Public Services and Nation Dignity in Sebatik Border Areas, Indonesia-Malaysia

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Abstract

The demands of the public to get a quality service continues to rise with the awareness that citizens have the right to be served and the obligation of local governments to provide the best services. Strengthening the role of government continues to be done in improving the quality of public services, especially in the border regions. This study aims to describe the implementation of the quality of public services for cross-border licensing Sebatik border. The research method is qualitative. Data was collected through searches of documents in the form of a literature study and observation, in-depth interviews. The collected data were analyzed using an interactive model.

The results showed the quality of service for cross-border permit Sebatik Indonesia border is still not optimal, if seen from the dimensions of service quality such as reliability, tangibles, responsiveness, assurance, empathy. The service charge is still expensive, lack of timeliness, although authorities have informed clearly and transparently about the standard time. Service procedure is quite clear, but it is not going according to the mechanism. Administrative requirements to be clearly explained to end users based on the sort order and only involves personnel who have been assigned. Although there are still complaints from the public about the service process is still complicated and many administrative requirements. Responsiveness apparatus by being responsive, friendly, courteous, and easily understood by the public. But the closing of the cross-border lines of Sebatik to Nunukan, causing access to public services is limited, costly and take a long time. People in border areas are experiencing discrimination and prefer to enter illegally into the territory of Malaysia. The illegal border crossers are discriminated against by the government of the Kingdom of Malaysia, which results in the loss of dignity of the Indonesian nation.

Keywords: cross-border, public service, nation dignity

Introduction

One effort to improve defense and security of the border region that was running the last few years by the government is improving the quality of public services. Improved quality of service on any public issues and public interest can be answered by the government as a catalyst, a facilitator and a dynamic implementation of development in order to encourage community participation.

Since the enactment of Law No. 32 of 2004 on Local Government later revised by Law No. 23, 2014, explained that local governments continuously improve public services. Along with it the demands of the public to get a quality service continues to increase over time. The tututan growing in tune with the growing awareness that citizens have the right to be served and the obligation of local governments to provide services. The challenges facing the public service is not only creating an efficient service, but also services, without distinction of social status in the community served, or the service of a fair and democratic. One effort to improve the quality of services at national borders lie within the region is through the strengthening of the role of government or bureaucracy in improving the quality of services, especially in the outermost regions such as islands located in the Sebatik, which is Indonesia-Malaysia border.

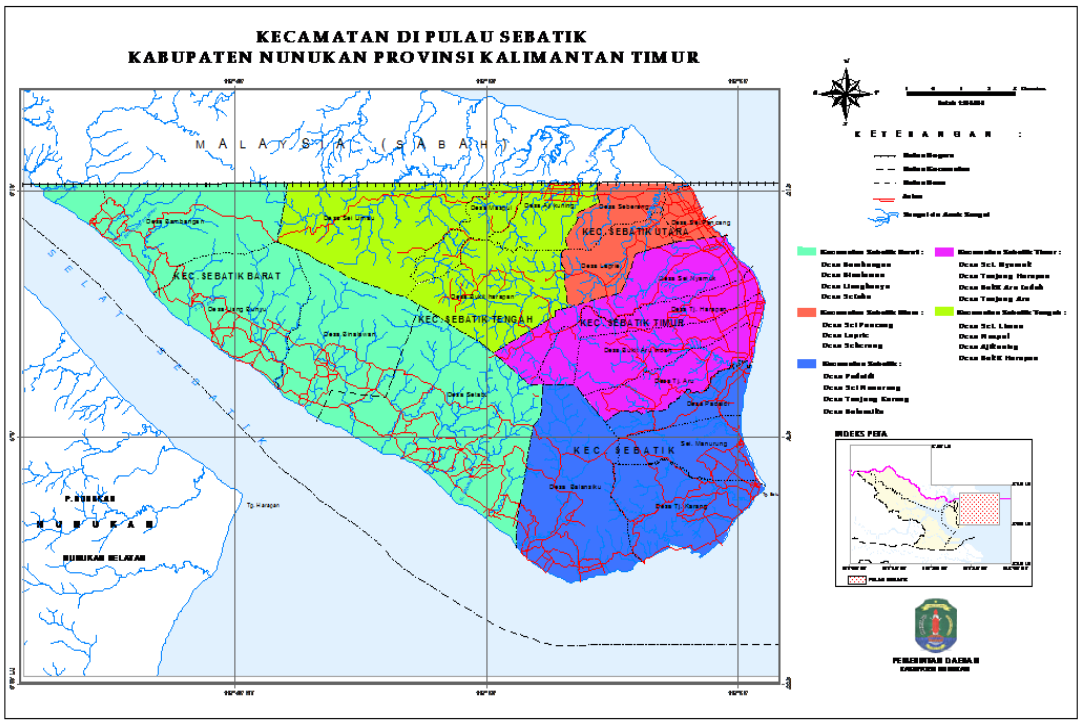
Border regions are often regarded as backward, isolated and neglected in development that result in the public service to be something expensive, while from the perspective of national defense, border areas conceived as real line the border of two or more countries. The border area is one of great potential for the security of each country. The borders of a country has an important role in determining the boundaries of sovereignty, use of natural resources, keeping conduciveness defense and security and territorial integrity. The determination of the state border is in many ways determined by the historical, political, national and international laws. In the constitution of a country is often included also the determination of boundaries, so it is easy conflict occurs. The government has an obligation to pay attention to the problem conduciveness defense and security of the region. Especially issues relating to the public service and infrastructure development.

