

Quality Services for Elementary Schools in Medan City

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Abstract: Information is a discourse that serves to become knowledge for those who receive it. This study aims to analyze how the process of illegal levies that occur in elementary and middle schools from the information submitted. As well as analyzing what are the causes of illegal levies in elementary and middle schools in Medan City. As there are reports from the KPK, ORI (Ombudsman of the Republic of Indonesia), and the Mass Media which state that there are still illegal levies in the education sector in Medan City. The method used in this research is a descriptive qualitative method with a case study approach to determine the specifications of the information. Based on the results of this study, illegal levies in primary and secondary schools still occur in all processes of the education system, such as new student admissions (input), learning period (process), and completion of study period (output). Illegal levies in public services in primary and secondary schools are caused by economic factors because there is an unbalance between receipts and expenditures by bureaucrats and illegal levies are also caused by cultural factors that have been used since the days of the Kingdom. Illegal levies also occur due to inconsistent or changing regulatory factors.

1 INTRODUCTION

People tend to have high trust in the government because the government is considered capable of meeting the needs of services (Dwiyanto, 2011). Furthermore, Dwiyanto explained, to meet the need for good service to the community, the government must have a credible commitment, namely what is in the interests of the citizens as well as the interests of government bureaucratic officials, or at least the actions of the government and its officials are always based on the desire to realize the common good with Public. In Indonesia, public service matters are stipulated through Law Number 25 of 2009 concerning Public Services. In Article 1 it is stated that, public services are activities or series of activities in the context of fulfilling service needs in accordance with statutory regulations for every citizen and resident of goods, services, and/or administrative services provided by public service providers. Thus, it can be said that public service is an activity to serve the needs of the community.

In addition to Law No. 25 of 2009, the definition of public service can also be seen in the Decree of the Minister for Empowerment of State Apparatus No. 63/KEP/M.PAN/7/2003. The Minister of PAN in 2003 defined public services as all service activities

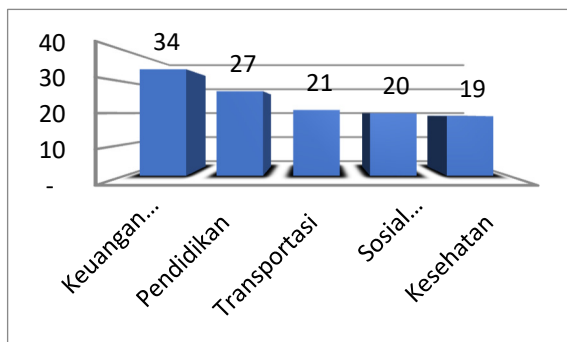
carried out by public service providers as an effort to fulfill the needs of service recipients and the implementation of statutory provisions. Thus, the purpose of public service is to meet the satisfaction of the community. To meet the satisfaction of the community, the need for excellent service quality or good service according to applicable service standards or owned by the agency in providing services. Good service is seen if there is transparency, accountability, conditional, participatory, equal rights, and a balance of rights and obligations (Ridwan et al., 2009). To develop good public services (good governance), various aspects are needed that must be addressed in the public bureaucracy, so that excellent public services can be realized, especially changes in mindset, which have been the cause of poor public services (Safroni, 2012).

Based on the results of the Governance and Decentralization Survey (GDS) research in 2002, it was stated that there were 150 Cities/Regencies in Indonesia (Dwiyanto, 2002). There are three important problems that often occur in the field in the implementation of public services that support this conclusion. First, the magnitude of service discrimination. Service delivery is still heavily influenced by the relationship between similar

political, ethnic and religious affiliations. Second, there is no certainty about the cost and time of service. This uncertainty is often the cause of the emergence of Corruption Collusion Nepotism (KswKN), because service users tend to choose to bribe at high costs to service providers to get quality services. And third, the low level of community satisfaction with public services.

