Service Standards for the Jemput Bola Program for Heirs Certificate (Jebol Keris) in Mayangan District, Probolinggo City

Standart Pelayanan Program Jemput Bola Surat Keterangan Ahli Waris (Jebol Keris) Di Kecamatan Mayangan Kota Probolinggo

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Abstract

Humans as legal subjects are always connected to the administrative process with civil law from birth to death. Even in society, it also takes care of the existence of inheritance rights for heirs. However, the process of imposing inheritance rights is not easy and can cause conflict. So that the entire process of the rights and obligations of the heirs can be carried out with a certificate of inheritance rights. The issuance of suket heirs involves the Subdistrict and Kelurahan as officials who witness and certify. As in Mayangan Sub-district, Probolinggo City, to improve public services in special administration of heirship certificates in order to minimize conflicts and have complete and official data. Mayangan Sub-district of Probolinggo City implements the Jebol-Keris service (Jemput Bola Surat Keterangan Ahli Waris). This is interesting to research. The research used is qualitative research, while the method uses descriptive methods. The focus of research is in accordance with the Decree of the Minister of PAN Number: 63/KEP/M.PAN/7/2003. This study aims to determine the suitability of Jebol Keris service standards. The results showed that the Jebol Keris program in Mayangan Sub-district runs in accordance with service standards ranging from procedures, time, costs, products, infrastructure, and employee competence in issuing heirship certificates.

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INTRODUCTION

Humans as legal subjects are always connected to the administrative process with civil law from birth to death (Rakhman & Meirinawati, 2016) (G. R. A. Putra, 2022). For example, since birth requires a birth certificate, when going to school requires personal data starting from NIK and family card, when marriage requires a marriage book, and when dying requires a death certificate and others. Administrative data that is crucial and contains urgency is data about heirs (Reza, 2019) (Sugitha & Dahana, 2021). Because inheritance for experts causes a lot of conflict (Jannah & Amri, 2019). So that the entire process of the rights and obligations of the heirs can be carried out with a certificate of inheritance rights (Simamora, 2022).

In Indonesia, the certificate of heirs is tailored to the inheritance law. There are three inheritance laws including civil inheritance law, Islamic inheritance law, and customary inheritance law (Nasution, 2018). Civil inheritance law is applied to people who are not Muslims or people who are subject to civil inheritance provisions in western countries. Islamic inheritance law is applied by people who are Muslim. While customary inheritance law is applied by indigenous peoples. Sometimes the determination of the inheritance law used can cause conflict. Moreover, Indonesia has not implemented a unified inheritance law for the people of Indonesia (Sari, 2014). So that in Indonesia, the determination of inheritance law is based on an agreement. This agreement will be stated in the certificate of heirs.

The Certificate of Heirs is issued by an official who has the authority related to the heirs and their inheritance rights. The reason is that this certificate as proof of legal heirs needs to be strengthened by witnesses and administrative data that are valid and officially issued by authorized officials. In the practice of issuing a certificate of heirs, officials who have the authority are the Village Head or Lurah from the Kelurahan, the Camat from the Kecamatan, Notary and Balai Harta Peninggalan (Pramana, 2014). Specifically, the determination by the heirs themselves must be witnessed by the Lura or Village Head with reinforcement from the District through the role of the Camat (Fardatul Laili, 2015). So that the application of the issuance of heirship certificates is mandated to each regional leader in order to optimize the role of the sub-district in public services (Amalia, 2021). Including in the service of issuing a certificate of heirs.

Sub-districts are the embodiment of regional governance and the front line of local government. When sub-district services work well and optimally, it can reflect that local government services are working well and optimally (Amalia, 2021). The basic foundation for services in the sub-district is contained in Government Regulation Number 19 of 2008 concerning Sub-districts. This regulation contains service guidelines in increasing the contribution of the sub-district head and sub-district apparatus in carrying out their duties optimally. This regulation is the basis for improving performance at the sub-district level in public services.

Public services aimed at the needs of the community in a fair and equitable manner need special attention from the Government (Putri, 2023). The government is required by service providers to make changes to the service model in order to improve performance and quality accompanied by fair and equitable services (Kasih & Harsanti, 2022). This demand is not only aimed at the central government, but also aimed at local governments including at the sub-district level (Alamin, 2023). Public service demands include services that are fast, simple, easy to access, fair and equitable, free of extortion and more pro-community.
Currently, public services are not only served in the office, but are done more with the community. Like the apparatus that goes directly to the community, the apparatus performs direct services in the community in need. This activity is commonly known as "Jemput Bola". This program has been carried out in birth certificate administration services (Ziroh et al., 2020), child identity card (KIA) making services (T. D. Putra & Prayoga, 2022), E-KTP management (Sihombing & Faisal, 2022).

