



---

## Public Information Services for The Harapan Family Program, Simoro Village, Gumbasa District, Sigi Regency

Ade Irma

Public Administration Study Program, Sekolah Tinggi Ilmu Administrasi Pembangunan, Palu, Indonesia

---

### INFO ARTICLE

\* Corresponding author;  
[adeirmaoke6@gmail.com](mailto:adeirmaoke6@gmail.com)

---

**Keywords:**

family program;  
information;  
public;  
service.

### ABSTRACT

According to Article 28F of the 1945 Constitution, the Law on Public Information Disclosure went into effect on May 1, 2010. It was born with the basis and purpose that information is a basic need of everyone for personal development and social environment, as well as an important part of national security. Research This is a descriptive study using a qualitative technique, as well as a research paradigm to describe occurrences. Simoro Village, Gumbasa District, Sigi Regency is the research site. The family of hope program addresses the problem by focusing on public information services. Using Zeithaml's theory (Pasolong, 2008) The five service quality parameters 1) Tangibles; manifested in ineffective and inefficient physical facilities, equipment, staff, and communication materials. 2) Realism, i.e. less accurate or untrustworthy service information. 3) Responsiveness, or the inability to respond to information. 4) Assurance; knowledge remains ineffective and inefficient. 5) Compassion. Officers in the process of providing public information services are still missing.

---



## INTRODUCTION

Poverty in Indonesia is a social problem that must be addressed on a continuous basis. This is due not only to the fact that the problem of poverty has existed for a long time and is still present in our midst today, but also to the fact that the symptoms are becoming more severe in line with the multi-faceted crisis that the Indonesian nation is still facing. This is also due to the fact that Indonesia is one of the developing countries with a growing population, so its people's standard of living remains far below that of developed countries. Poverty should be defined as a person's inability to meet basic needs such as clothing, food, and shelter (Kecamatan and Kabupaten 2019).

Poverty is a worldwide social issue. That is, poverty is a problem and a source of concern for many people around the world. No country in the universe is "immune" to poverty, albeit to varying degrees. Poverty can be found not only in Indonesia, India, Sri Lanka, and Argentina, but also in the United States, Germany, the United Kingdom, Australia, and Hungary. Poverty is a human problem that impedes prosperity and civilization, according to all countries around the world. All people on this planet agree that poverty must and can be addressed (Mirsandi 2019).

According to experts, public service is inextricably linked to the issue of public interest, which is the source of the term's emergence. According to Dwiyanto (2006), public services are "a set of activities carried out by the public bureaucracy to meet the needs of users" (Hidayah 2020). Improving the quality of government services is a critical issue. This occurs because, on the one hand, the community's demands for service quality are increasing, while service providers' practices have not changed significantly. People will always demand quality public services, even if these demands are frequently not in line with expectations because previous public services have been convoluted, slow, expensive, and exhausting (Selviana A. Wahid and Dirja N. Jahya 2018).

Zeithaml (Pasolong, 2008) The five dimensions of service quality are as follows:

1. Tangible, namely the ability to demonstrate its existence to third parties. The appearance and capabilities of physical facilities and infrastructure, as well as the state of the surrounding environment, are tangible evidence of the services provided.
2. Reliability, or the ability to deliver on promises accurately and consistently.
3. Responsiveness, which is defined as a willingness to assist and provide timely and appropriate services to the community by communicating clear information.
4. Assurance, which includes knowledge, courtesy, and employees' ability to instill trust in customers. Communication, credibility, security, competence, and courtesy are among the components.
5. Empathy, defined as genuine and individual or personal attention given to customers by attempting to understand their desires (Hidayah 2020).

Openness to public information is an inseparable component of democracy that promotes liberty and human rights. The openness of public information is a critical component of democracy in fulfilling individual rights to public information. An open government can represent a government that is honest, accountable, and concerned about its citizens' aspirations. Problems encountered during implementation in public agencies will have a significant impact on the Law on Public Information Openness's objectives. The flow of public information and government communication with its citizens will then be determined (Zubaidah 2021).

The Public Information Disclosure Law (PIDL) went into effect on May 1, 2010, with the premise and goal that information is a basic need of everyone for personal development and social environment, as well as an important part of national security, as stated in Article 28F of the 1945 Constitution. Another goal is to encourage public participation in the public policy-making process, as well as to increase the community's active role in public policy-making and good management of public bodies. In addition, achieving good state administration that is transparent, effective, and efficient, as well as accountable and accountable. Considering the basis and objectives in general, the existence of PIDL provides a space for the community



to exercise their right to participate in government decision-making or policy-making. Openness of public information is also an important component for the realization of good governance or good governance in government administration. Good governance, according to Robert Charlick, is defined as the effective management of all types of public affairs through the creation of lawful regulations and/or policies in order to promote social values. There are several principles that can realize good governance in the disclosure of public information, namely the principles of participation, transparency, and accountability (Zubaidah 2021).