This is a logical consequence of the existence of service discrimination and the uncertainty of the cost and time of service. Weak public services result in low quality of public services. As revealed by the Ombudsman of the Republic of Indonesia (ORI) who said that the level of compliance of the Indonesian government is very low in providing public services, which is only around 18 to 20 percent. This can be seen from the increase in the number of reports, which on average is only 1500 complaints per year, now increasing to 5000 reports per year or around an increase of 350 percent in the last 3 years, namely 2011-2014 (ORI, 2016). In addition to ORI, Indonesia Corruption Watch (ICW) also touched on the issue of public services in Indonesia. According to the 2016 ICW Report, the quality of public services in Indonesia still has problems in several fields/sectors. There are 5 top sectors with low quality of public services and the most vulnerable to corruption, namely; Regional finance (Rp.144.1 billion); Education sector (Rp. 142 billion); Transportation sector (Rp.191.4 billion); Social sector (Rp.12.1 billion); and Health sector (108.3 billion) (ICW, 2016). The sectors of low public service quality in Indonesia are described below:

Picture 1.1
Low Service Quality Sectors in Indonesian



Source: Indonesia Corruption Watch, 2021

Transparency International (TI) Indonesia also touched on the issue of public services, especially those that are vulnerable to corruption. According to TI Indonesia, the total number of corruption cases that were investigated during 2010-2015 amounted to

3,042 cases with a total state loss of Rp. 33.2 trillion, as well as the value of bribes of Rp. 999.6 billion. These corruption cases are grouped into 3 (three) public service sectors that are most vulnerable to corruption, namely: the education sector (71 cases) with a loss of Rp.185 billion; the transportation sector (54 cases) with a loss of Rp.199 billion, and the sector that most harmed the state was social society (50 cases) with a loss of Rp.639.8 billion (TI, 2021).

Similar to ORI and the KPK, the Head of the Task Force (Kasatgas) for the Sweeping of Illegal Charges (Saber Pungli) Komjen Dwi Priyatno also said that the highest extortion practice was in the education sector and the practice of extortion still occurred until now in 2017 (Republika, 2017). Given the high cases of extortion practices in North Sumatra Province, especially Medan City and the focus is on the education sector, the researchers are interested in studying more deeply the process of illegal levies on elementary and middle schools in Medan City and the causes of illegal levies on elementary and middle schools. in Medan City.

2 METHOD

This study uses a descriptive qualitative research design with a case study approach. The use of descriptive type as a procedure for solving problems investigated by describing or describing the state of the subject or object under study (a person, institution, community, etc.). This type of qualitative research has the aim of explaining a phenomenon interpretively and is used to understand the perspective of the actor (Sarosa, 2012:7-8). Qualitative research uses inductive methods to draw conclusions from research results so that it does not require generalization.

3 RESULT AND DISCUSSION

Based on reports from a number of official institutions that pay attention to public services, various kinds of levies and donations still occurred until 2017. Especially, donations or levies on public services at elementary and secondary schools in Medan City. The Ombudsman of the Republic of Indonesia (ORI) Representative of North Sumatra, for example. In the 2017 ORI Report, it is stated that extortion still occurs in public services in the education sector in Medan City. Extortion in elementary school, for example. ORI Representative

for North Sumatra stated that there was an allegation that the Principal of the SD Negeri Jl. Sei Farmers, doing illegal levies (extortion) to parents of students amounting to Rp. 15,000/student for the construction of school gates (ORI, 2021).

In the previous year, 2016 for example, ORI said there were also a number of administrative mal activities and extortion in a number of elementary and junior high schools in Medan. For example, the mal administration of illegal levies at SMP Negeri 7 Medan. Allegations of maladministration related to education carried out by the Principal of SMP Negeri 19 Medan. There was a request for money from students by the MI Negeri Medan, which is located in the suburbs of Medan City (Tembung). There are allegations of requests for money/illegal levies for the purchase of brooms; money for retired teachers; and the teacher's wife who died. In addition, the money for the purchase of SBK (Art and Culture Skills) and money for LKS (Student Work Sheets) were made by the Principal of SMP Negeri 6 Medan. A number of research informants who were willing to be interviewed also confirmed the Report of the ORI Representative for North Sumatra. That there are still levies and donations to parents of students carried out by several schools in Medan, both elementary and junior high schools. This is as revealed from the results of the interview:

"Yes, in general, I think there are still extortion in Medan (performed by) elements. However, they are also good at accepting such extortion. And not open. In my opinion, togetherness is needed, including ORI. If according to ORI there is still extortion, ORI should have the courage to report it to the DPRD so that it can act together. Don't just make an opinion. Because, to eradicate this extortion, we must be able to act together. There must be action and OTT. And make traps. Not just talking. Do not just look, and do not dare to act. Should there be extortion, we should trap them together. So, don't just talk. If you look at the city of Medan, it is recognized that there are still individuals who carry out such extortion" (Member of the Medan City DPRD, 18 October 2021).

Likewise several other informants. For example, a journalist for a daily newspaper in Medan, as well as parents of students. They also admit that extortion is still happening in Medan City elementary and secondary schools. Journalists stated that illegal levies most often occur in Medan. Meanwhile, parents of students who also still have children who are attending elementary and middle schools in Medan. As a parent, he always follows the development of school education through mass media. He said, "...if you look at the mass media...

there are still extortion going on." (Parents of students, October 19, 2021). Meanwhile, other informants from the Medan City Government bureaucracy also confirmed that there were still illegal fees for elementary and middle schools in Medan. He stated,

"...justifies the existence of extortion, but it cannot be proven." (Education Department employee, October 24, 2021).

Illegal levies in schools will continue to take root and spread if left unchecked. How not, the number of students who register for school until now continues to grow. This was done not only by unscrupulous educators or teachers, but also by elements of the school bureaucracy to practice extortion in collecting rupiah coffers. The world of school education has entered the practice of extortion which of course does not reflect the behavior of educators. This occurs in public schools in the city of Medan, such as elementary and middle schools.

The policy in the education sector aims to achieve at least the 12-year compulsory education program so that students can attend high school or the equivalent, delay the age for marriage, and improve the quality of education to face competition. To see the process by which illegal levies for primary and secondary schools in Medan City occur, the Ministry of National Education (2007) suggests that the education system in schools is a complex process, involving various interrelated components. If the educational effort is to be carried out properly, then the various components and their interrelationships need to be identified, studied and developed so that the overall working mechanism between the components, namely educational activities, will be able to produce optimal results. The current education system includes input elements, namely the acceptance of new students, the process is said to be during the learning period and the output is the completion of the study period (graduates).

3.1 New Student Admission (input)

In public services at primary and secondary schools in Medan City, there are various forms of levies and donations contained in the stages of the education process. This was obtained when the researcher studied information from a number of people who were willing to become informants in this study. It is known that illegal levies occur at all stages of the education process system in schools, namely during the process of accepting new students, during the learning period, and completing the study period.

Extortion that occurs at the time of admission of new students is at the time of entering the new school year.

At the time of the new school year, many unscrupulous educators collect fees, such as when students wish to enroll in favorite schools, they must "pay" to be accepted into the school. The amount of the payment has been determined by the school. As is known, the admission of new students at SMP Negeri 1 Medan and other favorite junior high schools, they set a price of around Rp. 7 million per student. The conditions that must be met beforehand are not only by providing money but also in the "zone" of the school. As is known, the zone system has now been implemented. And for favorite elementary schools, schools set a price of around Rp. 3 million per student. This has become an open secret that is no longer hidden (Parents of students, 2021). In conducting interviews with lecturers and education consultants. He mentioned, several forms of illegal levies that occur at all stages of the education process. Start acceptance of new students, at the time of graduation. And, in extra-curricular activities during school. This is as revealed from the results of the interview:

"The most frequent extortion is at the time of admission of new students in elementary and junior high schools. Because, at that time the school usually set some funding. For example, development financing, financing related to school attributes. Then, money dues for several student activities. Then, in the second stage, at the time of graduation, students are usually charged fees beyond what should have been incurred. This usually happens to parents because they are afraid that their child will not graduate, so parents do anything related to payments" (Lecturer and Education Consultant, October 17, 2021).