As in Mayangan Sub-district, Probolinggo City, to improve public services in special administration of heirs' certificates in order to minimize conflicts and there is complete and official data, special standards are applied in the management of Jebol Keris. Mayangan Sub-district of Probolinggo City implements the Jebol Keris (Jemput Bola Surat Keterangan Ahli Waris) policy which facilitates the community in issuing a Certificate of Heirs. This service is organized by directing the apparatus to work to visit the community directly with the request for processing the Determination of Heirs. This service standard is oriented towards making it easier for the community to manage the administration of the Determination of Heirs, especially in conditions where the distance of domicile is quite far, there are family members who are seriously ill, making it difficult to gather heirs and witnesses in processing the Determination of Heirs in the Kelurahan. This service standard also speeds up administrative service time, the process is completed in less than 24 hours.

METHODS

The research used is qualitative research, while the method uses descriptive methods. Research using descriptive qualitative methods. Qualitative approach as a stage of research and understanding of social phenomena and problems that occur (Sugiyono, 2017). The implementation was carried out with open interviews to observe, describe, and analyze data by collecting data, interview results and others (Moleong, 2018). Based on real circumstances and compiled based on existing facts about implementation of the Jemput Bola service policy for the Certificate of Heirs (Jebol Keris) in Mayangan District, Probolinggo City.

This research applies a research focus as an object limitation to facilitate optimal focus observation. According to Moleong (2018), the research focus is the core obtained from the researcher's experience or through knowledge gained from scientific literature studies. The determination of this focus is intended to limit the object under study so that the focus can be observed and analyzed carefully. The focus of research according to the exposure by (Bekti & Martinus, 2023) in accordance with the Decree of the Minister of PAN Number: 63/KEP/M.PAN/7/2003 consists of service procedures; completion time; service fees; service products; facilities and infrastructure; and the competence of service officers.

The location of this research was conducted in Probolinggo City, precisely in the Mayangan District of Probolinggo City, which is located on Jalan Ikan Paus Number 34 Mayangan Village, Mayangan District, Probolinggo City, East Java Province.

Data sources include, primary data being a direct source of data by providing data information on data acquisition. The source of data in this study comes from interviews with subjects who will be involved to be able to obtain the data and information needed. The subjects involved are parties from the Probolinggo City Community Sub-district and the people who take advantage of the implementation of the Ball Pickup Program for Heir Certificate (Jebol Keris) with administrative service standards in Mayangan Sub-district, Probolinggo City. Researchers will also make observations of the activities of the Mayangan Sub-district staff of
Probolinggo City to be able to obtain more in-depth data related to Jebol Keris service standards. Secondary data sources are data from reports, books, archives, and legislation related to the scope of the research, the activities of the Jemput Bola Program for Heir Certificate (Jebol Keris). Reports and archives related to the service standards of the Ball Pickup Program for the Certificate of Heirs (Jebol Keris). While books and scientific journals with the scope of digital tax services, especially the service standards of the Ball Pickup Program for Heirs’ Certificate (Jebol Keris).

Data analysis techniques include Data Condensation is reducing data means summarizing, selecting key things, focusing on important things, and looking for themes and patterns. The data that has been reduced will provide a clearer picture and make it easier for researchers to collect further data. Data display (presentation of data) is to display data, it will make it easier for researchers to understand what is happening, plan further work based on what has been understood. It is recommended that in displaying data, in addition to using narrative text, it can also use graphs, matrices, networks and charts. Conclusion drawing/verification is drawing conclusions. The conclusion data must be verified during the research. In this case it is an ongoing, iterative and continuous effort. The problem of data reduction, data presentation and conclusion drawing and verification illustrate success sequentially as a series of analytical activities that follow each other.

The qualitative research method, with in-depth interview techniques and literature review aims to increase comprehensive knowledge related to the standardization of public services. Especially the ball pick-up service standards in the Jemput Bola Heir Certificate (Jebol Keris) program. Detailed analysis of data and information can contribute to increasing knowledge in understanding the standardization of public services as a fulfillment of public interests.

RESULTS AND DISCUSSION

There are several steps in the research related to the Implementation of the Jemput Bola Program for Heir Certificate (Jebol Keris) as an Administrative Service Innovation in Mayangan Sub-district, Probolinggo City. The Mayangan sub-district apparatus moves together with the apparatus in each Kelurahan, namely Jati Village, Mangunharjo Village, Mayangan Village, Sukabumi Village, and Wiroborang Village. If there is a complaint or request for the processing of suket heirs directly at the residents’ homes, then each village will coordinate with the sub-district to move together according to the procedure and bring the required documents. This coordination is needed to determine the right time and not clash with other schedules and people who need services are at home. So that the service can be optimized. The apparatus helps to certify and issue heirship certificates with the right procedure and in accordance with applicable regulations and the wishes of the heirs. Direct services are carried out at home and all activities are documented and recorded in the minutes.

