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**Analysis of the Procedure for Service of Certificates of Disabled  
in the Village Office Lasitae, Tanete District, Rilau Barru District**

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**ABSTRACT**

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This research aims to find out: Analysis of the Procedure for Service of Indigent Certificates at the Lasitae Village Office, Tanete Rilau District, Barru Regency. This type of research is quantitative, which is intended to provide a clear picture of the problems being studied, interpreting and explaining the data systematically. Data sources were obtained through questionnaires and observations. The results of this research indicate that the analysis of the procedures for providing disability certificates at the Lasitae Village Office, Tanete Rilau District, Barru Regency is in accordance with good service procedures by looking at the results of the hypothesis test output, a sig value is obtained. (2-tailed)  $\leq \alpha$  (0.05) i.e.  $0.000 \leq 0.05$ . Employee resources still need to be adjusted to skills and experience.

*Procedure, Service, Letter, Information.*

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**INTRODUCTION**

Quality public service or what is usually called excellent service is the best service that meets service quality standards. Service standards are benchmarks used as guidelines for service delivery and a reference for assessing service quality as an obligation and promise of service providers to the community in the context of quality, fast, easy, affordable and measurable services. According to the Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform of the Republic of Indonesia Number 15 of 2014, service standard components related to the service delivery process include requirements, procedures, service periods, fees/tariffs, service products, and complaint handling. In the current era, demands for the provision of services today are increasing. This can be seen by the increase in community services provided by government agencies and private companies engaged in the service sector. Service is an activity or activities offered by organizations or individuals

to customers or visitors, which are intangible and cannot be owned (Muhammad, 2022).

Public Services According to the Decree of the Minister for Administrative Reform No. 63/KEP/M.PAN/7/2003 concerning General Guidelines for the Implementation of Public Services all service activities carried out by public service providers as an effort to meet needs service recipients and implementation of statutory provisions. One effort to improve the welfare of the population is through good public services (Decree of the Minister for Administrative Reform No. 63 of 2003 concerning General Guidelines for the Implementation of Public Services). In line with the increasing era of globalization and the rapid flow of information, government duties and responsibilities are increasingly complex, both in quality and quantity. This requires government officials to have better performance so they can provide services to the community. The granting of regional autonomy through the enactment of Law Number 32 of 2004 concerning Regional Government has had implications for democracy, including in terms of public services. The granting of broad autonomy to regions is directed at accelerating the realization of community welfare through increasing empowerment services and community participation.

In Law No. 23 of 2014 concerning Regional Government, it is stated that the village government as the spearhead of the government, which is an acronym for the central government, which is directly affiliated with the community, is expected to be able to effectively carry out the government's duties as the government in the village in order to realize development in all areas. field. The implementation of village government is a subsystem of the government administration system, so that villages have the authority to regulate and manage the interests of their community. Various efforts to advance and prosper the village have been carried out by many parties and reached the culminating point of achievement with the promulgation of Law Number 6 of 2014 concerning Villages which was considered the most progressive policy in the history of the village struggle. The policies in question include those related to Village Funds as mentioned in Law Number 6 of 2014 article 72 which states that there are now many village financial sources with quite promising allocation rules. The source of funds in question is village original income (business results, asset returns, self-help and participation, mutual cooperation, etc. Village original income (Marsuki, 2019). Within the village government, the village head and all village officials act as executors of government duties. in the village which is expected to be able to carry out the

duties of the village government well in order to create prosperity and development of the people in the village.

Villages as government organizations that are closest and have direct contact with the community are the spearhead of successful regional development, where villages will be directly involved in planning and delivering development and services. It is said to be the spearhead because the village deals directly with the community, therefore village officials must be able to become a place for the community to resolve or pass on their aspirations and desires to competent parties for follow-up. Different from previous arrangements, Law Number 6 of 2014 concerning Villages constructs Villages as communities that have the authority to regulate their own affairs based on the function of self-governing community. Based on this concept, government administration at the village level is carried out independently and democratically by the village community. Different from previous arrangements, Law Number 6 of 2014 concerning Villages constructs Villages as communities that have the authority to regulate their own affairs based on the function of self-governing community. Based on this concept, government administration at the village level is carried out independently and democratically by the village community (Masyitah, 2019).

