



## Training on Village Regulation Making in North Sumatra Villages

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**Abstract.** This training on making village regulations aims to help village officials provide Village Minimum Service Standards in implementing the policy of the Minister of Home Affairs Regulation Number 2 of 2017 which consists of 6 minimum standards of facilities and infrastructure and 22 minimum standards of other public services. The implementation was carried out in 4 days starting with a focus group discussion, and continued with a workshop on making village regulations, the location of the service was carried out at the Paya Pasir Village Hall and Cempedak Lobang Village, Serdang Bedagai Regency. After the Focus Group Discussion, it was known that information from the village apparatus that the implementation of the Village Minimum Service Standards had not been fulfilled, this was due to the lack of understanding and insight of the village apparatus. The workshop was conducted as a form of socialization and understanding of the Minister of Home Affairs Regulation Number 2 of 2017 and training in making village regulations on technology-based village minimum service standards using website applications to make it easier for people to get public services from home using only smart phones that can be accessed by the village community and avoid brokers and illegal levies from irresponsible individuals or parties.

**Keyword:** Village Minimum Service Standards, Village Regulation, Independent Village, Technology

**Abstrak.** Pelatihan pembuatan peraturan desa ini bertujuan membantu aparatur desa memberikan Standar Pelayanan Minimal Desa dalam implementasi kebijakan Peraturan Menteri Dalam Negeri Nomor 2 Tahun 2017 yang terdiri dari 6 standar minimal sarana dan prasarana dan 22 standar minimal pelayanan publik lainnya. Pelaksanaan dilakukan secara 4 hari dimulai dengan focus grup diskusi, dan dilanjutkan dengan workshop pembuatan peraturan desa, lokasi pengabdian dilakukan di Balai Desa Paya Pasir dan Desa Cempedak Lobang Kabupaten Serdang Bedagai Setelah dilakukan Fokus Grup Diskusi diketahui informasi dari aparatur desa bahwa pelaksanaan Standar Pelayanan Minimal Desa belum terpenuhi, hal ini dikarenakan kurangnya pemahaman dan wawasan aparatur desa. Workshop yang dilakukan sebagai bentuk sosialisasi dan pemahaman mengenai Peraturan Menteri Dalam Negeri Nomor 2 Tahun 2017 dan pelatihan pembuatan peraturan desa tentang standar pelayanan minimal desa berbasis teknologi dengan menggunakan aplikasi website sehingga memudahkan masyarakat mendapatkan pelayanan publik dari rumah

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*hanya dengan menggunakan smart phone yang bisa diakses masyarakat desa dan terhindar dari calo dan pungutan liar dari oknum atau pihak yang tidak bertanggung jawab.*

**Kata Kunci:** *Standar Pelayanan Minimal Desa, Peraturan Desa, Desa Mandiri, Teknologi*

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## 1 Introduction

Minimum Service Standards (MSS) are one of the public policies that bring village government services closer to the village community. Ratminto [1] public services are all forms of services, both in the form of public goods and public services which in principle are the responsibility and are carried out by government agencies at the central level, in the regions, and within State-Owned Enterprises or Regional-Owned Enterprises, in an effort to fulfill community needs or in the context of implementing the provisions of laws and regulations [1]. The public has the right to receive public services, the Republic of Indonesia in particular, this has been regulated in laws and regulations. Therefore, the government as the representative and implementer of state policy must be able to realize an equitable society. The function of the Government as an organizer of government, development, and society, has an important role in managing, community services, considering that it is the authority of the region, in this case the ability of the Regional Government to carry out various authorities that have been carried out by the Central Government, for this reason, the Regional Government must be able to provide higher quality, efficient, effective, and responsible services. In this regard, government officials as implementers of a public service policy model are expected to be able to provide a form of service improvement, especially services to village community [2].

Regulation of the Minister of Home Affairs Number 2 of 2017 concerning Village Minimum Service Standards is one of the efforts to accelerate the improvement of the quality of services to the village community for the realization of public welfare in accordance with village authority by bringing services closer to the community, facilitating services to the community, openness of services to the community and effectiveness of services to the community which will ultimately accelerate services to the community, it is expected to be able to become a control tool for the performance of the village government.

Minimum Service Standards are a guide that must be understood and understood by village officials to be applied in providing services. As for the Local Government, the Minimum Service Standards that have been set by the Government are one of the references for the Local Government to prepare planning and budgeting for the implementation of the Local Government. The process of fulfilling these Minimum Service Standards as stipulated in the legislation requires resources, both at the managerial level, to field implementers.