State border areas is a strategic area that must be considered by the government, considering the many vulnerabilities occur in the region that have the potential to defense and security situation of the country. Call it illegal logging, illegal fishing, smuggling, dual citizenship and so forth, which are difficult to control by the central government.

Sebatik Island is an island divided into two regions or parts. North entrance region of Sabah (Malaysia) and the south are in Indonesia. Sebatik island position is very strategic for Indonesia and North Kalimantan province, especially in terms of economic, social, cultural, and defense and security. District Sebatik, originally comprised only two districts, namely Sub Sebatik and Sebatik West. Currently, based on the result of the expansion, already a five districts, namely Sebatik, Central Sebatik, West Sebatik, East Sebatik and North Sebatik as seen in the picture below

Picture 1

Map of Sebatik Indonesia



Source : Government of Nunukan Regency

It is very easy to stuff everyday needs of citizens Sebatik produced by Malaysia, whereas Sebatik southern part of Malaysia but this is not the area of Indonesia (Siburian, 2013). Sebatik position as the region bordering Malaysia State, bearing the title; backward, poor and disadvantaged. It demanded the officer touched the border of professionals to anticipate, monitor and safeguard the dignity of the State in the world. The realization of the country's defense capability and the situation of the South China Sea region has the potential to affect the security and defense conduciveness Sebatik region, and can directly influence the country's defense.

Local citizens in the Sebatik area, often cross borders between countries without travel documents, so often cause problems after being in the area of Malaysia. They can be regarded as illegal immigrants. Indonesia-Malaysia border areas are still many isolated with a low level of accessibility, resulting in low levels of mobility and the life of the community steps from one region to another, and the community is very difficult to market its industrial products. The activity in the present context that gave birth to a vulnerability in conduciveness defense and security of the region. Improving the quality of public services across borders need to be implemented optimally. defense and security situation is conducive in the border region can be a mirror full state sovereignty.

In the public service, government officials responsible to provide the best service to the community in order to create public welfare. According to Zeithaml, Parasuraman & Bery (1985), the quality of public services based on indicators :

- tangibles is physical facilities, equipment and appearance of personel.
- reliability is ability to perform the promised service dependably and accurately.
- responsiveness is willingness to help customers and to prompt service.
- assurance is knowledge and courtesy of employees and their ability to inspire trust and confidence.
- empathy is caring, individualized attention the form provides its customers.

Based on previous background, then the problem is in the focus of the circumstances, conditions and implementation of social services field for cross border licensing implemented by local governments. The research question asked is "how the quality of public services in the field of cross-border licensing support national defense and security situation in the Sebatik border area, Indonesia"

Research Method

The research method is qualitative. The research was conducted in Sebatik Sub District, Nunukan Regency, North Kalimantan Province, Indonesia. Sebatik sub district consist of North Sebatik, Central Sebatik, East Sebatik, and West Sebatik. Data was collected from Local Agecy for Border Management, Nunukan Regency, through searches of documents by the literature study, observation, and in-depth interviews. The collected data were analyzed using an interactive model.