The role of villages in bridging government programs to be disseminated to the community in public services provided by government agencies can meet the quality expected by the community. The still high rate of poverty makes people who are less well off apply for a Certificate of Inadequacy (SKTM) in the hope that their living needs will be easier with a Certificate of Inadequacy. This is indicated by the fact that there are still various public complaints regarding the Disability Certificate (SKTM) service. The criteria for those entitled to receive an Indigent Certificate are in accordance with the 14 criteria issued by the Central Statistics Agency to define poverty on a household scale. A household is said to be poor if:

- a. The floor area of the building where he lives is less than 8 square meters per person.
- b. The floor of the building where he lives is made of dirt/bamboo/cheap wood.
- c. The walls of the building where they live are made of low quality bamboo/thatch/wood or walls without plaster.
- d. Does not have defecation facilities/shares other households using one latrine.
- e. Household lighting sources do not use electricity.
- f. Drinking water comes from unprotected wells/springs/rivers/rainwater.

- g. The fuel for daily cooking is firewood/charcoal/kerosene.
- h. Only consume meat/milk/chicken once a week.
- i. Only buy one new set of clothes a year.
- j. Only able to eat once/twice a day.
- k. Unable to pay for treatment at the health center/polyclinic.

Sources of income for the head of the household are: farmers with a land area of 0.5 hectares, farm workers, fishermen, construction workers, plantation workers, or other jobs with income below IDR 600,000 per month. Last level of education of head of household: no school/not finished elementary school (SD)/only elementary school. Do not have savings/goods that are easy to sell with a minimum value of IDR 500,000 such as motorbikes (credit/non-credit), gold, livestock, motor boats, or other capital goods.

