The effects of plantation policy implementation, officials’ coordination, public perceptions, and society participation on the service quality of the right use of plantation in Biru Maju village, Indonesia

Adi Suminto
University Satyagama Treet General Gatot Subroto 12 Floor Tower B - Jakarta – Indonesia. Email: adisuminto29@yahoo.com

Accepted 7 February, 2014

The main purpose of this study is to analyze the effects of policy implementation, official’s coordination, public perception and society participation on the service quality of the right use of plantation in Biru Maju Village, East Kalimantan, Indonesia. Method used to analyze the data and information is by using statistical multiple regression analysis on 448 samples. The study found that the plantation policy implementation, Officials Coordination, public perception, and Society participation have significant effects on the service quality the right use of plantation in the village under surveyed. Therefore, a great attention needs to be given by the government and other stakeholders toward the importance of these four variables on the service quality of the right use of plantation.

Key words: Policy implementation, official’s coordination, public perception and society participation.

INTRODUCTION

Society is a group of human life that has the role of diversity and different cultures in a development, or goes with the flow of civilization. The development period in a community of interconnected places and mingle with one another, with all the activities are tolerated well by the contradictory relationship daily can give sentence-sentence, as well as providing an application-enthusiastic application of adaptive and can minimize an act of good and bad, as well as having the interpretations of scientific knowledge and thinking towards prosperity, peace, and be able to have a sense of security to think of peace, in solidarity ties of citizenship, nationality, and the country. But as soon as people can be differentiated by culture and so-called levels, degree both socially and in the eyes of the creator (God) that are closely related, related to God in the interpretation of the Qur'anul Kharim Allah says "hablum Minnallah" which means interconnected with Allah (God). And also, it interacts with the human "hablum minannas", which means interconnected with each other (human).

It is clear that: Man is the most perfect creature existing on this earth, visible people who have or are in the gift of reason and the mind to be able to distinguish between this and that, so that people are able to apply a correct assessment and no, good and bad, and with human thinking and reasoning power to create, so as to animate, capable of affecting mental and able to have morality and ethics, the rules of the humanity. Man in the philosophy of science in the process of scientific inquiry, human. in shaded by reason and thought, proved of philosophy itself, because the man in her life by the teachings based, sects and religions.

Of the principles of thinking, humans have views of the reasoning, as well as essential, capable of acting on faith and nature, that caused by intact human theoretically, and practically. Culture of human society also called,
which can differentiate into social variables have a
different culture from the human community can be
noticed and can be noticed and be in the show, clearly
and plainly, that human society can be. To give a
direction against this background, the quality of
implementation of leasehold influence on society Biru
Maju Village District East Kalimantan at Telawang City
District.

With the plantation policies based on Law No. 18 of
2004 section 21 binding regulations on businesses and
leasehold estates which are in particular:

1. Plantation policy dynamics that happen to people in
the village of Blue Maju. No effect on the contribution
of citizens cultivators, farm cultivators gardening and farm
palm oil with a maximum for the establishment of oil palm
farmers and wealthy planters against their peoples who
still runs selective logging on the distribution of the rights
and powers that have been set by the local government
local actors tend to contribute plantation business on
company/corporation that goes in the area, so the impact
on businesses such plantation companies/corporations
that are not in or did it substantially more evenly on the
whole as well as citizens at its core.

2. Invisibility in the case of deviations above and in
doing leasehold estate by businesses including
company/corporation that entered the area, which
happens at the moment is obviously In laving land to
residents in the village of Blue Maju Telawang District
East District Municipality K. with the extent of land
grabbing Inlaving 657.77 Hectare (ha) of the total
area of forest land forested areas to get permission from
the Ministry of Forestry Number: 364/Kpts-II/1990, and
the Ministry of Agriculture Decree No. 519/Kpts/hk.050 /
7/1990, as well as the Decision of the National Land
Agency Number: 23/VIII/1990 in a joint decree (SKB)
Three state officials weigh in: "That in order to support
agricultural development, in view of the need to simplify
the rules regarding the release of forests and granting
rights to its business ".

