i>864</i>
	<i>Total ideal value of responses (# of instruments * highest value * # of respondents)</i>	<i>1,200</i>
	<i>Effectiveness = (actual output/target output) * weighted value</i>	<i>2.88</i>
	<i>Interpretation</i>	<i>Effective</i>

Information Indicator

The information indicator is a measure of the success rate of the information provided by the Wania District government to the community when carrying out services. This indicator uses six instruments:

- Officers provide clear and easy-to-understand information,
- Officers provide clear information regarding the management of letters,
- Officers provide information related to management requirements,
- Officers immediately provide the latest information if there is a change in procedures, technical and administrative services,
- The Wania District office provides clear information regarding product specifications, types of services provided, and
- Officers serve the public well by providing information.

The results of data collection from 100 community respondents who provided services in the Wania District in this study for the six instruments can be seen in Table 6.

Table 6. Community Assessment on the Effectiveness of Public Services against Indicator of Information in the Wania District

No	Instrument	# of Responses
1.	Officers provide clear and easy to understand information	321
2.	Officer provides clear information regarding management of letters	316
3.	Officer provides information regarding management requirements	316
4.	The officer immediately provides the latest information if there is a change in the procedures, technical and administrative services.	288
5.	Wania District office provides clear information regarding products specification types of services provided	304
6.	Officers serve the community well in providing information	313
	<i># of responses</i>	<i>1,858</i>
	<i>Total ideal value of responses (# of instruments * highest value * # of respondents)</i>	<i>2,800</i>
	<i>Effectiveness = (actual output/target output) * weighted value</i>	<i>3.09</i>
	<i>Interpretation</i>	<i>Effective</i>

From Table 6, it can be concluded that the community's assessment of information indicators on the effectiveness of public services in the Wania District is 3.09 which is in the range 2.51–3.25, this number means that the information provided by the Wania District government is effective when viewed of information indicators. This shows that the people who carry out services in the Wania District feel that the information obtained is as expected. The effectiveness value can be calculated as follows:

$$\text{Effectiveness} = \frac{\text{actual output}}{\text{target output}} * \text{weighted value} = \frac{1858}{2400} * 4 = 0.7741 * 4 = 3.09$$

Security Indicator

The security indicator is a measure of the success rate of the security provided by the Wania District government to the community when carrying out services. This indicator uses three instruments:

- Security in the Wania District is guaranteed,
- The community feels safe when processing paperwork at the Wania District office, and
- The Wania District provides security officers to ensure security.

The results of data collection from 100 community respondents who provided services in the Wania District in this study for the three instruments can be seen in Table 7.

Table 7. Community Assessment on the Effectiveness of Public Services against Indicator of Security in the Wania District

No.	Instrument	# of Responses
1.	Security in the Wania District is guaranteed	308
2.	The community feels safe when processing paperwork at the Wania District office	317
3.	The Wania District provides security officers to ensure security	273
	<i># of responses</i>	898
	<i>Total ideal value of responses (# of instruments * highest value * # of respondents)</i>	1,200
	<i>Effectiveness = (actual output/target output) * weighted value</i>	2.99
	<i>Interpretation</i>	<i>Effective</i>

From Table 7, it can be concluded that the community's assessment of security indicators on the effectiveness of public services in the Wania District is 2.99 which is in the range 2.51–3.25, this number means that the security provided by the Wania District government is effective when viewed of security indicators. This shows that people who provide services in the Wania District feel safe when carrying out services. The effectiveness value can be calculated as follows:

$$\text{Effectiveness} = \frac{\text{actual output}}{\text{target output}} * \text{weighted value} = \frac{898}{1200} * 4 = 0.7480 * 4 = 2.99$$

A summary of the overall value of the effectiveness of each indicator can be seen in Table 8.