Research Result

The border region is very strategic, both in defense and security perspective, and the perspective of economic, social, and cultural. Each border region has social, cultural and economic character are relatively different from one another. But overall showed the same phenomenon, namely the existence of a direct and intensive interaction between Indonesian citizens with citizens of neighboring countries, in the form of social relations culturally traditional and modern economic activities (Yunitha, 2013).

In general portrait of the problems in border areas and outer islands, among others, the location is far from the rule, limited means of communication and transporatasi towards the islands; maritime economic potential that has not been managed optimally; welfare and education of the population is still low; dependence of daily necessities in neighboring countries; and there is a variety of activities illegal fishing, illegal logging, illegal trading and illegal trafficking.

Sebatik as a region bordering Malaysia most of the population across the border to the city of Tawau for Malaysia. It required a Cross Border Post (PLB) for the community that will pass. Number of applicants Cross Border Post (PLB) in Sebatik can be seen in the table below:

Figure 1

Statistic of Cross-Borders Permit 2012

Mounth	**Indonesian Immigrat Document**					
	Cross-Borders Permit					
	Nunukan		S.Pancang		Lumbis	
	Male	Female	Male	Female	Male	Female
January	338	251	307	215	64	7
February	284	167	386	297	35	14
March	285	207	312	275	62	32
April	299	173	318	270	96	10
May	298	245	257	268	103	33
June	237	192	275	265	84	34
July	260	174	254	221	71	32
August	302	282	265	229	45	12
September	185	174	215	147	71	8
October	191	163	209	195	44	6
November	209	165	214	186	68	40
December	241	266	194	166	22	27
Total of	**3129**	**2459**	**3206**	**2734**	**765**	**255**

Source : Local Agecy for Border Management, Nunukan Regency

Statistical data above can be seen that from 2012 to 2013 cross-border issuance decreased. This is due to the closure of crossing to Tawau by Malaysia, causing people to feel uncomfortable. Points out of the country via the PLB both land and sea in the region has not managed optimally by administrators PLB professionally as well as the management of airports and seaports. Even in most of the PLB, PLB administrator as set out in Regulation No. 18/2007 did not run. This causes the area of special education in general not well ordered, has not been supported by the examination and cross-border services in full, and has the facilities and infrastructure that is spurious.

The issuance of Presidential Decree No. 12/2010 on the National Agency for Border Management (BNPP) is a momentum to realize the management of Cross-Border Post in a more integrated and professional. However, BNPP role in the management of the Cross-Border Post has not been formulated clearly in Permendagri 18/2007, so that the necessary reformulation Cross-Border Post management policies that are able to optimize the role of the National Agency for Border Management based on the duties and functions.

The border region is a reflection of the sovereign territory of a country. The handling of the border issue as long as it does not fix the optimal and less integrated, and often occur conflicts of interest between the various parties, both horizontally, sectoral and vertical. and more concern about the state of society the state border areas, such as the escape of attention. An example is the border region in Indonesia precisely in Sebatik, North Borneo which socio-economic development lagged in comparison with the construction in the area directly adjacent to Tawau, Malaysia (Setiawan, 2013).

Discussion

In a challenge in the strategy of strengthening the organization in the region Sebatik to improve public services, government organizations which are in accordance with the Sebatik territory of characteristics must be adapted to the strategic environment. So that gradually reduces the orientation of the services performed in Tawau, Malaysia.

Tangibles in Cross Border Permit Services

Tangibles can be used to view the facilities and infrastructure of service to the community. In general, equipment and infrastructure is a process tool supporting the success of the efforts made in the public service, because if these two things are not available then all the activities carried out can not achieve the expected results in accordance with the plan. Equipment and infrastructure is a set of tools used in a process of either of these tools is an

auxiliary equipment as well as major appliances, both of which serve to realize the objectives to be achieved.

Conditions are less suitable office building that also affected the aspects on more tangible dimension. Respondents also considered that the effectiveness and completeness of the information media, Hygiene & Leisure room service, as well as the provision of the reception area is still far from expectations. On the wall are visible only one media boards and brochures available information was not sufficient to provide the required information.