3. Based on the land area of 2.324.77 Hectare (hectares
acres) of land were in use as the oil palm plantation
business, so on September 6th, 2010 ago.

There was a poll that took place on the second floor
(II), building the Regional Secretariat (Secretariat) K. City
East District also attended by local authorities and
relevant agencies on the East K. City District, also
attended by the company's businesses, namely
plantation/corporations that exist in the area in particular
that revealed problems in the fact that: A. Plantation
business players, a company/corporation that has not
had a release permit from the Ministry of Forestry forest
and land use permits from the Land Office Center. B. On

the other hand most of the land area in the
recommendation is pray overlap (inlaving) with an area of
approximately 657.77 hectares (Hectare acre). Which
the land is allocated to land Transmigration for citizens in the
Village District Telawang Blue Maju K. City East District
in this case as explained by:

1) The official explanation from the Head of the District
Forestry Services K. City East Number: 522/1/841/3.01 /
IV/2011 April 18, 2011 on the Status Analysis of Forest
Area.

2) The official explanation from the Head of the
Department of Transmigration and Manpower K. City
East District Number: 595.1/405/P4-Trns/IV/2011 dated
19 April 2011 about Analysis Transmigration Area Status.

3) Recommendation results public hearing the Regional
Representatives Council (DPRD) K. City East District
Number: DPRD/282/005/2011 dated May 18, 2011 the
following excerpt of the description that discusses land
dispute with the company's plantation businesses/corporations that exist in the area. With the
licensing process that does not comply with the rules and
regulations apply.

4) Report the results of point coordinates transmigration
area Biru Maju village Telawang District East District
Municipality K. on May 6, 2011 will be undertaken by the
Head section of land and resolving land legality of
Manpower and Transmigration Department City District
K. East, and two (2) employees implementing the Forest
Service Eastern District Municipality K. statement
justifying the evidence on the location and status of land
field overlap (Inlaving) is owned by the Village District
Telawang Biru Maju K. City District east C.

The plantation business players, a company /
corporation that is in the area of land acquisition has not
been done in accordance with the following provisions:

1. Presidential Regulation No. 36 Year 2005 on the
implementation and acquisition of land for development in
the public interest for citizens certainly Biru Maju village
Telawang District City District K. kordinatnya east
because the location of the point.

2. Previously implement the exemption or indemnity or
purchase or exchange or the other way, as is the purpose
of Article 20 of Presidential Regulation No. 36 of 2005
that: "the company's plantation businesses / corporations
that exist in the area prior to the release of land
cultivation. ve Done operational performance in the field
with the scale cultivation of the land, so that the activity is
very violating laws that have been set by government
regulations with activities in starting in 2005 ".

3. The hearing generally carried on on May 18, 2011
which was held at the Regional Representatives Council
(DPRD) District of the City of East K. Clarity does not make a recommendation (aka zero results are not expected) to completion as desired Biru Maju village residents Telawang District East District of the City of K. plantation businesses are companies/corporations that exist in the area.

4. So that on August 31, 2011 Government Blue Village Forward, apply for settlement of land transmigration into overlapping land (Inlaving) with plantation businesses are companies / corporations that exist in this area. With advanced in the underlying file letter to the Governor of Central Kalimantan Number: 145/156/BM/Pem. For the land which had overlapping (Inlaving) with plantation businesses, a company/corporation that is in this particular area. Thus a letter from the Governor of Central Kalimantan Number: 525/1385/Ek. To resolve any problems that arises by business interruption plantation in East K. District Municipality area specifically in the village of Biru Maju.

5. Lack of oversight in the plantation sector agencies affiliated with other agencies for the settlement process for the residents in the village of Biru Maju District Telawang K. City District East. Regarding the performance of the system and local government officials as well as officials in dealing with the problems that arise in this area. In one after another with cases irregularities on overlapping land (Inlaving) and the level of welfare standards are not appropriate, then the basis of the composition to make changes in the system of the local government. Because of the lack of legal sanctions for violations of laws and regulations especially businesses that plantation companies/corporations that exist in the area.