## METHOD

The method used in this study is descriptive, with a qualitative approach, a research paradigm, to describe events, people's behavior, or a situation in a specific location in detail and in depth in the form of a narrative, with the intent or purpose of learning more about the public information disclosure services that have been evaluated. There are still many challenges in the community in terms of service. The research locus is Simboro Village Service, Gumbasa District, Sigi Regency; informants are people who are thought to be able to provide information about the object of research; informants in this study amounted to 4 (four) people, consisting of key informants and informants supporters. The processed data is qualitative data, i.e. data related to categorization, characteristics in the form of questions or words. The researcher is the research instrument or tool in qualitative research. Data collection techniques, such as observation and interviews, are the most strategic steps in research. After that, the data is analyzed using analytical techniques. Michael Huberman, which consists of three concurrent activities: 1) Primary and Secondary Data Collection 2) Data Reduction, 3) Data Presentation, and 4) Drawing Conclusions (Verification).

## RESULTS AND DISCUSSION

Zeithaml (Pasolong, 2008) The five dimensions of service quality are as follows: 1) Tangibles; physical facilities, equipment, personnel, and communication materials are examples of tangibles; 2) Realism; the ability to provide the promised service consistently and accurately; 3) Resilience; the ability to assist customers and provide appropriate services; 4) Assurance; understanding of employees and their willingness to accept trust and confidentiality; 5) Compassion (Maysaroh 2018). To put the research findings on Public Information Services in Simoro Village, Gumbasa District, Sigi Regency to the test.

Tangibles, physical facilities, equipment, personnel, and communication materials The informant had an urgent problem, namely the limitation of interaction during this covid-19 pandemic, which greatly slowed down the communication process between the apparatus and the community in Simoro Village, Gumbasa District, Regency, according to the findings of the research. The scope of information on public services, Sigi, is limited. Many personnel encountered difficulties in providing information on the Family Hope Program problem, causing the community's needed assistance to be delayed.

In comparison to research conducted by (Mirsandi 2019), that the Family Hope Program provides social protection to the community in the areas of education, health, and social welfare The Family Hope Program was implemented in Setia District in several stages, beginning with the initial meeting stage, followed by the second stage of entering data into the Management information system, the third stage of payment, and finally the verification of commitments. The driving and inhibiting factors for the family of hope program implemented in the Setia sub-district are that, while not perfectly implemented, the community recognizes that this program has aided and relieved the community.

Previous research conducted by (Saragi, Batoebara, and Arma 2021), participants in the hopeful family program are determined using data already in the Social Welfare Integrated Data system; however, the correctness of the participant's condition is checked until it is re-verified by the Ministry of Social Affairs. While the implementation is still difficult, it is still difficult to gather all participants together every month for checking and coaching.



Responsiveness or the ability to assist and provide appropriate services, based on research done by informants providing information that services are not in accordance with the rules, because the community is not directly involved in data collection, the village government only takes data or information to the hamlet heads, so that according to the community is still not on target. Previous research conducted by (Muhtadi and Choirunnisa 2019) Family Hope Program for Beneficiaries, particularly in providing assistance to those who are eligible for it. Second, while the Family Hope Program has been running in accordance with the wishes of the community, they must still be encouraged to be better able to have broader insights (change mindsets) in order to increase the program beneficiaries' independence. This condition is inextricably linked to models and innovations in the implementation of more genuine community empowerment.

In contrast to research conducted by (Suharto, Edi; Thamrin 2012), the Family Hope Program provides significant assistance to Very Poor Households in order to avoid "producing" the next generation of malnourished and uneducated children. The program also provides job opportunities for area scholars to participate in these activities. Until 2012, the Family Hope Program employed nearly 10,000 facility workers as assistants, operators, and regional coordinators, all of whom were recent university graduates.

Empathy is a complex affective and cognitive response to other people's emotional distress. Empathy includes the ability to feel the emotional state of others, to be sympathetic and try to solve problems, and to take the perspective of others based on the results of interviews with informants of information provided that the responsiveness of officers so far in completing the public service process, particularly regarding information about Family Programs Hope, is still inefficient, due to officers who lack discipline in time, and are severed.