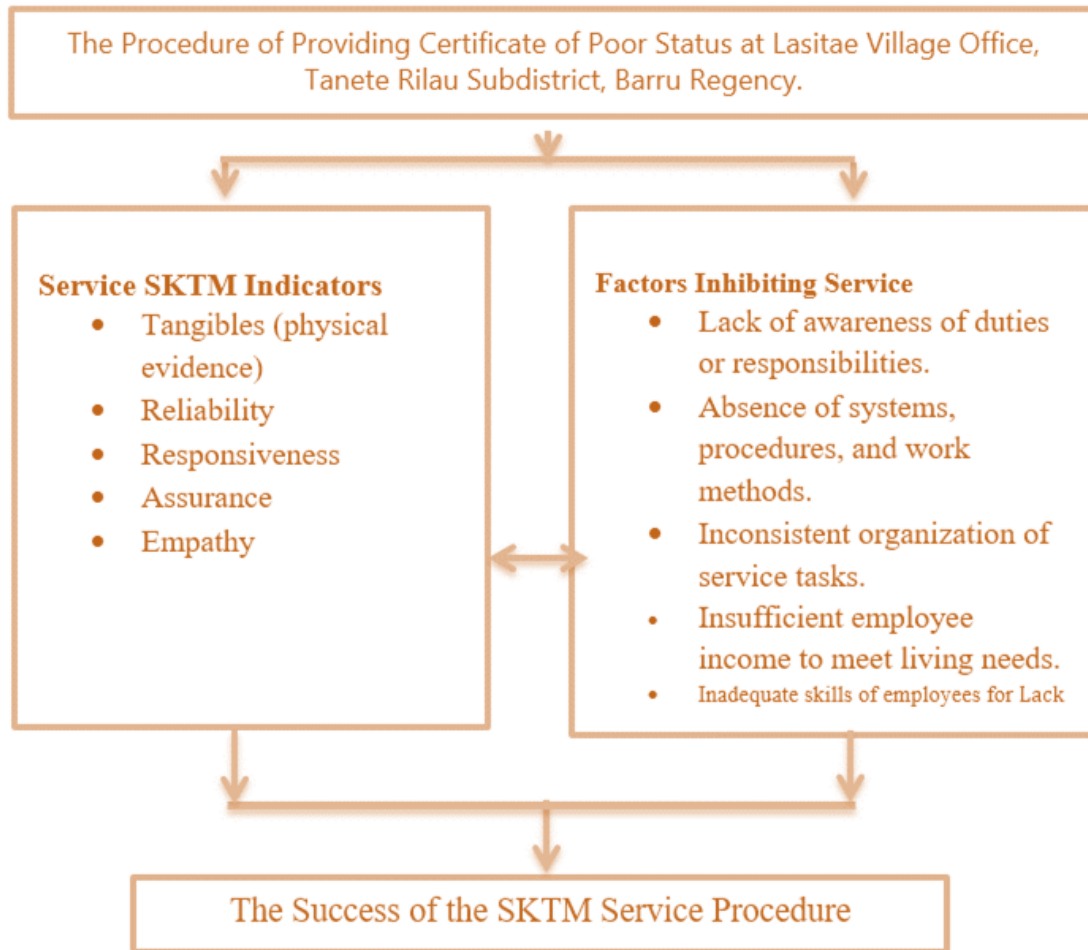
Public services are an issue that is often the center of attention of the general public. Especially if it is related to fulfilling hopes, needs, interests of the community, convenience and comfort for all levels of society in obtaining services. Public services are expected to make it easier for the public to obtain various service and non-service facilities that have been provided by the government to all levels of society (Muhammad, 2022). Good service to the public must be supported by employees who are reliable, competent, able to understand and carry out their duties. its principal and functions are in accordance with the area of responsibility assigned to it. Apart from that, they must of course have a moral commitment and responsibility towards society. The public certainly wants to get good quality service from the government. Service Quality is a method of measuring quality service, meaning whether the service carried out in an organization provides user satisfaction. Quality service here is evaluated whether it provides user satisfaction. Implementation of quality service is very important in the competitive era. nowadays (Muhammad, 2022).

Quality service or what is usually called excellent service is the best service that meets service quality standards. Having good service quality will create a sense of satisfaction and a good response from the community in general and service recipients in particular. A person's level of satisfaction influences the quality of service received in the form of simplicity of uncomplicated procedures, clarity in terms of technical requirements and cost details, certainty of time, responsibility, ease of access, friendliness, courtesy and comfort (Muhammad, 2022).

Based on observations made by the author at the Lasitae Village Office, Tanete Rilau District, Barru Regency, the author found problems related to public services. The problem related to public services is that there are people who claim to be poor in the name of being poor to take a certificate of indigence,

therefore people who take a certificate of indigence are given a statement stating that they really come from a poor family.

Based on several explanations above regarding the Analysis of the Procedure for Service of Indigent Certificates at the Lasitae Village Office, Tanete Rilau District, Barru Regency, a framework of thought has been prepared which contains all the elements assessed as part of the research implementation, namely as follows:



**Figure 1.**  
**Framework for Thinking**

## RESEARCH METHODE

This type of research is quantitative, which is intended to provide a clear picture of the problems being studied, interpreting and explaining the data systematically. The basis of this research is a survey, namely the distribution of questionnaires to respondents containing questions regarding matters related to research. (Sugiyono, 2015) states that quantitative methods are "research methods based on the philosophy of positivism, used to research certain populations or samples, collecting data using research instruments,

quantitative/statistical data analysis, with the aim of testing predetermined hypotheses. The data used is secondary data sourced from research documents. Research Location: This research was conducted at the Lasitae Village office, Tanete Rilau District, Barru Regency.

Population is a generalization area consisting of objects/subjects that have certain qualities and characteristics determined by researchers to be studied and then conclusions drawn (Sugiyono, 2017). In quantitative research, population is a collection of objects or sources of research data (Mustami, 2015). The population in this study was 13 Lasitae Village Staff, Tanete Rilau District, Barru Regency and 301 people who had taken SKTM, so the total population in this study was 314 people.