6. Dissatisfaction citizens in the village of Biru Maju tips proves a failure of leadership or performance of local government officials and their ranges in the face and overcome any problems or issues that arise for residents and community businesses for estate settlement process, a company / corporation that is in this area with the overlapping area (Inlaving) is.

7. Leadership of a local government in realizing fully trust in the area and the level of and local governments do not promote the welfare of citizens and should be entirely on the area in the village of Biru Maju Developed in the end.

Based on the background mentioned, then the problem can be identified in the study as follows:

1. Neglect of Act No. 18 of 2004 Section 21 On Plantations, who are only concerned about a group in the process of policy formulation, so that policies made by the government in its feel does not meet or harm its interests.
2. Community participation is still not optimal, because there are many aspirations or ignore public opinion in by local government officials.
3. Law No. 32 Year 2004 on Regional Autonomy ensure community development yet exist in the area, because it is still in the encounter that the loss of state revenue in the region because the region has not net apparatus.
4. Coordination is still unclear, so that the apparatus is difficult to translate any tasks given by her superiors.
5. Employee quality is still low due to lack of education and training so that no anticipatory optimal in increasing regional autonomy.
6. Employees often hesitate and do not have a commitment to providing services that focus on the community.
7. Authority that is given not fully supports the basic tasks in the unit concerned.
8. Not yet fully awakened the same perception regarding the mechanisms and procedures for servicing.

Notes that, because of the many factors that affect or relate to leasehold service quality, this research will focus on service quality leasehold, which is connected with the Effect of Plantations Policy Implementation, Officials Coordination, Public Perception, and Society Participation. In addition, this study also limit the object of research is in the Village at Biru Maju provisions in 2012 and in 2013. This study for the first time in the making and has never been thoroughly by others, and can contribute to the development of the science of government.

Therefore, the purpose of this study is to examine and review the implementation of Policy Influence Plantation, Coordination Officers, Public Perception, and Public Participation. Objectives to be achieved in this study are as follows:

1. The Analyzing Influence Plantations Policy Implementation and Quality of Service the Right use Plantation in Biru Maju Village.
2. The Analyze the influence of Coordination Officers and Service Quality in the Right use Plantation Biru Maju Village forward.
3. The Public Perception and analyze the influence of Service Quality of the Right use Plantation Biru Maju village.

4. The Analyze the influence of Community Participation and Service Quality of the Right use Plantation Biru Maju Village.


Analytical Framework

Departing from a series of views and assessments that have been put forward by the experts above, it can pull the understanding that the mean by which democratic governance is the practice of constitutional governance in focusing on how the resources and political institutions sustain community life democratic and terberdaya.

Rashid (2000: 21) argues that the government has always viewed as a combination of:

(1) The rule of the constitution, law, ethics,
(2) The institutions of power that is authorized to manage a series of executive, legislative, judicial
(3) And number of bureaucrats and political officials as agents of and responsible for the execution of these powers.

The same opinion was said by Rashid (2000: 13) that modern government is essentially providing government services to the public, the government held not to serve itself but to serve the community, creating conditions that allow every member of the community to develop skills and creativity in order achieve common progress. The above conditions can be achieved if the government commits against his decision. Almost in every State and Nation (Nation and State) in order to achieve the purpose of the State, in the embrace of power sharing:

(a) In the form of "capital Division of Power", this is a horizontal division of power, which was known from the theory of "Trias Politica".
(b) In the form of "Areal Division of Power", the division of powers in this form is vertical, ie the division of powers between the central government body or public agency that is outside of the central government (Arthur Mass in Koswara, 2003: 7).

Policy implementation is a crucial stage in the public policy process. A policy or program should be implemented in order to have the impact or the desired destination. Implementation of the policy in view of the broad sense is a tool of public administration in which actors, organization, procedures, techniques and resources in organizing together to implement policies to achieve impact or desired destination.