Zaenal and Muhibudin [3] explain that: Minimum Service Standards (MSS) are provisions regarding the type and quality of basic services which are mandatory regional affairs that every citizen has the right to obtain at a minimum. The term SPM refers to the most minimal service standards that regions are able to provide to the community in services related to mandatory regional affairs. Thus, SPM covers all mandatory affairs of the local government, not just in service units.

Village Minimum Service Standards, which are abbreviated as Village SPM, have the intention of bringing services closer, easier, more transparent, and effective in providing services to the community (Article 2). The Village MSS aims to encourage the acceleration of services to the community, provide services to the community in accordance with village authority, and become a community control tool for the Village Government (Article 3).

As stipulated in the Regulation of the Minister of Home Affairs Number 02 of 2017 concerning Village Minimum Service Standards which came into force on January 23, 2017 in Article 5, among others, includes:

1. Provision and dissemination of service information;
2. Provision of population and land data and information;
3. Provision of certificate letters;
4. Simplification of services; and
5. Public complaints;

The implementation of Minimum Service Standards by the Village Head at the Saguling Village Office, Baregbeg District, Ciamis Regency has not run optimally because there are several obstacles in its implementation and still requires some improvements in several respects. These obstacles consist of: There is still difficulty in the availability of population forms needed in the service process, people who do not understand the service procedures, there are people who do not understand the service procedures, namely without bringing a cover letter from the local RT, RW and Hamlet, and there are still some Village Officials who are not disciplined in providing services, this results in services received by the community will take longer, officers are not in the office when the community is doing services so that services are slow, the office is still inadequate because the office building is too old, computers that sometimes error so that it hampers the service process. 3. Based on the results of the interviews conducted, it is known that there are efforts to overcome the obstacles that are carried out in the Implementation of Minimum Service Standards [4]

The problems experienced by village officials in each village in Serdang Bedagai Regency are: 1. Lack of understanding of village/nagori officials about the implementation of village minimum service standards in accordance with the Regulation of the Minister of Home Affairs Number 2 [5]. The absence of legal products, namely Village Regulations / Nagori Regulations issued by

the Village Head / Pengulu Head to regulate village minimum service standards, 3) Operational funds to carry out village minimum service standards so that there is potential for illegal levies in providing services, 4). Human Resources in the application of technology to provide services regarding the use of computers, applications and the internet, especially in nagori, 5). Unavailability of adequate facilities and infrastructure, namely computers, printers, electricity and internet networks, village websites and population service applications in villages/nagori. 6). Political will of the village head/head of pengulu to empower independent villages/nagori because there are cases where the elected village head in the Village Head Election does not support the elected regent in the Regent Election so that coordination is not optimal in running programs at the village level.

## 2 Method of Implementation

Training of Village Apparatus to make Village Regulations based on applications and websites can help public services to village communities. The Village Minimum Service Standards are tailored to the needs of villages in Serdang Bedagai Regency that accommodate the Village Minimum Service Standards (MSS) implementation model based on the Minister of Home Affairs Regulation Number 2 of 2017 which consists of 6 minimum standards of facilities and infrastructure and 22 minimum standards of other public services. In making village regulations in providing minimum service standards was carried out for 5 days on October 10-15, 2022. It began with field observations and assessments of village needs and village wisdom according to village needs. The method used is Focus Group Discussion, in the assessment stage using the problem tree, Venn diagram and Delbecq method. Based on the results of the assessment, problems and priority problems were obtained in each village regarding the Village Minimum Service Standards. Furthermore, the team held a workshop to provide knowledge and assistance and training of village officials in providing application-based and website-based minimum service standards. The location of the service was carried out in Paya Pasir Village and Cempedak Lobang Village, Serdang Bedagai Regency.

