COMMUNITY SERVICES AGENCY AS EFECTIVENESS MODEL OF RAYON IN TASIKMALAYA CITY

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ABSTRACT

To overcome the problems of development and the level of public confidence on government which is still low, is necessary to change the paradigm. Public services model for society, the government institutions and the way of thinking of officials which is no more relevant, must be changed. Then, is very important to do a research on institutional model of development and government officials in order to show the real dedication and good government. In this way the government of Rayon will be able to give satisfaction to the people. The goal of this research is to change the mindset of government institutions. In order to reach this goal, the action research method is used, action research followed by implementation.. The conclusion is : the Community Services Agency model can be implemented according to the political will and the ongoing policies.

Key words: effectiveness, institutions, public services

Introduction

The Rayon   is the base of the smallest government unit of the government community. Could be said that the success in development depend on the participation of society and government officials at Rayon in planning of this development.
The main problem comes when the development program which involves the Rayon elements is not optimal and did not satisfy the public. This is because the has the limited power , the quality of human resources is low, with the low level of education, does not have the operational and development budget (all are arranged by the mayor/ vice mayor trough governmental section) and seems that the Mayor does not want to give the power to Rayon government, because the existing regulation arrange the power of Rayon , also the technical section has no willing to give a part of its power which by the regulation must be given to Rayon government.

Except this,the Rayon could not yet become the spear head services in its Rayon field. That's why the effort to empower the institution and human resources of Rayon governmentis a very important step in order to accelerate the prosperity of society as the goal of program development. In order to accommodate the society aspirations which develop more and more and to anticipate the changes happened both in national and international environment which directly influence the government and the implementation of the development program, is needed a new model in order to increase the effectiveness of institution and the quality of human resources of the Rayon government good and professionalin giving the services to the society. The government of the Rayon must be ready and could to conduct every potential in this environment in order to realize the welfare of the people. The Rayon must quickly understand and pay attention to all things which become the need of its society.

Data and Research Methode
Data

Since we aware that the government of Rayon   has the potential and a big role in the effort to develop the Rayon , some efforts for developing the ability of government and human resources of this institution, it seems, are already done. A lot of aspects it seems to become the weakness of Rayon : its limited power , the quality of human resources and the level of education which is not enough, the Mayor's and technical section   lack of willing to delegate the power which is mentioned by the rules of Rayon Government and also the lack of operational and development budget.

The effort to develop the institution and human resources of Rayon   governmentis donenot only by Rayon government, but also by the province government and central government. In reality, the government of Rayon is still the work unit which did not offer the optimal services to the public and does not have the ability to become the prestigious and independent power of development in its Rayon .

According to Article 15 Indonesian Government Regulation No.73/2005 the Rayon head manis the working area as a working device state / city in the working area ofthe District.
Indonesian dictionary by Poerwadarminta (1998: 615) defines that the Rayon is an area (office,home) Headman. Mean while, article 3 ofthe Indonesian Government Regulation No.73 of 2005 argues that:

a. Urban Rayon is the Regency / City located in the District led by the Rayon Headman and responsible to the Regent/Mayo rthrough the District Head.
b. The headman is appointed by the Mayor upon the recommendation of District Head of the Civil Service.

The Rayon as the smallest territorial unit within the District area, may serve as an unit of community service based on delegation of partial authority of the district head to the Rayon chief. So, the duties and functions of the Rayon government performing government duties, development and community service within the scope of the Rayon within the limits of the authority delegated to sub-district.