Coordination is one benefit to a leader, and the leader of a large organization in need of proper coordination leaders must implement, simplify the organization, develop programs, and boost coordination by using certain approaches (Syafrudin, 1996: 4). Leobard D. White giving opinions about the coordination of the quotation by Suhartono (1998: 126-127) is coordinating the adjustment parts to each other, movement and workmanship at the right time so that each contribute the maximum on the overall result. Respect it, as and stressed by Moekijat (1994: 1-2) if there are circumstances that are interdependent among activities, the effective result would be achieved if these activities be coordinated. Perception is the interpretation that high on the human environment and to process the information process "surrounding their human Interpret percipe on a higher processing information through their word" Wilson. D. (2000), another opinion put forward by Maramis (1998).

Perception is the familiar stuff, the quality and the relationship and differences between this case through the process of observing, knowing or interpreting after five senses get stimulated. This fact makes it easy to increase the individual's perception of the stimulus that affects the individual who trigger an experience of the organism, so the thought arises that the perceptual process is the most high. According Mulyasa (2005) Social perception is the process of capturing the meaning of social objects and events that we experience in our environment, humans are emotional, so they contain an assessment of the risk, each person has a different picture of the reality around him. Participation of citizens in doing not only at the stage of implementation, but the whole start of the stages of policy formulation, implementation, and evaluation of the start of the stage of policy formulation, implementation, evaluation, and utilization of the results. (Wasistiono, 2002: 33) figure 1.

RESEARCH METHODS

RESEARCH DESIGN

The method used in this study is a quantitative analysis method, which aims to determine the effect of Plantations Policy Implementation, Officials Coordination, Public Perception, and Society Participations as an independent variable. And leasehold Service Quality as the dependent
variable, either individually or jointly. Determination of the independent variables (predictors) should be based on theory or previous research results, but for explanatory research, researchers need experience as a handle to select the dependent variable.

RESEARCH MODEL

The research model using simple linear regression analysis and regression with models like the fit in Figure 2. The research was carried out at certain points of the most influential in the observation (Observation) researchers. Precisely in the Biru Maju village forward runs the length of this research, requires a range of time between 6 (Six) months from October 2012 - April 2013.

To obtain complete data in the object of this study, the authors use two (2) ways in which data collection techniques used in this study are:

a. Research literature, will be undertaken to support the theoretical and conceptual ideas regarding the research variables, which in this case is supported by a technique:

1) Research bibliography, a research text books or literature that can make such a study in this research.
2) Study the documentation, this technique can be briefly described as the observation of the symptoms of objects in meticulous, by examining documents at the Biru Maju Village Forward.

b. **Field research**, which is done with a straight down to the ground by way of:

1) **Observation**

By observation techniques allow researchers to watch and observe you, then record the behavior and events as they happen in the real situation, as well as allowing researchers recorded the events in situations associated with direct knowledge of the data obtained.

2) **Questionnaire**

The questionnaire is a tool or technique of data collection in the form factor of the questions asked about the factors that influence service quality leasehold.

3) **Interview**

Data collection techniques are asked questions orally between two or more people in person. In this study the
authors use data collection techniques with structured interviews interpreted as questioning and systematically directed to collect the relevant data using the guidelines as a basic guideline interview questions systematically, making it easy on the back though.

Review of Literature

According Suradinata (2008: 6) there is a difference in meaning between the government and the government. Government is an institution or public bodies which have functions to make efforts to reach the goal state. While the government is all the activities of the institution or the public agencies in the state for the purpose of carrying out its functions. Government can be differentiated in the broad sense and in the narrow sense. Governance in the broadest sense is all activities of public bodies which includes the legislative, executive and judiciary in an effort to achieve the goal state. While the narrow sense is all the activities of public bodies which only covers executive power. Here in the distinction between government as the notion of government as an institution and understanding the dynamics of the activities or institutions. Furthermore Authority (herein UNDP, 2007: 2), argued that the measure of good governance is to achieve a setting that can be received public sector, private sector and civil society.