## 3 Results and Discussion

**Table 1.** Village Apparatus training activities in maximizing public services to the community with Village Minimum Service Standards

No	Training activity	Indicator
1.	<i>Focus Group Discussion on Public Service Problems in the Village</i>	Mapping of public services implemented
2	Direct observation to observe how all elements involved in the Implementation of SPM (Minimum Service Standards)	Form of service provided

3	Development of knowledge and insights, as well as the main tasks and functions of the Village Apparatus in providing Minimum Village Service Standards and current challenges.	The 7 (seven) SPM standard modules consist of: <ol style="list-style-type: none"> <li>1. types of services,</li> <li>2. service requirements</li> <li>3. service process or procedure,</li> <li>4. officials responsible for the service,</li> <li>5. service officer,</li> <li>6. service time</li> <li>7. Service fee</li> </ol>
4	Training on the Preparation of Minimum Service Standards based on Applications and Websites	Improved knowledge and skills of village officials in the use of the Village Minimum Service Standards application and website

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Source: data processed by the service team, 2023

The understanding of village officials is vital in the implementation of the Regulation of the Minister of Home Affairs Number 02 of 2017 concerning Village Minimum Service Standards [6]. The Village Government / Nagori Head is the spearhead of the village government that is directly related to the village community in providing population administration services for the village community, Human Resources (HR) are needed who are able to implement the Regulation of the Minister of Home Affairs Number 02 of 2017 concerning Village Minimum Service Standards with all the limitations that exist in the village.

"PANTES" stands for Village Integrated Administrative Services which is a follow-up to the Minister of Home Affairs Regulation Number 02 of 2017 concerning Village Minimum Service Standards in the Regent Regulation of Serdang Bedagai in 2019. The Serdang Bedagai Regent Regulation on the implementation of Village Minimum Service Standards in Serdang Bedagai Regency is not yet known. Based on the results of interviews with the Head of Paya Pasir Village, Tebing Syahbandar Subdistrict, Mr. Suwarno, he learned about the Regent's Regulation in 2019 before he became Head of Paya Pasir Village, so he did not know the exact basis of the Regent's Regulation and the administration of Village MSS in Paya Pasir Village, Tebing Syahbandar Subdistrict, Serdang Bedagai Regency.

Village heads do not fully understand the implementation of the Minister of Home Affairs Regulation No. 02/2017 on Village Minimum Service Standards [7]. They only understand that they must provide population administration services to village/nagori residents who need them, such as correspondence that requires the signature and seal of the village head.

The most obvious thing that can be seen is when there is a Village Regulation in the Village Minimum Service Standards issued by the Village Head / Village Head. The Village Regulation is needed by the village government as legal legality in implementing the Regulation of the

Minister of Home Affairs Number 02 of 2017 concerning Village Minimum Service Standards [8]. The Village Regulation becomes the legal standing of the village government in providing minimum village services so that population administration services can be provided optimally and excellently to village/nagori communities who need them.

Village Regulations regarding Village Minimum Service Standards as legal standing are followed by village policies in making village minimum service standard rules such as socialization of rules or requirements needed / carried if taking care of population administration for residents in need, then it can also be in the form of appeals / taxation or prohibitions for the community such as being encouraged to pay Land and Building Tax and as a requirement that must be carried if taking care of population administration, and others. Thus, if the understanding of the village apparatus in the mandate of the Minister of Home Affairs Regulation Number 02 of 2017 concerning Village Minimum Service Standards is carried out by making Village Regulations, it can be carried out effectively and the policies issued by the village government / village head are in accordance with applicable laws and administration.



**Figure 1.** "PANTES" in the waiting room at Pasya Pasir Village, Tebing Syahbandar Sub-district



**Figure 2.** PANTES SPM Counter in Cempedak Lobang Village, Sei Rampah Sub-district, Serdang Bedagai District

The picture above shows the village population administration service counter in Paya Pasir Village, Tebing Syahbandar Sub-district and Cempedak Lobang Village, Sei Rampah Sub-district, Kabupaten Serdang Bedagai. The counters are located in the Village Office together with the waiting room or hall of Paya Pasir Village, Tebing Syahbandar Sub-district, Serdang Bedagai District. The implementation of Minimum Service Standards has been carried out in Paya Pasir Village, Tebing Syahbandar Sub-district, Serdang Bedagai Regency, with the existence of a population service counter as a place for residents who apply for correspondence or need population services. The existence of this counter shows that the minimum service standard facilities and infrastructure in accordance with the Regulation of the Minister of Home Affairs Number 02 of 2017 concerning Village Minimum Service Standards have been carried out.

Conventional impressions in the services provided are still felt in the minimum service standards such as residents coming to still bring the complete administrative requirements of proof of payment of Land and Building Tax, photocopy of KTP, Photocopy of Family Card and filling out the required forms manually. Then after the requirements are complete and the application letter is signed by the Village Head and stamped, the citizen will be called to pick up the letter he needs. Not yet using an information system connected to the internet in the form of an application that can be downloaded on a smart phone, residents must also attend in person and bring the complete administrative requirements. If the requirements are complete, it will be processed by the operator or officer on duty at the counter.

