



Analysis of Asset Utilization in Public Services at Antapani District

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Abstract

This research was conducted to analyze and explain the use of assets in public services at the Antapani District Office, Bandung City. This study uses a qualitative method with a descriptive approach. Then to obtain the data, researchers used techniques of observation, interviews, documentation, and literature study to strengthen and complement the primary data. Basically assets are objects that are held and owned to help an activity or work, both profit and non-profit, including in public service activities in Antapani District. This study shows that public services at the Antapani District office have been carried out properly by officers by utilizing the potential of existing assets, both fixed assets and other assets. However, in public service activities, asset performance has not been optimal because it is influenced by various factors. Especially in the fixed asset sector where some of the fixed assets in the Antapani District office require renovation or renewal in order to be able to increase the quantity and quality of public services at the Antapani District office. thus, requires a sizeable budget.

Keyword : *Utilization, Assets, Antapani District.*

1. INTRODUCTION

Population administration service activities must be carried out in a good manner, responsive, carried out reliably, guaranteed data security, and full of empathy, as well as optimizing asset facilities and technological advances in services, thereby impacting community satisfaction (Haryadi, 2022) . Community satisfaction can be an indicator of the quality and success of service in a government institution. Because basically people want services that are able to meet their needs and expectations. Especially in population administration services.

Then population administration services are also inseparable from the public interest or social needs in society. As well as making Family Cards (KK), Identity Cards (KTP), letters of moving out, certificates of heirs and the like. This is what triggers the occurrence of population administration service activities in a government institution.

Referring to public service activities, officers are greatly assisted by existing asset facilities in providing services to the community. Many population administration service activities, such as the making of identity card, family card, and others are unable to run effectively and efficiently because the performance of these assets is experiencing problems, such as assets experiencing damage,



system and network disruptions, and because the asset capacity is no longer sufficient to be used in provide services to the community.

Apart from being related to efficiency and effectiveness, asset utilization also greatly influences the service process. Both in fixed assets or other things, such as the convenience of the community when they are in the Antapani District Office environment, as well as the security of the data used in the population administration service process.

In addition to using assets for their use value, assets also need to be managed properly because the assets in the Antapani District Office are regional property where all goods are purchased or obtained at the expense of the Regional Revenue and Expenditure Budget (APBD) or originate from other legitimate acquisitions, as explained in Article 1 of Government Regulation (PP) Number 28 of 2020 concerning Amendments to Government Regulation Number 27 of 2014 concerning Management of State/Regional Property (2020). Thus, because the assets purchased using funds from the APBD, it must be managed and used or utilized for the public interest.

Based on the results of previous literature studies, related to this research, there have actually been several previous studies which were used as reference material and comparisons in the preparation by researchers, including the following:

The results of the study in Adhitama (2019) concluded that the strategy used in managing regional property assets in improving public services at the Karangploso District office, Malang Regency was not optimal, due to inadequate infrastructure in providing services to the community. Then the ability of officials to manage regional assets or goods needs to be improved, funds in managing and caring for goods are inadequate.

The results of the study in Dewi et al. (2017) concluded that the management of village assets in Bali Province was misused by village government officials. Therefore, an investigation was carried out on the effect of optimizing the utilization of village assets and the professionalism of managing village assets on increasing the village's original income. The results show that efforts to optimize and professionalize village asset management significantly have a positive effect on increasing the village's original income, either partially or simultaneously. Based on the explanation of this background, the writer is interested in carrying out research entitled "Analysis of Asset Utilization in Improving Public Services in Antapani District".



2. METHOD

This study uses a qualitative method with a descriptive approach. According to Denzin and Lincoln (1994) in Anggito and Setiawan (2018), "Qualitative research uses natural settings with the intention of interpreting phenomena that occur and is carried out by involving various existing methods". Erickson (1986) in Anggito and Setiawan (2018) says that "Qualitative research seeks to find and describe in a narrative way the activities carried out and the impact of the actions taken on life".

According to Kirk and Miller (1986: 9) in Anggito and Setiawan (2018) that "Qualitative research is a certain tradition in social science that fundamentally depends on human observation itself, both in its area and in terms of it". From some of the opinions of the figures above, the authors conclude that qualitative research is collecting data in a scientific setting with the intention of interpreting the phenomena that occur, where the researcher becomes the key instrument.