Local Government

Law No. 22 of 2009 on Regional Government, which began to be enacted since January 1, 2001 and the fox by Law No.. 32 of 2004 and Law No.. 33 of 2004 is the constitutional basis of regional autonomy. Regional autonomy is the autonomous authority to regulate and manage the interests of local communities own initiative based on the aspirations of the community in accordance with the laws and regulations (art. 1h). Thus, in principle is regional autonomy granting autonomy to the people of the region to govern it. In other words, autonomy means that the power and decision-making processes in close proximity to the people, the parties will be in ering decision as well as an object of power is power in asking for funding, as well as decisions. People are a single object as well as links to the political operation.

RESULTS AND DISCUSSION

The research contained in the Biru Maju Village Forward, as an object of research and is done by observing the (observation) on the field and come face to face as well as the points in what was done in this study by the researchers. So what will be done to the fullest fruition with the real condition and valid statement of course.

DISCUSSION OF RESEARCH

This study on the basis of the discussion, there are two categories of division among others:

1) Theoretically, the expected results of these studies are useful for the development of science, particularly science Autonomous Government as the embodiment of the success in increasing advancement Regional Government, in addition to contributing ideas in the form of concept Influence-concept Plantations Policy Implementation, Officials Coordination, Public Perception, Society Participation and The Service Quality of the Right use of Plantation In Biru Maju Village.

2) In practical terms, is expected to provide input to the Village Government Biru Maju, especially in the various terms and factors that support the success of leasehold Service Quality in the village of Biru Maju.

CONCLUSIONS AND RECOMMENDATIONS

The conclusions of this study are as follows. The first is that the Effect of Policy Implementation Plantation has a positive and significant effect (76.8%), with a Service Quality of the Right use of Plantation in Biru Maju Village, The Effect of Plantation Policy Implementation is a factor of the amplifier leasehold Service Quality of the Right use of Plantation in the Biru Maju Village Forward, associated with the target, problem solving, results, strategy, policy performance, attention, communication, goals, implementation, division of labor, division of powers, criteria, problems, and means of influence. Secondly, the Officials with the Quality Care Coordination the Right use of the Plantation in Biru Maju Village has a positive and significant effect (75.8%), because it is a factor of the amplifier apparatus Coordination of Quality Care in Rural leasehold Biru Maju, relevant authority, supervision, effectively, the ability, cooperation, relationships, programs, approaches, goals, guidance, structured, mechanisms, objectives, and activities matching.

In addition, it was also found that the Public Perception of the Service Quality of the Right use of Plantation in Biru Maju Village has a positive and significant effect (72.2%), and The Service Quality of the Right use of Plantation in Biru Maju Village, Public Perception is a key factor of service quality leasehold in the village of Biru
Maju advanced, related concern, goals, memories, materials, guidance, verbal information, intellectual skills, cognitive strategies, attitudes, indicators, physical motion, categorization, capabilities, internal and external. Also, it was found that the Society Participation in Service Quality of the Right use of Plantation in Biru Maju Village has a positive and significant effect (90.6%), Community participation is a supporting factor of leasehold Service Quality of the Right use of Plantation in Biru Maju Village Forward, related voluntary, social, participation, decision, target, serve society, mind, energy, thought and effort, expertise, results, knowledge, policy creation, improved confidence and efficiency. Finally, the Effect of Oil Policy Implementation, Officials Coordination, Public Perception, Public Participation jointly have a positive and significant effect (68.2%), with a Service Quality in Rural leasehold Biru Maju, related skills, knowledge, job descriptions, participation, training, responsibility, discipline, encouragement, skills, self-development, exemplary, recruitment, learning approach, strengthening the organization and formation of professionalism. In line with the conclusions that have been taken from the results of this study, some suggestions that may be carried on to improve the Service Quality of the Right use of Plantation in Biru Maju Village as follows:

1. The Local government officials should pay attention to the implementation of policies that have been set so that it will have an impact on the target that has been set and achieve goals to improve the quality of service one-stop licensing will be achieved if policies have been defined, implemented properly by competent personnel.
2. The Should be the coordination, the work can be arranged into a roundness that is integrated with the most effective way possible, and the harmony of the above procedures and systematic structured assignments.
3. The External working conditions should refer to the various ways that are designed to facilitate the internal processes within an employee while working.
4. With the participation should facilitate efforts to strengthen civil institutions through education, awareness building and honing the skills to participate effectively and provide a better basis for policy-making and ensure a more effective implementation.
5. There should be with the learning process approach will give a great tolerance for bureaucracy in the process of formation and improvement of professionalism and bureaucratic resources development should be done together to improve performance on the microstructure and institutional reforms.

That takes into account factors that conditioned the development of high integrity with technology and attention to access a wide network for a better future, develop the capital market and trading business overall, on the attention to aspects-aspects of overall development locally and long distance, this principle is one of Access a growing population of the urban sector is seen from the side of the movement of the progress of the quality factor of a region, through the perspective of Human Resources (HR) through a particular education level. so that the very rapid pace of development in the rural population compare to greater accessibility of network access at a glance, so sustain the pace of development in general rather than the goal itself, this very system describes the era of rapid growth and development.

ACKNOWLEDGMENT

Thank you, praise and gratitude writer prayed To Allah who has given grace, guidance, favor, and blessing to the author so as to complete the dissertation entitled: “The Effects Of Plantation Policy Implementation, Officials Coordination, Public Perceptions, And Society Participation On The Service Quality Of The Right Use Of Plantation In Biru Maju Village, Indonesia” which is the final task to complete some of the requirements in order to achieve a Doctoral degree (Dr.) in Government Management Sciences Graduate Program Satyagama University, Jakarta. The author is not aware of the dissertation writing may be achieved if no intervention, counseling, referrals, sincerity, sincerity for taking the time, which has instilled the values of academic and provide valuable clues from the promoter, namely: Prof. Dr. Josy Adiwasastra, Drs., As Director of Graduate Studies Doctoral Program as well as a promoter of science and government management has provided motivation and direction to the author. With all existing capabilities to author, then the attention and guidance on this occasion we would like to thank Supervisor, Dear:

1. Prof. Dr. Ir. H. Soenardjo Wirjoprawiro, M.Si, as the Rector of the University Satyagama.
2. Mr Dr. H. Rahimulloh, SH., M.Si, as co-promoter (co-promoter) who has provided motivation and direction and guidance to the author.
3. Prof. Dr. Ir. H. Musa Hubeis, MS., Dipl. Ing., DEA, as co-promoter who has provided motivation and direction and guidance to the author.
4. The Professor/Lecturer Doctoral Program (S3) Government Science Program Satyagama University who has provided a very useful knowledge for the writer during the course progresses.
5. Classmates at Government Science Program Graduate University Satyagama who has given impetus
to the completion of this dissertation.

6. K. State Governments Eastern has provided the opportunity to conduct research.

7. Our beloved wife and children and brothers and sisters all for pushing me to work with passion and prayer and perseverance in completing this study.

8. Others who helped me in making this dissertation writing, the writer cannot (cannot) mention one by one. The author is aware of the dissertation writing is far from perfect, therefore are expecting criticism, advice, guidance, direction very valuable, especially from the promoter.

Finally in the convey prayers to God, may the deeds of all parties who have provided the impetus for getting reward from Him. Amen

REFERENCES


Kartasasmita (2007). Community Empowerment: Concept Rooted In Community Development, Bandung, ITB.


Tjiptono, (2001). Quality pengetian, PT. Intermedia Graphic Cipta, Jakarta
Waligto, B. (2020). General Psychology, Publisher London.
Authority (1994). Evaluation of Public Policy, Jakarta: PT. King Grafindo Persada