Cemepedak Lobang Village, Sei Rampah Subdistrict, is also doing the same as Paya Pasir Village, Tebing Syahbandar Subdistrict, in implementing the Village Minimum Service System (SPM) based on the Minister of Home Affairs Regulation Number 02 of 2017 concerning Village Minimum Service Standards. Service counters are also available at the Village Office along with a waiting room and waiting chairs that can be used by villagers in taking care of population administration needed by villagers. If referring to Article 11 paragraph 4, the Village must have the following minimum facilities and infrastructure:

1. Registration Place/Counter,
2. Place for File/Document Entry,
3. Place of Payment,
4. Place of Submission of Documents,
5. Complaint Service Place,
6. Waiting Room, and
7. Other Supporting Devices.

Paya Pasir Village in Teluk Mengkudu Sub-district and Cempedak Lobang Village in Sei Rampah Sub-district have fulfilled the minimum facilities and infrastructure in the Village Office in providing minimum village services to their residents.

### Workshop/Training on Village Regulation Making related to SPM based on website and application



**Figure 3.** Opening of Workshop on Village Regulation Making related to Minimum Service Standards in Paya Pasir Village



**Figure 4.** Participants of the Minimum Service Standards Workshop in Paya Pasir Village

Training or workshops are one of the activities carried out by the research team in this study, namely helping to compile Village Regulations on Village Minimum Service Standards (SPMD) in accordance with the Regulation of the Minister of Home Affairs Number 02 of 2017 concerning Village Minimum Service Standards as a form of implementation of village minimum service standards provided to its citizens.

The Head of Paya Pasir Village, Mr. Sarwono, was very enthusiastic in opening the workshop to assist in making Village Regulations on village minimum service standards based on the Minister of Home Affairs Regulation Number 02 of 2017 concerning Village Minimum Service Standards. There are many inputs regarding the potential of the village and the programs that have been implemented in realizing Paya Pasir Village as an independent village by maximizing tourism potential as the mainstay of Paya Pasir Village.

From the results of this assistance, it can open the insight of the village apparatus, especially the Head of Paya Pasir Village, to make policies in the form of Village Regulations for activities or programs that have been carried out so far. The ignorance of the village apparatus is an obstacle in the implementation of the program due to the lack of harmonious coordination with the sub-



district and district governments in assisting programs in Paya Pasir Village. With the training in making Village Regulations, the Paya Pasir Village apparatus can be utilized to support other activities, especially in realizing Paya Pasir Village as an independent village in managing the tourism potential in Paya Pasir Village.

Village Head Sarwono also believes that the programs that have been carried out so far can be accounted for through policies that are in accordance with applicable laws so that there is no conflict between the programs carried out and the law. The policy is contained in the form of Village Regulations which can later be accessed by the community directly and the results of the program, both incoming funds and outgoing funds as well as development progress (infrastructure, facilities and infrastructure) and community development in the village creative economy and the tourism village awareness movement can be realized in Paya Pasir Village, Tebing Syahbandar District, Serdang Bedagai Regency.

The lack of understanding of village officials in the implementation of Permendagri Number 2 of 2017 concerning Village Minimum Service Standards in the form of Village Regulations was resolved by the research team by providing socialization and training and assistance in making Village Regulations. One of them is Paya Pasir Village in Tebing Syahbandar District, Serdang Bedagai Regency. as a form of implementation of village minimum service standards. According to [9], the term policy may be used broadly as in "Indonesia's foreign policy", "Japan's economic policy", and or it may also be used to be something more specific, for example if we say government policy on debirocartization and deregulation. According to [10] public policy is a sanctioned action that leads to certain goals directed at a particular interrelated problem that affects most citizens.

This training resulted in a draft of the Paya Pasir Village Regulation in Tebing Syahbandar District, Serdang Bedagai Regency in providing the minimum services mandated in the Regulation of the Minister of Home Affairs Number 02 of 2017 concerning Village Minimum Service Standards. In addition, the training on Assistance and making Village Regulations was used by the Paya Pasir Village Government to make regulations to develop the tourism potential in the village. The most noticeable thing after the workshop is that village officials have an understanding of the implementation of the Minister of Home Affairs Regulation Number 02 of 2017 concerning Village Minimum Service Standards, especially in the use of the budget included in the Village Budget based on the Paya Pasir Village Regulation on Village Minimum Service Standards.

