

## Basic Education Services in Cimahi City

**Bambang Rudiansah**

Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Langlangbuana

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### Article Info

#### Article history:

Accepted: 18 April 2025

Publish: 23 April 2025

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#### Keywords:

Pelayanan,  
Bantuan Operasional Sekolah,  
Kota Cimahi,

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### Abstract

*This research is motivated by the suboptimal quality of the Delay in the distribution of BOS fund programs for elementary education in Cimahi City is influenced by the existence of inaccurate data so that the distribution of these aid funds is considered suboptimal. This study uses the theory of service quality from Parasuraman (2002) which includes physical evidence, reliability, responsiveness, assurance, empathy. In this study, a qualitative descriptive method approach was used, by describing the distribution of School Operational Assistance funds in Cimahi City. The location of this research is at the Cimahi City Education Office. The results of this study, there were still inaccurate data and invalid education unit account numbers, so the Cimahi City Education Office confirmed and verified the education unit to be able to ensure the accuracy of the data by means of interactive communication between the Cimahi City Education Office and the education unit. In addition, the distribution of School Operational Assistance funds in Cimahi City*

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#### Corresponding Author:

**Bambang Rudiansah**

Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Langlangbuana

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## 1. INTRODUCTION

Education is a joint matter between the central government and regional governments which is believed to be able to advance the quality of human resources to improve the quality of life, both on a personal, community and national scale (Suryana, 2015). In this case, the public has the right to receive adequate education to improve the nation's quality of life as mandated by the 1945 Constitution.

To realize the implementation of these educational services, the government with the concept of regional autonomy provides and facilitates services for distributing School Operational Assistance funds for the basic education level in order to improve the quality of education. According to the Minister of Education and Culture Regulation Number 8 of 2020 concerning Technical Instructions for School Operational Assistance, Article 1 explains that: "School Operational Assistance is a central government program to provide funding for non-personnel operating costs for primary and secondary education units." The existence of School Operational Assistance (BOS) aims to help provide funding for non-personnel operating costs, free and reduced school operating costs for students and waive fees for students whose parents/guardians cannot afford it.

The distribution of BOS funds is carried out in three stages, namely in January-March, April-August and September-December with the distribution mechanism being carried out from the State General Cash Account (RKUN) to the account number of each primary and secondary education unit. Apart from that, in order for the distribution of School Operational Assistance funds to be right on target, the regent/mayor forms a district/city BOS Team to be able to train, guide educational units in

entering basic education data in the education system which has been provided by the Ministry of Education and Culture, carry out monitoring and socialization in entering basic education data and verify the data if there is any doubt about the data inputted by the education unit.

Based on data from the Government Agency Performance Report of the Cimahi City Education Service, services in the distribution of School Operational Assistance (BOS) funds for basic education level still have several indications of problems, including rapid changes in rules and mechanisms and not yet accommodating the interests of regions with limited capacity so that the Cimahi City Education Office has no choice in providing services with existing policies, delays in disbursement of BOS funds at the beginning of the fiscal year, lack of information and guidance carried out by the Cimahi City Education Office.

For this reason, in optimizing the distribution of School Operational Assistance funds for basic education level, the Cimahi City Education Office set the target proportion for distribution of School Operational Assistance funds to improve the quality of education in Cimahi City as follows.

**Table. Goals, Targets, Realization of Basic Education in Cimahi City in 2019-2024**

No.	Target	Target	Realization
1.	Increased accessibility of elementary school education	96,92%	102,72%
2.	Increasing the quality of elementary school education	60,00%	49,60%
3.	Increasing the quality of teachers and educational staff at elementary school level	80,00%	52,54%

Source: LKIP Cimahi City Education Office 2019-204

In improving the quality of education, the provincial government has given authority to the Cimahi City government to encourage and empower available human resources so that the Cimahi City government is more aware of the advantages and disadvantages in the service of distributing aid funds to be able to advance education in Cimahi City. Apart from that, services in the distribution of School Operational Assistance (BOS) funds in Cimahi City are the key to success in achieving community expectations.

Therefore, the Cimahi City government as a service provider always pays attention to the implementation of public services including physical evidence, reliability in service, a sense of responsibility, guarantees and empathy from a person (Parasuraman, 2014).

## 2. RESEARCH THEORY AND METHOD

In the context of public services, public services prioritize the public interest and provide satisfaction to the public. According to Alma (2011), service is a form of service or services provided to consumers in connection with certain products. To find out the extent to which basic education services have been improved in the distribution of School Operational Assistance funds in Cimahi City, this needs to be done in depth. In this research, the author tries to use service quality theory with the Parasuraman (2014) model which suggests five principles that must be considered in the implementation of public services, which include:

- a. *Tangible* (physical form) such as physical capabilities, equipment, personnel and material communities.
- b. *Reliability* (reliability) the ability to provide the promised service accurately and consistently.
- c. *Responsiveness*, sense of responsibility for service quality.
- d. *Assurance* (guarantee), knowledge, behavior and employee abilities.

e. *Empathy* (empathy), individual attention to customers.