Then one of the very important stages in research is the data collection stage. If there are imperfections in data collection, it will cause research results that are not credible, then the results of the research cannot be justified (Rahardjo, 2011).

In this study, primary data was obtained through the results of interviews with sources, observation, and direct documentation. While the secondary data is used to complement and strengthen the primary data. Secondary data was obtained through intermediary media, such as the results of literature studies and documentary data obtained directly from the relevant agencies (Antapani District office).

3. RESULTS AND DISCUSSION

Description of the Antapani District Office

The formation of the Antapani Subdistrict was based on the enactment of Regional Regulation No. 6 of 2006. At first the Antapani Subdistrict was part of the Cicadas Subdistrict which had five subdistricts, namely: Mandalajati Subdistrict, Antapani Kulon Subdistrict, Antapani Wetan Subdistrict, Central Antapani, and Antapani Kidul Subdistrict. Then the nomenclature of Cicadas District became Antapani District.

On April 14 2007, the Antapani District was inaugurated by the Mayor of Bandung, H. Dada Rosada, S.H, M.Sc as a new district in the City of Bandung. Antapani District has an area of 4.01 km². Most of the area is a residential area for people with diverse backgrounds (Wikipedia, 2022). The Antapani District office is located at Jl. AH. Nasution No.14 Bandung City, West Java. Furthermore, regarding data regarding offices in general and their facilities can be seen in the following table:



Table 1. Data on the Condition of the Antapani District Office

No	Description	Data
1	Ownership status	Government property
2	Surface area	1062 m ²
3	Building area	262 m ²
4	Year of Establishment	1959
5	Source of fund	APBD
6	Fees from Center /Prop	Rp. -
7	APBD II costs	Rp. -
8	Other fees	Rp. -
9	Multilevel/No	Not
10	Office Building Conditions	Not good

sSource: (Antapani, 2021)

Based on the results of the analysis and interviews that have been conducted using the theory of service quality (servqual) Zeithaml (Onainor, 2019), specifically dimensions Tangible and Assurance, then adjusted to the focus of research on the use of assets in improving public services, the research results are as follows:

Building Conditions

Buildings are included in the category of fixed assets. Therefore, buildings must be included in management so that they can function optimally (Antoh, 2012) in order to carry out public services properly. Based on the results of interviews with residents (Aris, 60 years) regarding the condition of the Antapani District service and environmental buildings, he said the following:

"The Antapani Sub-District service building is still quite good, the rooms are not too large but they implement health protocols, so residents don't get crowded together, due to the Covid-19 pandemic. Then related to cleanliness, it is quite clean and he suggested cleanliness to be improved. But in general, according to him, the existing facilities are quite satisfactory"

In addition to interviews with residents, regarding the condition of the building and the environment, the author also interviewed the sub-district secretary, namely Drs. Atang Rahman. He said thus:

"If we refer to the goal of excellent service, the current building is inadequate. There needs to be improvement both in terms of equipment and the building itself. Because the current building is an old building, and we hope that there will be changes in the future, whether it's a new building or moving so that it becomes a solution to improve service."



Then based on the results of interviews and direct observations by researchers, the Antapani District service building and existing facilities are of quite good quality with fairly clean building conditions, equipped with book carts. However, it is still not wide enough, so it cannot accommodate a large number of people queuing at the same time. social distancing to avoid transmission.

Figure 1. Service Waiting Room



Source: Research Documentation (2022)

Even though the places and waiting rooms for services are cramped, the sub-district continues to implement health protocols. In addition, the service waiting room also has no air conditioning, but it still feels cool, which feels quite hot in the computer operator room and the Head of Government room. Then the lighting in the room according to the author is bright enough, although there are residents who say the lighting in the room is still not bright enough.

Figure 2. Lighting Conditions in the Service Room



Source: Research Documentation (2022)



Furthermore, based on the results of observations, the Antapani District office does not yet have its own copier for community services, but there is an interesting thing, namely the availability of reading books of various types. According to the author this is good, because it indirectly encourages or invites people to like reading books.

In service activities, in front of the door of the service building there is a place for washing hands along with soap and tissues. Then there are waitresses to assist registration or absence before entering the room by filling in personal data in the guest book and taking the queue number, so that it is orderly. In addition, information about population administration services is also displayed.