Based on the results of research conducted by (Yandra et al. 2020), the Family Hope Program has been implemented in Sri Meranti Village, Rumbai District, Pekanbaru City, with the amount of assistance increasing year after year. The people of Sri Meranti Village, on the other hand, believe that the assistance has not been distributed evenly because there are still poor families who do not receive Family Hope Program assistance funds.

## CONCLUSIONS

The authors can draw the conclusion that the Public Information Service at the Family Hope Program Simoro Village, Gumbasa District, Sigi Regency, is measured based on six aspects of service, namely; The first aspect, Tangibles, is the limitation of interaction during the Covid-19 pandemic, which greatly slows down the communication process between the apparatus and the community. As a result, the community's much-needed assistance is delayed; The second aspect, dependability, public service information that is still out of date, namely the officers' inability to convey information quickly or on time as a result of the covid-19 pandemic; Third, responsiveness, public information services are not in accordance with the rules, because the community is not directly involved in data collection, the village government only takes data or information from the hamlet heads, so it is not right on target, according to the community; Fourth, the Family Hope Program in the community believes that the village government does not directly involve the community in communicating public information. Empathy is the fifth. Completing the public service process, particularly when it comes to information about the Family Hope Program, remains inefficient due to officers who lack time discipline.

## REFERENCES

- Hidayah, Dasep Dodi. 2020. "KUALITAS PELAYANAN PUBLIK (Studi Pelayanan Administrasi Kependudukan Di Kecamatan Cipatujah Kabupaten Tasikmalaya)." *Dinamika : Jurnal Ilmiah Ilmu Administrasi Negara* 7(1):28-34.
- Kecamatan, D. I., and Kahu Kabupaten. 2019. "Skripsi STRATEGI PROGRAM KELUARGA HARAPAN ( PKH ) DALAM PENINGKATAN KUALITAS PENDIDIKAN MUSAKKAR Nomor Stambuk : 105640234715 PROGRAM STUDI ILMU PEMERINTAHAN."
- Maysaroh, Linda. 2018. *Kualitas Pelayanan Publik*.



- Mirsandi, Cut Razi. 2019. "Implementasi Program Keluarga Harapan (PKH) Dalam Memberikan Perlindungan Sosial Pada Masyarakat (Studi DiKecamatan Setia Kabupaten Aceh Barat Daya)." *Journal of Chemical Information and Modeling* 1–103.
- Muhtadi, Muhtadi, and Indah Choirunnisa. 2019. "Implikasi Kualitas Pelayanan Program Keluarga Harapan Terhadap Kepuasan Penerima Manfaat Di Kelurahan Beji Depok." *Jurnal Pemberdayaan Masyarakat: Media Pemikiran Dan Dakwah Pembangunan* 3(2):397–424. doi: 10.14421/jpm.2019.032-08.
- Saragi, Siswati, Maria Ulfa Batoebara, and Nur Ambia Arma. 2021. "Analisis Pelaksanaan Program Keluarga Harapan (Pkh) Di Desa Kota Rantang Kecamatan Hamparan Perak." *Publik: Jurnal Manajemen Sumber Daya Manusia, Administrasi Dan Pelayanan Publik* 8(1):1–10. doi: 10.37606/publik.v8i1.150.
- Selviana A. Wahid, Hasbullah, and Dirja N. Jahya. 2018. "Tentang Pengurusan Kartu Tanda Penduduk." *Katalogis, Volume 6 Nomor 5* volume 6:181–89.
- Suharto, Edi; Thamrin, Djuni. 2012. "PROGRAM KELUARGA HARAPAN ( PKH ): MEMOTONG MATA RANTAI KEMISKINAN ANAK BANGSA The Family Hope Program : Breaking The Chains of Poverty In Our Lives." *The Family Hope Program* 3(1):1–20.
- Yandra, Alexsander, Husni Setiawan, Nurmanisa Sella, Prihati Prihati, and Tatum Derin. 2020. "Evaluation of Family Hope Program (PKH) in Rumbai District, Pekanbaru City." *Nakhoda: Jurnal Ilmu Pemerintahan* 19(2):168–76. doi: 10.35967/njip.v19i2.119.
- Zubaidah, S. 2021. "Implementasi Kebijakan Keterbukaan Informasi Kepada Masyarakat Di Kecamatan Ilir Timur II Kota Palembang." *JUNAIDI (Jurnal Ilmu Administrasi Dan ...* (14):57–70.