

Kendala pelayanan berbasis masyarakat pada bidang pendidikan dan kesehatan di kota Bogor

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Abstrak

Expansion of public participation in local autonomy is manifested in government legal permission and support toward community-based services (CBS) in Bogor City. CBS is public services that are provided by individual citizen and non government organization. In fact, CBS in Bogor City faces some obstacles in legal permission fulfillment and less of support for the government. Obstacles and problem solutions in CBS are two things that are answered in this research. Qualitative method with quantitative data using as data support were used to answer the formula problems. After the withdrawal of quantitative data and the interviews were conducted for users, providers and government authorities in Bogor City, it is proved that the providers experienced problems in licensing, provision of facilities, student development and human resources. However, community-based services contribute to the achievement of minimum service standards (SPM), and some other perceived benefits such as low cost for users and the service is fast and precise. This study led to the recommendation in the form of strategic action and solution of the perceived constraints and government users.