No.	Indicator	Score	Category
1.	Timeliness	2.87	Effective
2.	Certainty and Simplicity of Procedures	3.04	Effective
3.	Reasonable Cost	2.88	Effective
4.	Information	3.09	Effective
5.	Security	2.99	Effective

Discussion

Yuningsih (2016) states that there is a principle of the effectiveness of public services, namely all efforts taken for the realization of organizational goals. a job can be said to be effective if the goals and objectives are achieved in accordance with the plan. Based on the results of the analysis carried out above, it can be concluded that the effectiveness of public services in the Wania District as measured by five indicators; timeliness, certainty and simplicity of procedures, appropriate reasonable costs, information, and security, are in the effective category, in the sense that people who performing services in the Wania District feel that the impact of expansion on the effectiveness of public services in the Wania District is in accordance with what is expected by the community. The discussion of the results of research regarding the analysis of the effectiveness of public services after the expansion of the Wania District, Mimika Regency can be explained as follows:

Timeliness Indicator

Based on the results of the analysis of the effectiveness of public services from the timeliness indicator, a value of 2.87 is obtained and is in the effective category, this shows that the community is satisfied with the services in the Wania District. Timeliness means that the implementation of community services in the Wania District can be completed within the specified time. This means that the Wania District government must provide consistent and timely services as promised. The results of the data analysis above can conclude that the Wania District government has carried out its duties properly and has also completed its service tasks in a timely manner. This research is in line with the research of Niswaty et al. (2020) concerning the analysis of public services at the Soppeng Regency population and civil registration service, which states that the completion time is a predetermined time based on applicable service standards or standard operating procedures (SOP), so that public services can be completed in time. The standard time for completion of the Soppeng Regency population and civil registration services has served quickly and optimally, so it can be concluded that the Soppeng Regency public services have been effective when viewed from the timeliness of service. This is in accordance with the Decree of the Minister of Administrative Reform of the Republic of Indonesia, 2003, concerning general guidelines for the implementation of public services point V. A. the principle of public service, where timeliness is one of the principles and objectives that can measure the effectiveness of public services.

Indicators of Certainty and Simplicity of Procedures

Based on the results of the analysis of the effectiveness of public services from the indicators of certainty and simplicity of procedures, a value of 3.04 is obtained and is in the effective category. This shows that the community is satisfied with the certainty and simplicity provided by the District government of Wania. Certainty and simplicity of procedure is the existence of certainty and clarity from the Wania District government regarding service procedures or procedures, service requirements, both technical and administrative requirements, and the time schedule for service completion. This means that the Wania District government in providing services to the community must have certainty and clarity regarding service procedures, service requirements and service schedules, so that it is easily understood and understood by the community. The results of the data analysis above can be concluded that the Wania District Government has carried out its duties well by providing an explanation of service procedures to the community, besides that the Wania District government has not made the service process difficult. This is a good assessment for the Wania District government because it has been professional in carrying out its duties.

This research is in line with the research of Bhina (2019) concerning the effectiveness of implementing public administration services after the division of the sub-district at the Bandar Laksamana sub-district office, Bengkalis Regency, Riau Province, which states that public services at the Bandar Laksamana sub-district office are already effective when viewed from certainty and simplicity. service procedures, where the process is not convoluted, easy to understand, and easy to implement. This is in accordance with the Decree of the Minister of Administrative Reform of the Republic of Indonesia, 2003 concerning general guidelines for the implementation of public services point V. A. the principle of public service, where the certainty and simplicity of procedures is one of the principles and objectives that can measure the effectiveness of public services.

Reasonable Cost Indicator

Based on the results of the analysis of the effectiveness of public services from the cost indicator, a value of 2.88 is obtained and is in the effective category. This shows that the community is satisfied with the costs that have been implemented by the Wania District government. Reasonable costs in accordance means that the imposition of service fees must be applied fairly and in accordance with the conditions and ability of the community to pay, as well as the value of goods and services for community services and not demanding fees that are too high beyond reasonableness. This means that the Wania District government, in providing services to the community, must set a fee that is reasonable and in accordance with the conditions of the community and not ask for fees that are too high. The results of