Responsivenees in Cross Border Permit Services

Responsiveness is the ability of service providers to be able to identify with responsive to the needs of society, sets the agenda and priorities of service and develop service programs according to the needs and aspirations of the community. Among the programs and activities of the services provided by public organizations with the needs and desires of the community should refer to the alignment, when it refers to the alignment as well as a growing number of needs and wishes of the people who programmed and run by public organizations, the better the performance is assessed.

Based on the information apparatus of Local Agecy for Border Management, Nunukan Regency in creating permit services based responsiveness is to help people who have problems, have put special officers in serving the permit services. Regarding the complaints mechanism if people find dissatisfaction with service delivery provided by the apparatus of Local Agecy for Border Management, Nunukan Regency, it can be done with a direct complaint, that complaint either through the counter, as well as complaints by telephone.

Reliability in Cross Border Permit Services

Reliability is the quality of service is measured by the ability of employees to provide services that meet the needs of the community as users of services, simplicity of procedures, suitability cost and timeliness of service. An agency that provides services required to have the ability to provide services in accordance with the promise offered, providing services correctly and the type of services that have been promised to the customer, so that the service agency is reliable and can satisfy the public.

The results showed that in terms of suitability is already well on the service, but still need to be increased again in the simplicity of the procedure, and still less on the timeliness

of service. Reliability in service quality and Cross-border business license can be seen through the clear costs so that the people who come to estimate the cost to be taken.

Assurance in Cross Border Permit Services

Assurance is attitude and ability of service providers to consider ethics and morals and be polite in delivering services to the public, so that people gain confidence. Dimensions of service quality can be assessed on the ability of the apparatus on the proper knowledge, by being hospitality, attention and courtesy in providing services to the public. Apparatus of Local Agecy for Border Management, Nunukan Regency in providing services to the community is to be polite filled with hospitality. This is because previous officials have to understand that they are public servants.

In general, human resources personnel serving in Cross-Borders Post still minimal. Conditions such as these can be linked to activity in the Cross-Borders Post where at certain hours rather deserted, while at rush hour is quite troublesome officers. Besides the issue still inadequate number of officers stationed at a Cross-Borders Post by relevant agencies, it is exacerbated by the low quality of human resources who served in the Cross-Borders Post, especially proficiency in a foreign language.

Empathy in Cross Border Permit Services

Empaty an attentive attitude providers with good communication, personal attention in understanding the needs of the community. Attention or sympathetic attitude of the apparatus in response to public complaints service applicants, who received also highly expected by the community in getting care, because by responding to complaints received from the public share means it has been paying attention or sympathetic attitude and people appreciate it.

In a cross-border service provision license needs to be coordination with the Office of Immigration. Efforts to provide excellent service to the community spirit of cooperation and loyalty of working groups are needed for the cooperation that exists among employees very well so as to create a conducive atmosphere in serving the community. The good cooperation, open interconnected nature between leaders and subordinates improve workplace loyalty.

Conclusion

Improving the quality of cross-border services within the framework of national honor in the border region Sebatik Indonesia, is still not optimal seen from the dimensions of service quality such as reliability, tangibles, responsiveness, assurance, empathy. It can be seen from the licensing service fees still burden the public, in addition to the speed and timeliness of service felt by the public have not been quick and precise, although the apparatus has been informed by a clear and transparent about the standards of the time. Service procedure is quite clear, but it has not been run in accordance with the existing service mechanism. Administrative requirements needed to be clearly explained to the user community services and the licensing service is based on the sort order and only involves personnel who have been assigned. Nevertheless, there are still complaints from the public about the service process is still complicated and many administrative requirements. This proves that the licensing service is not yet fully effective and still needs improvements to enhance service quality. Locke & Latham (2002) view that if the public officials are aware of the goals of their jobs, they will put more commitments in achieving the goals. They will be more motivated to the job they are doing.

Closing of the cross-border lines of Sebatik to Nunukan, causing access to public services is limited, costly and take a long time. People in border areas are experiencing discrimination and prefer to enter illegally. The illegal border crossers are discriminated against by the government of the Kingdom of Malaysia, which results in the loss of dignity of the Indonesian nation.

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