Regarding illegal fees in the process of accepting new students, he then explained further:

"The process of receiving extortion is still going on. We get many reports from the public, from up loading on social media as well as information being spread, there are still many extortion cases in Medan for 2017. There are still a lot of admissions for students who are entrusted with it. We see that there is a term in Medan called "stealth" students. This happens not only at the elementary, junior high, but also at the high school level. Recently there was a big case, for example in SMA N 9 it still happens often." (Lecturer and Education Consultant, 17 October 2021).

In another part of the interview, the Lecturer and Education Consultant tried to make criteria for levies that could be categorized as extortion in schools. This can be expressed from the results of the interview:

"Receipts that can be considered extortion exist when, for example, an increase is made without the approval of the Education Council. Like, development money. Then, there is more stealth money. The biggest extortion was bribe money so that his son could enter. Because, the current system already uses the actual zoning system, the greater the incidence of extortion. Because, parents are having a bit of trouble sending their children to school outside of their area. In addition, the quota from elementary and junior high schools has led to widespread citations to new students" (Lecturer and Education Consultant, 17 October 2021).

Meanwhile, a journalist who came from among journalists, gave a more detailed explanation of the forms and processes of extortion at the stage of new student admissions.

"Extortion that occurs when purchasing school books at the cooperative. Only yesterday there was a purchase of school supplies/ATK equipment. Yesterday, there was also a polemic regarding the purchase of books and stationery at the Cooperative. However, Kadis provides a middle ground. Because, this cooperative is definitely looking for profit. And this cooperative also they are not like in the market. Looking for profit is not too high from the market price, and can be paid in installments. And you can't make unilateral decisions. In other words, the Cooperative may not sell. And in fact, many comparisons even support. Like many students' parents who support the existence of cooperatives." (Journalists, 16 October 2017).

Even at the 2017 admissions, there were no outstanding problems. However, in the interview section, the parents of the students admitted that there was a quotation of ATK equipment to him amounting to Rp. 10 thousand per month. However, in another part of his interview, he mentioned the existence of students entrusted to several elementary and junior high schools in Medan City. He said:

"Students who have been entrusted have received reports. In one school, there was an excess of quotas in SD and SMP 1. There was chaos at the time of admitting new students, which were determined according to the zone. So it seems that such polemics have been handled by the Education Office. So, it's not there anymore. The children who have excess quota are transferred." (Journalists, October 16, 2021).

Regarding the existence of illegal fees in the process of admitting new students, an employee of the Education Office who is also a former Principal of a State Elementary School in the Helvetia Region, said that illegal fees generally occur in favorite schools.

According to him, illegal levies are not the only desire of the school. But, also because of the strong encouragement from parents who tend to force their desire to send their children to these favorite schools.

3.2 Economic Factors and Cultural Factors

Of the various processes and forms of illegal levies that still occur in public elementary and secondary schools in Medan City, this is motivated because the practice of extortion has become a culture in addition to economic factors in Medan City in particular. Illegal levies are mentioned as a cultural phenomenon, which is a habit that is usually carried out by the State Civil Apparatus (ASN). In this case, school officials and teachers. Habits that have existed since the past, until now, and even in the future. Soedjono (2016) suggests that economic factors and cultural factors are some of the factors that cause an individual to commit illegal levies. Illegal levies that occur in schools are caused by cultural factors other than economic factors. This is as revealed from the results of interviews by DPRD members:

"The reason someone commits extortion is because of mental/spiritual faith which over time becomes a cultural factor. Not an economic factor. So if the faith is strong then any temptation that exists will not be contaminated. If the faith is weak, over time it becomes easily contaminated which in time becomes a culture. To increase our faith, it is necessary to study more in the field of religious knowledge in school. The bad thing is that in the world of education in our country, when the leadership changes, the education curriculum system also changes. We see now that religious subjects have been reduced to even more emphasis on general subjects (not supported by the government). Then give a reason that says "I understand, the teacher's salary is small" even though we see that there are many existing allowances." (Member of DPRD, 18 October 2021).