the data analysis above can be concluded that the Wania District government has carried out its duties properly and professionally by not asking for money from the community when carrying out services. This research is in line with the research of Niswaty et al. (2020), regarding the effectiveness of public services at the Soppeng Regency population and civil registration service, which states that service fees are all forms of fees charged to the community when carrying out public services, these costs have been regulated or determined in accordance with applicable regulations so that it does not burden the community in managing all population administration. The Soppeng Regency population and civil registration service provides services free of charge or free of charge, so that the community no longer needs to bear any costs and the community no longer needs to use brokers in managing population administration, it can be concluded that public services in Soppeng Regency have been effective when viewed from service charge indicator. This is in accordance with the Decree of the Minister of Administrative Reform of the Republic of Indonesia, 2003 concerning general guidelines for the implementation of public services point V. A. the principle of public service, where security is one of the principles and objectives that can measure the effectiveness of public services.

Information Indicator

Based on the results of the analysis of the effectiveness of public services from the information indicator, a value of 3.09 is obtained and is in the effective category. This shows that the community is satisfied with the information provided by the Wania District government. Information is everything related or related to the service process that must be informed openly so that it is easily known and understood by people who come to provide services, whether requested or not. This means that the Wania District government must convey information that is clear and easily understood by the public. From the results of the analysis above, the Wania District Government is clear in conveying information to the public. This research is in line with Agung's (2016) research concerning the effect of division on the quality of public services in Buntu Batu District, Enrekang Regency, which states that regional expansion has a positive impact on the quality of public services in Buntu Batu sub-district when viewed from the service dimension of making identity cards, where in making the identity cards themselves this can be seen from the increase in quality in terms of clear information conveyed by the government to the people of Buntu Batu District about making identity cards. This is in accordance with the Decree of the Minister of Administrative Reform of the Republic of Indonesia, 2003 concerning general guidelines for the implementation of public services point V. A. the principle of public service, where information is one of the principles and objectives that can measure the effectiveness of public services.

Security Indicator

Based on the results of the analysis of the effectiveness of public services from the security indicator, a value of 2.99 is obtained and is in the effective category. This shows that the community feels safe when carrying out services in the Wania District. Security is the result of services that can provide security, comfort and can also provide legal certainty for the community. This means that the Wania District government must provide security, comfort, and legal certainty for the community, so that the community feels safe when they come to perform services in the Wania District. The results of the analysis above can be concluded that security in the Wania District is effective and secure. This research is in line with the research of Bhina (2019) which states that public services in Bandar Laksamana District have been effective in terms of security, where in terms of security it implements a code of ethics of confidentiality of population data so that it is safe and also security services by the Linmas office in conducting business maintenance of office security in processing community files, officers are very careful in filing neatly so that file security is maintained. This is in accordance with the Decree of the Minister of Administrative Reform of the Republic of Indonesia, 2003 concerning general guidelines for the implementation of public services point V. A. the principle of public service, where security is one of the principles and objectives that can measure the effectiveness of public services.

CONCLUSION

Based on the analysis and discussion that has been stated previously, the conclusion from the results of research conducted in the Wania District, Mimika Regency, it can be stated that the effectiveness of public services after the expansion of the Wania District has been effective when viewed from the indicators of timeliness, certainty and simplicity of procedures, reasonable costs and appropriate, information, and security. Thus, from the questions contained in the problem formulation, it can be concluded that the effectiveness of public services in the Wania District, Mimika Regency is in the effective category.

Implications

Based on the conclusions described above, there are a few things that can be suggested. The Wania District government should improve public services. Even though currently the services provided have received good appreciation from the community, the Wania District government cannot be satisfied with the results that have been obtained. Because there are still some people who still complain about the services provided even though it's only a few people. Also, there is a need to build a new District office with adequate facilities such as a television and a waiting room so that people feel comfortable when carrying out services in the Wania District.

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Recommended Citation:

Samangun, A., & Bakar, A. (2023). Analysis of the Effectiveness of Public Services After Sub-District Expansion in the Wania District, Mimika Regency. *Journal of Business and Entrepreneurship*, 11(1), 10-22. DOI 10.46273/job&e.v11i1.352

This article is available online at:

<http://ojs.sampoernauniversity.ac.id> (ISSN: 2302-4119 Print, 2685-6255 Online)