The sample is part of the number and characteristics of the population (Sugiyono, 2017). So the sample in this study was 12 village employees and 18 people who had administered SKTM in Lasitae Village, Tanete Rilau District, Barru Regency. Which is expected to represent the population. The sampling method was by purposive sampling or consideration technique, because only respondents who were in accordance with the research objectives were selected as samples because those respondents were the ones I met during the research at the Lasitae Village Office. So the sample in this study was 30 people.

## **RESULT AND DISCUSSION**

### **Research result**

This research took place in Lasitae Village, Tanete Rilau District, Barru Regency. All data obtained through research instruments is analyzed to answer the research questions in the problem formulation. Answers to these questions can be obtained by analyzing data descriptively and inferentially.

The origin of the word "Lasitae" comes from the word "sita" which means to meet. Lasitae Village is an extension of Pancana Village where in the 16th century Pancana was the center of the government of the Tanete kingdom which at that time was led by a female King named We Tenri Olle who came from Johor and was married to a King named Petta Pallase-Lasee.

During the reign of King We Tenri Olle, when every King wanted to go to a deer hunting place, the King ordered his bodyguards to have part of the deer hunting troops go first and wait at the royal horse racing place which at that time was called Lajonga. The King at that time determined the name of the meeting place in the Bugis regional language with the name "lasitae" which means meeting place, so that during the transition period of royal government the place was given the name "Lasitae".

In 1960 the form of government changed, namely from the Swapraja form of government to the Regional, District and Village form of government. Pancana used to be the working area of the Lalabata District government, so in 1960 Pancana was officially formed into a village as a command under the sub-district. In 1995 Pancana Village expanded into 2 (two) villages, namely Pancana Village itself and Lasitae Village. Lasitae Village oversees 4 (four) hamlets whose working areas are:

1. Butung Hamlet
2. Bujung Lompo Hamlet
3. Putiangin Hamlet
4. Baleangin Hamlet

There are 4 (four) indicators that I use as a guide for making observations, namely:

- 1) Staff ability to provide promised services promptly, accurately and satisfactorily. On November 3 2020, precisely on Tuesday, the author made observations at the Lasitae Village Office, Tanete Rilau District, Barru Regency. The author saw that the service standards at the Lasitae Village Office, Tanete Rilau District, Barru Regency were optimal. Furthermore, the service target for making a certificate of incapacity only takes 20 minutes.
- 2) The staff's desire to help the community and provide responsive services. Judging from the response or responses in response to complaints about service use. Staff service at the Lasitae Village Office, Tanete Rilau District, Barru Regency is also optimal. This can be seen by employees who provide good and friendly service to the community without distinguishing between social status.
- 3) Guarantees include the knowledge, ability, politeness and trustworthiness of staff, free from danger, risk or doubt. Judging from the guarantee of the Lasitae Village Office staff, Tanete Rilau District, Barru Regency, the preparation of the Indigent Certificate was on time and the service was also very fast because there were no people in Lasitae Village, Tanete Rilau District, Barru Regency who processed the indigent certificate which was not completed immediately.
- 4) Ease of staff in carrying out good communication relationships, personal attention and understanding the needs of the community. Judging from the ease of having good communication relationships, personal attention and understanding the needs of the community, the staff at the Lasitae Village Office, Tanete Rilau District, Barru Regency implement socialization through social media, if there are people who cannot come to the village

office, they can use social media. The attitude of the service staff at the Lasitae Village Office, Tanete Rilau District, Barru Regency is also good. Where every staff member greets every member of the community.

**Analysis of the Procedure for Service of Indigent Certificates at the Lasitae Village Office, Tanete Rilau District, Barru Regency**

By knowing the level of significance of the Analysis of the Procedure for Service of Indigent Certificates at the Lasitae Village Office, Tanete Rilau District, Barru Regency, a t-test was carried out. The t-test analysis used is one sample t-test at a significance level of 95% or  $\alpha$  (0.05).