A lecturer also admitted that extortion occurs based on cultural reasons behind it. In full, he stated,

"We also can't justify this only on economic reasons as a justification. But by looking at the actual conditions in the city of Medan, extortion has become an ordinary culture. It is necessary to take very special actions or be considered as special crimes so that this extortion culture does not run rampant. There needs to be firmness and willpower from all parties so that extortion does not run rampant. The existence of the Saber Extortion organization, for example, we see that it has not been effective in preventing extortion

that is rampant in Medan City." (Lecturer, October 17, 2017).

Meanwhile, journalists see extortion more as an economic problem. He said,

"...The economic reasons behind the existence of extortion. Because the salary is less. And to take care of promotions and classes, it is said that teachers have to pay fees but the teachers are reluctant to be open about it." (Journalists, October 16, 2021).

In the Medan City government, the Mayor has not issued regulations as a follow-up to Permendikbud Number 44 of 2012, so there is no legal umbrella for schools in Medan to make donations and levies. So that it can be said that all donations and levies are illegal levies. The causes of illegal levies in public services at elementary and secondary schools in Medan City are not only caused by economic and cultural factors but also due to regulatory factors. For this reason, the role of individuals and bureaucrats is very important to make changes both in terms of culture and following up on educational regulations.

4 CONCLUSIONS

Based on the results of the research analysis and associated with the objectives to be achieved, the conclusions that can be drawn in this study are as follows: 1. The Process of Illegal Charges Following up on the existing research questions, it can be concluded that there is still a practice of illegal levies in primary and secondary schools in Medan City. The practice of extortion still occurs at all stages of the education system. This study discusses several education systems related to the existence of illegal levies. According to the Ministry of National Education (2007) suggests that education services in schools are said to be a system. The education system in question is that the education business is a complex process, including various interrelated components such as input, process and output. a. Illegal levies still occur at all stages in schools, both in the process of admitting new students (input), learning period (process) and completion of study period (output).

This has violated the regulations set by the government and set forth the policy form Permendikbud No. 60 of 2011 where in the regulation it is stated that the Government and Regional Governments guarantee the implementation of compulsory education programs at the elementary and secondary school levels without charging a fee. In addition, it was also emphasized that levies burden the community so that it can hinder public access to basic education services. Based on these two things,

the rules are set. The regulation has stated that schools owned by the government and local governments (State Elementary Schools and State Junior High Schools) as implementing compulsory education programs are prohibited from collecting investment and operational costs from students, parents or guardians. b. The Minister of Education and Culture Regulation Number 44 of 2012 concerning levies or donations for elementary and secondary school fees (SD and SMP) reaffirms that every levy/donation is said to be legal/extortionate. Such as selling textbooks, teaching materials equipment, uniforms, or learning clothing materials in education units; collect fees in providing tutoring or tutoring to students in education units, paying tuition fees, development contributions, registration fees for re-registration, birthday fees for school heads or teachers, teacher retirement fees, and art performance fees. Doing everything, either directly or indirectly, that injures the integrity of the evaluation of student learning outcomes and/or collects levies on students, either directly or indirectly, which is contrary to the provisions of laws and regulations. c. Then it was added to the Regulation of the Minister of Education and Culture Number 80 of 2015 concerning technical instructions for the use and accountability of BOS funds (School Operational Costs) for elementary and junior high schools. He explained that the BOS funds were a government program to help meet school operational costs and other financing to support the learning process.

But now a lot of BOS funds have been misappropriated. Extortion as an economic factor because as a means to increase income or income. Extortion is also to meet the increasing expenses. Routine income received every month is considered not/less sufficient expenditure. Income that is not sufficient for the necessities of life or not in proportion to the duties/positions carried out makes a person compelled to commit extortion. Start routine operational expenses every month. Until, the cost for promotion/ class for teachers. In addition, the extra costs of maintaining social relations in the community society.

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