So far, the operational costs of services at the picket are managed with self-help funds from the village head and donations from the community to pay for services to take care of population administration needed by villagers. Operational funds such as paying honorary employees who work as picket officers, maintenance or maintenance of computers and printers for making and

printing population administration letters, and operational costs for the dusun head when dealing with the Office of the Population and Civil Registry Office or the sub-district office and other agencies. During this time, it is considered to have the potential to cause illegal levies from the community due to the absence of operational funds and cost standards set by village officials to provide minimum service standards for population administration for villagers. With the opening of insight and understanding of the making of Village Regulations, this can be overcome because all operational funds for village minimum service standards have been included in the Village Budget each year so that the community is no longer overcharged and only pays the standard price that has been determined based on the Paya Pasir Village Regulation, Tebing Syahbandar District, Serdang Bedagai Regency.

The Paya Pasir Village Apparatus, Tebing Syahbandar Subdistrict, Serdang Bedagai District was very enthusiastic about participating in the mentoring workshop, this can be seen from the presence of all hamlet heads and other village officials and participated in the activity by providing input and comparing what services have been provided so far to villagers. It turns out that these minimum services have been carried out but in a conventional way without the existence of Village Regulations as a legal umbrella for the Village in the implementation of the Minister of Home Affairs Regulation Number 02 of 2017 concerning Village Minimum Service Standards.

The results of the workshop in the form of the Paya Pasir Village Regulation can also be implemented by making other village regulations related to village needs. So that the village apparatus feels that the workshop is very useful for making village policies in accordance with applicable regulations. Because so far there has been fear in running the program due to the absence of a governing policy as a legal basis. Especially in the implementation of the Minister of Home Affairs Regulation Number 02 of 2017 concerning Village Minimum Service Standards. The Village Regulation resulting from this assistance is the legal basis for village officials in Paya Pasir Village in providing services to villagers.

### **Creation of Village websites and applications in order to improve services in the village.**

The creation of a village website that can be used by villagers in accessing population administration service needs in Paya Pasir Village is a follow-up result of the workshop that has been carried out. In addition to providing 22 types of population administration services regulated in the Regulation of the Minister of Home Affairs Number 02 of 2017 concerning Village Minimum Service Standards, the website will display village profiles, village potential, independent villages or tourist villages, and become a market place to market the results or craft products of villagers who are marketed for free through the website.

The website development has started by bringing in the IT team to check the facilities and infrastructure needed such as internet installation, website design, training of operators and

computer equipment needed and maintenance costs of approximately Rp.80,000,000 per year. The website development program was stalled due to lack of funds, but with the training in making Village Regulations stipulated in the Regulation of the Minister of Home Affairs Number 02 of 2017 concerning Village Minimum Service Standards, the funds needed can be included in the Village Budget next year, of course the Village Regulation is the legal basis for making the Paya Pasir Village website. The Village Regulation will be one of the bases for using the village budget both from the Village Fund Allocation (ADD) and Village Fund (DD) which is discussed with the Village Consultative Body (BPD). Of course, the legal basis with village regulations related to the implementation of the Minister of Home Affairs Regulation Number 02 of 2017 concerning Minimum Service Standards can be used to support the development of other village potential and become a market place and means of promoting Paya Pasir Village in Tebing Syahbandar District, Serdang Bedagai Regency.

The website is a medium for socializing the potential of the village/nagori and can also be a market place to accommodate the results of village community MSMEs and be connected with buyers or district cooperative offices. In addition, service applications that can be accessed/downloaded by the community bring closer the civil registration services needed by villagers (22 minimum) service standards can be accessed by villagers by uploading the requested requirements, then the processing time is a maximum of 3 days and the price (if any) can be known to residents and accountable so as to avoid the potential for illegal levy practices.

#### 4 Conclusion

The development of technology 4.0 facilitates human needs as well as population administration services can be used in the implementation of the Minister of Home Affairs Regulation Number 02 of 2017 concerning Minimum Service Standards. Villages with all the shortcomings of human resources, facilities and infrastructure, it is not impossible to do this. This can be seen from the success stories of village officials who have managed their villages to become independent tourist villages that independently manage village finances and provide welfare for the village community. Likewise, the villages/nagori in North Sumatra can imitate and modify the success stories of the independent village. The supporting and inhibiting factors for each village are different, but these can be overcome with a strong desire accompanied by effort/hard work and supported by the potential and Human Resources in the village government to become a strong weapon to realize this.

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