Based on descriptive statistics, the SPSS Version 23.0 output results are seen from the frequency distribution. The certificate of incapacity service procedure has an average value of 2.67 to 4.23 with a value range of 1 to 5. This indicates that the frequency value in the questionnaire distribution table varies. The t-test analysis used is a one sample test at a significance level of 95% or  $\alpha$  (0.05). The results of the t-test analysis are in the following table.

**Table 1. T-Test**

<i>One-Sample Statistics</i>						
	<i>N</i>	<i>Mean</i>	<i>Std. Deviation</i>	<i>Std. Error Mean</i>		
<i>Uji Hipotesis</i>	30	74.53	6.781	1.238		
<i>One-Sample Test</i>						
	<i>Test Value = 0</i>					
	<i>T</i>	<i>df</i>	<i>Sig. (2-tailed)</i>	<i>Mean Difference</i>	<i>95% Confidence Interval of the Difference</i>	
					<i>Lower</i>	<i>Upper</i>
<i>Uji Hipotesis</i>	60.203	29	.000	74.533	72.00	77.07

The output results of the hypothesis test obtained a sig value. (2-tailed)  $\leq \alpha$  (0.05), namely  $0.000 \leq 0.05$ , then H0 is rejected, meaning that the procedure for serving certificates of incapacity at the Lasitae Village Office, Tanete Rilau District, Barru Regency is in accordance with good service procedures, or in otherwords, H0 rejected and H1 accepted. Based on the output results of SPSS Version 23.0, it can be concluded that the procedure for serving certificates of



disability at the Lasitae Village Office, Tanete Rilau District, Barru Regency is in accordance with good service procedures.

### Hypothesis Testing

To find out whether the Lasitae village government plays a role in improving the welfare of the seaweed cultivating community, a simple regression data analysis was carried out. Where X = Role of Village Government, Y = improving the welfare of seaweed cultivators.

The results of the Regression Statistical test using SPSS show that the Village Government plays a role in improving the welfare of seaweed cultivators, this is indicated by an R value of 0.611 (Regression value) and a significant value of  $0.002 < 0.005$  (acceptable) in the Correlations and Model Summary table below.

**Table 2. Correlations**

Correlations			
		Welfare of Seaweed farmers	Village government
Pearson Correlation	Welfare of Seaweed farmers	1,000	,611
	Village government	,611	1,000
Sig. (1-tailed)	Welfare of Seaweed farmers	.	,002
	Village government	,002	.
N	Welfare of Seaweed farmers	21	21
	Village government	21	21

**Table 3.  
Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics	
					R Square Change	F Change
1	,611 <sup>a</sup>	,373	,340	1,582	,373	11,304

Thus, the hypothesis proposed in the research is accepted, namely that the Lasitae Village Government plays a role in improving community welfare through seaweed cultivation."

## Discussion

Analysis of the Procedure for Service of Indigent Certificates at the Lasitae Village Office, Tanete Rilau District, Barru Regency. A Certificate of Inadequacy (SKTM) is a statement of incapacity issued by a village or sub-district. Usually used as a condition for getting relief from health costs and education costs. By attaching this certificate of indigency, the health or education service provider will understand that the citizen or resident is an underprivileged citizen. Then you will be charged a fee that is relatively lighter than the original or predetermined fee.