Regarding the making of birth certificates, in Antapani Sub-District, we collaborate with the Disdukcapil City of Bandung in providing mobile services (Mepeling) once every three months, so that people can directly make Child Birth Certificates in the District directly. Mepeling is carried out in the courtyard area of the service building which is also the parking lot for employees and visitors. So when people who take care of KTP, KK, and Mepeling come together, it will look very cramped because the yard is not wide.

Figure 3. Service Building Page



Source: Research Documentation (2021)

Service Assistant Application

The development of information and communication technology has a positive impact on improving the performance of public services (Nugraha, 2018). Initially, public services were carried out manually to become computer-based or other electronic devices that were online. Online services or what we are usually familiar with electronic government (e-government) is the use of information technology by the government to provide services to the community.



Antapani District has implemented ite-government by being realized through the use of several applications to increase the effectiveness and efficiency of services and at the same time make it easier to respond and respond to community needs. These applications include, SIPAKU (Integrated Regional Administration Service Information System), despite its drawbacks, this application makes it easier for services, one of which is to make it easier to register incoming document files and provide notifications to the public when the population administration product is finished and ready to be collected.

Figure 4. Sipaku Application



Source: Research Documentation (2021)

The SIPAKU application makes it easier for employees to respond and respond to the interests of the community in Antapani District. Apart from that, there is also the SALAMAN application (finished in the palm of your hand) which is useful for facilitating the community, such as for registering birth certificates, death certificates, child identity cards (KIA), and transfer letters.

The SALAMAN application belongs to the Bandung City Disdukcapil and is very helpful for services in Antapani District, especially during the Covid-19 pandemic. The application can be downloaded atAndroid norAppStore so that people can take care of their needs from home and get responses from the SALAMAN application in the form of a register number and notifications viaWhatsApp that the creation of a population administration product has been completed.



Figure 5. Website of Bandung City Disdukcapil



Source: (Hasbi, 2020)

Thus, the utilization of other assets in the form of applications such as SIPAKU and SALAMAN in the Antapani District has proven to be very helpful in public services. From the point of view of the service staff and the community, we benefit from each other because services can be accessed easily and can be done anywhere and anytime.

Record management

Archives according to Law Number 43 of 2009 concerning Archives Chapter I article 1, namely "Records of activities or events in various forms and media in accordance with developments in information and communication technology made and accepted by state institutions, regional governments, educational institutions, companies, organizations politics, social organizations and individuals in the implementation of national and state life (Julianto, 2018).

One of the functions of the archives at the Antapani District office is to ensure the security of public data. The integrated services section has a special filing room inhandle directly by Mr. Sandi. This archive is an important part of population administration services. In addition to maintaining the security of population data, archives are also an asset in the form of population data for Antapani District. The incoming service file is then ininput the data is transferred to the system via a computer by the operator, after which the files are compiled and bound in the archives section.



Figure 6. Archive Place



Source: Research Documentation (2022)

In the archives section, all incoming data is compiled and bound according to the date of entry and then put in a cardboard box and then neatly arranged according to the month of entry and village. Mr. Sandi explained that "The archives are stored properly so that if there are people who ask for their files back at any time, we don't have to bother looking for them." Then for archives that have reached three years in storage, the population document archives are destroyed or destroyed by cutting them into small pieces or burning them. So that it is safe from public data leakage.

Regarding security guarantees at the Antapani District office, the author also conducted an interview with the District Secretary, he put it this way, "Antapani community data is ensured to be securely protected by an archiving system."

The Care

Regarding the matter of building maintenance and facilities at the Antapani District office, based on the results of observations and interviews, it was quite good. Regarding cleanliness, the Antapani District office does not have officers cleaning service permanent. However, for cleaning it was done by a resident around the Antapani District office with a work agreement for the cleaning department. Furthermore, for maintenance such as cameras, CPUs, PC monitors, if damage occurs, they are immediately exchanged with the Bandung City Disdukcapil, although this step is considered not effective enough in terms of service.



4. CONCLUSION

Fixed assets and others in the Antapani District office are very useful in public service activities. Its performance greatly helps the success of the service process and has an impact on the comfort and satisfaction of the community. Therefore, employees are required to manage and maintain assets properly so that they can continue to function effectively and efficiently in order to improve the performance of public services, especially in Antapani District. In addition, a sizable budget is needed to procure equipment, renovate buildings and rearrange service spaces so that they are more spacious, comfortable, effective and efficient in service.

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