According to the results of observations and interviews with the Sub-district and the community related to the Jemput Bola Heir Certificate (Jebol Keris) program services manifested in six indicators relevant to the Public Service Standards that have been established in Indonesia according to the Decree of the Minister of PAN Number: 63/KEP/M.PAN/7/2003, including:

Service procedures
The entire performance process with the coordination of all parties such as Kelurahan, Kecamatan, RT / RW and several parties if needed (such as the high court and religious court) this is a form of clear stages and service completion techniques. Service procedures that have been carried out by the apparatus in the Jebol Keris program run smoothly, well, and optimally by the agency and the community who are very enthusiastic in receiving services, especially for people who are constrained to take care of the heir's suket due to illness, do not understand the legal issues of inheritance but are reluctant to take care of it in the office, and other conditions. The cooperation between the community and the agency that is well established realizes that the service procedures are in accordance with the service procedures set by the Jebol Keris service organizer.

Before that, the urban village together with the RT / RW collect the required files according to the provisions. Furthermore, the apparatus will check the files and will compile the files needed during the Jebol Keris service. All required files and service files are in accordance with the SOP. If everything is complete and original, the process of issuing an heir's suket will be easier and faster. So that the heir's suket can be legalized in front of Kelurahan officials and District Officials. In addition, the apparatus continues to protect the personal data of its citizens. There are documentation activities and minutes according to the SOP and data completeness.

Turnaround Time

Time in service in accordance with service procedural actions. Fast service is able to establish service procedures that are easy, simple, and fast. Services must be applied according to the applicable SOP. SOP as a guideline for effective and efficient action according to standardized standards. Completion of the heirs' suket that has been submitted can be legalized in front of Kelurahan officials and Sub-district officials on the same day in front of the community.

The service period for suket heirs through the Jebol Keris program can be completed more quickly. In general, the process can be completed within two days, but through Jebol Keris it can be completed in a matter of hours according to the real implementation of services in the field. The service time of the Jebol Keris Program to issue Suket heirs is included in the fast and efficient category because the service is carried out directly on the spot and faster in a matter of hours. This requirement is of course followed by the fulfillment of file procedures that have been collected previously from the submission of complete and original requirements.

Service Fee

The service fee for suket heirs in the Jebol Keris program with the application of free services. This imposition is requested when taking care of population data or the amount and procedures for payment determined by officials who have the authority in accordance with statutory provisions. The Probolinggo City Government does not charge fees for this Jebol Keris service for the community. It is even prohibited to give something in any form to the apparatus.

In addition, if there is a fee imposition, it can create a sense of distrust among the people of Probolinggo City for the processing of heirs' suket. Even though the apparatus comes to the community, this program is still free and does not burden the community. If there
are additional files related to additional documents, they will be submitted to the relevant agencies, if there is a use of stamps, they will be prepared by the community as a condition of the previously collected files.

Service Products

The products of the Jebol Keris program are all forms of documents related to the heir certificate. This product shows the parties who receive the rights and carry out the obligations of the inherited things, describes the details of the inherited things, and others. So that it shows the heirs and things that are legally inherited. This Suket can certainly help the community for needs after processing inheritance rights.

Facilities and Infrastructure

These facilities and infrastructure have been provided by the local government to facilitate the community when taking care of the heir certificate. Facilities in the office are computers, printing equipment, wifi networks, stationery, and others. While facilities in the field have transportation and budget in the field. And there are special facilities to explain and mediate problems related to inheritance rights by coordinating with related parties. This infrastructure in Mayangan Sub-district can help the implementation of Jebol Keris services to be more efficient and faster.

Service officer competence

The services provided by the apparatus in organizing Jebol Keris have been carried out well, professionally, and optimally. The apparatus is competent and responsible in carrying out their duties. The community also feels the service by the apparatus is very friendly and polite. This indicates that the apparatus has experience, expertise, knowledge, and skills that are qualified in the scope of heir information, administration, and communication.

CONCLUSION

Jemput Bola Service for Heir Certificate (Jebol Keris) in Mayangan District, Probolinggo City is well implemented, professional, and optimal service for solving community needs. This is in accordance with the rules of public service standardization. This service is organized by directing the apparatus to work directly to the community with an application for the management of the Determination of Heirs at a free cost. All actions and file requirements are in accordance with the SOP and regulations. This indicates that the Jebol Keris program in Mayangan Sub-district runs in accordance with service standardization starting from procedures, time, costs, products, infrastructure, and employee competence in issuing heirship certificates.

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