Terms Establishment of Rayon is

1. Population factor; at least 2500 people or 500 heads of household, and maximum 20,000 people or 4,000 heads of household.
2. Factorwide area; must be aff or dable to implement effectively int he provision ofservices to the community.
3. Layout factors related to aspects of communication, transportation and the distance to the center of government and center of development activities should be such, so as to facilitate the provision of public services.
4. Infrastructure Factors; related to transportation infrastructure, marketing, social and physical government which must be able tomeet the various needs of the community
5. Socio-cultural factors, religion and customs will be able to develop properly.
6. Factors of community life; both livelihood and other characteristics of life will be increased

Research Methods

The method used in this study is a descriptive survey research method-analytic form using data from respondents. Data are obtained through the questionnaire, interviews, and field observations. The process of development of research instruments for collecting data were: (a). Employment Guidelines; (b). Observation pre-study; (c). The results of discussions with the lecturers, organizers of Rayon Government of Tasikmalaya City West Java, and (d). References related to this research.

Then the data analysis in this study, using correlation and regression analysis techniques path analysis (*path analysis*). (Sitepu, 2004)
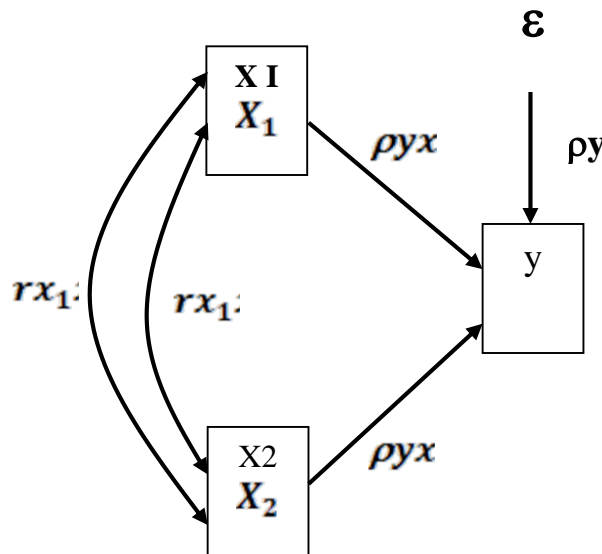
Result and Discussion
Multiple Regression Analysis
Based on the multiple regression test, the expected model is:

$$Y = f (\beta 1X1 + \beta 2X2 + \beta 3X3)$$

Public Services $= 9.355 + 0.017X1 + 0.067X2 + 0.638X3 + \varepsilon$

This test highlights that the value of determinant coefficient which is 59.3% employees' performance at the two Islamic banks can be explained by the variables of job stress, motivation and communication, while the remaining of 31.7% are describable by other factors. The F-test has shown that Institution Effectiveness (X1), Offials Performances (X2) variables simultaneously influence Public Service of Rayon Government.

Table 1 Coefficient Determination

Model Summary[b]

Model	R	R. Square	Adjusted R.Square	Std. Error of the Estimate	Durbin-Watson
1	795[a]	632	593	2.64274	1.910

Predictors: (Constant), Effectiveness,, Officials Performance
b. Dependent Variable: Public Service Service

Table. 2 Multiple Regression
Coefficients[a]

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig	Collinearity Statistics	
	B	Std Error	B			Tolerance	Vip
Constant	9.355	6.253		1.496	..146		
Intitutional Effectiveness	.017	102	0,25	164	..871	.578	1.730
Officials Performance	.067	147	0,63	453	..654	.673	1.486
Public Services	638	149	747	4.287	000	.433	2.308

a. *Dependent Variable: Public Services*

As the T test shows (Table 4.2) that Institutional Effectiveness (X1) and Officials Performances (X2) variables have no partial effect on the Public Services . From these equations, it can be concluded that if the Officials Performance variables are ignored, then the Publ;ic Services has a value of 9.355. If there is an additional value of 1 on the Officials Performance variable, then it is followed with the improvement in public Services with a value of 0.638.

Conclusion

This study concludes that the variables of Institution Effectiveness, The Officials Perrformance do simultaneously affect the Public Service at Rayon Government 0f Tasikmalaya City . It also states that the partial test shows that both Institution Effectiveness and Officials Performance variables respectively do not partially affect the Public Service of Rayon Government of Tasikmalaya city, while the Institution Effectiveness variable has partial effect on Public Service of Rayon Government of Tasikmalaya City.

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