A Certificate of Indigency is a document required by people who are unable to take care of various needs, such as to reduce hospital costs, scholarships and others. Service procedures in Lasitae Village, Tanete Rilau District, Barru Regency are the same as service procedures in other villages. The procedures for serving an Indigent Certificate at the Lasitae Village Office, Tanete Rilau District, Barru Regency, include:

- **Simplicity of Service**

The simplicity of services at the Lasitae Village Level, Tanete Rilau District, Barru Regency can be said to be running well, namely the processing of Certificates of Incapacity. This was conveyed by the Village Secretary at the Lasitae Village Office, Tanete Rilau District, Barru Regency that: "the application flow starts from the village level, the applicant is asked to fulfill the specified requirements, specifically for making a Certificate of Indigency." Information Notable, as expected by the community, to easily manage SKTM for those who need it. The simplicity of service in this case is very helpful for the community where the service process is easy to understand and easy to implement without any impression of being difficult

- **Clarity and Certainty of Service**

Clarity and certainty in service is something that is very important for society. Therefore, service implementers are expected to be responsive and responsible with their duties and responsibilities as service providers. The service implementer can explain in detail the procedures and requirements that must be completed to process the Certificate

Unable. By making a statement explaining that he really comes from a poor family. The procedures mentioned above have been socialized and known to the entire community of Lasitae Village, Tanete Rilau District, Barru Regency. With clear requirements, the service will be happy to carry out its duties if the public does not do things that are contrary to applicable procedures. People basically want to get maximum service, where in this case every community

wants to get their rights by getting recognition from the area where they live. Arranging an Indigent Certificate is a very important thing for those who need it, therefore the community hopes that the government will be fair in accordance with the applicable provisions for the sake of creating a prosperous society by making an indigent certificate in Lasitae Village, Tanete Rilau District, Barru Regency.

Based on the results of research at the Lasitae Village Office, Tanete Rilau District, Barru Regency, it can be concluded that good service procedures at the Lasitae Village office based on the results of the one sample t-test analysis on the procedure for providing disability certificates with 30 research respondents were the service provided. well and friendly.

Public service procedures are an effort to fulfill everything related to public service administration. Relating to village government, especially in Lasitae Village, and the needs and desires of consumers in the form of goods and services which are expected to meet the expectations and satisfaction of the community as customers.

Service quality in general must meet customer expectations and satisfy their needs. However, even though this definition is oriented towards service users, it does not mean that in determining service quality service providers must comply with all consumer wishes. Service quality can be determined by comparing service users' perceptions of the services they receive with the services they actually expect. Quality service can be assessed from service dimensions according to good service procedures.

The enthusiasm that employees give to each other, strives to provide the best service for service users who need service. Employees both encourage each other to be able to provide services with their respective expertise in order to achieve excellent service. Apart from encouraging each other, employees also hold coordination or evaluation meetings regarding how services have been provided to the community. By conducting an evaluation, employees will provide suggestions if there are service employees who are still unable to provide service properly.

#### **Factors Inhibiting Procedures for Service of Indigent Certificates at the Lasitae Village Office, Tanete Rilau District, Barru Regency.**

Service quality is basically an action that describes the level of success of a service provided to the community. According to Crosby, et al (Yopiannor, 2017) define service quality as adjustment to details (conformance to specification) where this quality is seen as the degree of excellence to be achieved. Continuous control is carried out to achieve this excellence in order to meet the needs of service users.

Based on the results of research and statistical tests on SPSS version 23.0 at the Lasitae Village Office, Tanete Rilau District, Barru Regency, it can be concluded that the inhibiting factor for the procedure for providing disability certificates at the Lasitae Village Office, Tanete Rilau District, Barru Regency is employee resources which still need to be adjusted to their skills and abilities. experience in determining the criteria for those entitled to receive a certificate of incapacity.

## CONCLUSION

Based on the results of research that has been carried out regarding the Analysis of the Procedure for Service of Indigent Certificates at the Lasitae Village Office, Tanete Rilau District, Barru Regency, the following conclusions can be drawn:

1. Analysis of the Procedure for Service of Indigent Certificates at the Lasitae Village Office, Tanete Rilau District, Barru Regency in accordance with good service procedures by looking at the results of the hypothesis test output, a sig value was obtained. (2-tailed)  $\leq \alpha$  (0.05) i.e.  $0.000 \leq 0.05$ .
2. Employee resources still need to be adjusted to skills and experience in determining the criteria for those entitled to receive a certificate of incapacity.

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