In this research, researchers used qualitative research methods. According to Sugiyono (2023), this research will describe services in basic education in Cimahi City, especially the distribution of School Operational Assistance (BOS) funds which are considered to be part of social inequality using a qualitative descriptive approach. The interview technique that will be used by researchers is standard open interviews. In an open interview, the resource person knows that the subject being interviewed knows the aims and objectives of this research. This is in line with what was stated by Afrizal. The qualitative approach is a research method in the social sciences that collects and analyzes data in the form of words (oral and written) and human actions and researchers do not try to calculate or quantify the qualitative data that has been obtained.

### 3. DISCUSSION

The School Operational Assistance Program (BOS) is a government program to provide non-personnel operating costs to educational units as a compulsory education program. The aim of the School Operational Assistance (BOS) program is to free up and reduce educational costs for less fortunate students and for other students, so that students can obtain higher quality basic education services until they complete their education in order to complete the nine-year compulsory education.

The School Operational Assistance (BOS) received by the basic education unit is calculated based on the number of students in the education unit concerned, with a unit cost of Rp. 900,000.00 (nine hundred thousand rupiah) per 1 (one) student per 1 (one) year. However, distribution of School Operational Assistance (BOS) is carried out every 3 (three) months for 3 (three) stages. In the first stage, 30% distribution is carried out no sooner than January to April, the second stage is carried out no sooner than May to August until the third stage is carried out no sooner than September to December.

Services in the distribution of School Operational Assistance (BOS) funds for basic education level are intended to improve the accessibility and quality of education at the city/district level. However, to improve the quality of education in the city/district, it is important to have a service so that the distribution of School Operational Assistance (BOS) funds for the basic education level does not experience obstacles or problems. Based on the results of this research, researchers revealed that there were several obstacles and efforts in the distribution of School Operational Assistance (BOS) funds in the Cimahi City education office.

In this case, there are two aspects of the problem that are of concern to the education office regarding the service for distributing School Operational Assistance (BOS) funds at the basic education level, including the implementation of services and the service system for distributing School Operational Assistance (BOS) funds at the Cimahi City Education Office. In terms of the implementation of services for the distribution of School Operational Assistance (BOS) funds in Cimahi City, the Cimahi City Education Office does not yet feel ready to change the mechanism for distributing School Operational Assistance (BOS) funds for the basic education level. By changing the mechanism for distributing School Operational Assistance (BOS) funds from 4 stages to 3 stages of distributing aid funds with the aim of simplifying services so that it does not require a long processing time in distributing the aid funds.

However, due to the demand that services do not require a long process, the Cimahi City education office does not feel ready to change the mechanism for distributing aid funds because there are still errors in the distribution of School Operational Assistance (BOS) funds for the basic education level which are requested by educational units in completing the administrative distribution of School Operational Assistance (BOS) funds, resulting in invalid data being found by the Cimahi City education office and the distribution of School Operational Assistance (BOS) funds being less accurate and less effective and efficient due to new mechanism changes. Apart from that, in processing data regarding the distribution of School Operational Assistance (BOS) funds for educational units,

there are still discrepancies in the data inputted by the educational units because the data to be requested is not appropriate or is doubtful due to lack of letters, nominal names or missing city names.

Apart from that, in the distribution of data on School Operational Assistance (BOS) funds in Cimahi City, there are still errors in account numbers inputted by educational units, there are duplicate or invalid account numbers, which causes errors in the distribution of School Operational Assistance (BOS) funds. However, in this case the Cimahi City Education Office in the service of distributing School Operational Assistance (BOS) funds in Cimahi City is more careful in confirming and verifying the data and account numbers requested in the distribution of School Operational Assistance (BOS) funds in Cimahi City.

Also, if there is a delay in the distribution of School Operational Assistance (BOS) funds in Cimahi City, the Cimahi City Education Office as the policy implementer cannot provide certainty regarding the time when there is a delay in the distribution of School Operational Assistance Funds (BOS). In this case, it is because the central government has not provided a certainty of time, so the Cimahi City Education Office does not have the authority to provide a certainty of time for the distribution of School Operational Assistance (BOS) funds in Cimahi City for the basic education level, thereby impacting the basic education units which experience losses in developing the quality of these basic education units.

In terms of the competence of the Cimahi City Education Service apparatus in the service of distributing School Operational Assistance (BOS) funds in Cimahi City if they experience problems, the Cimahi City education office communicates between other apparatus as well as communication between the Cimahi City Education Service and the basic education unit as well as the provincial government and the central government in distributing School Operational Assistance (BOS) funds if there is something inappropriate in the distribution. There is mutual communication between the Cimahi City Education Office and education units as well as with the central government and provincial government so that services can be accelerated in the distribution of School Operational Assistance (BOS) funds. Apart from that, the response from the education office in dealing with complaints from educational units regarding the distribution of School Operational Assistance (BOS) funds if they experience problems is by calling the education unit to ask for information if there are problems.

In terms of the service system for distributing School Operational Assistance (BOS) funds, if there is a delay in the distribution of School Operational Assistance (BOS) funds, the importance of existing infrastructure at the Cimahi City Education Office becomes a supporting aspect in improving the service for distributing School Operational Assistance (BOS) funds by the Cimahi City Education Office. However, in this case, the unavailability of a forum for submitting complaints and suggestions from customers (such as basic education units or others) is a problem in the service system of the Cimahi City Education Service in the School Operational Assistance (BOS) fund distribution service in Cimahi City, so that the Cimahi City Education Office has difficulty being able to follow up on complaints regarding the assistance fund distribution service.

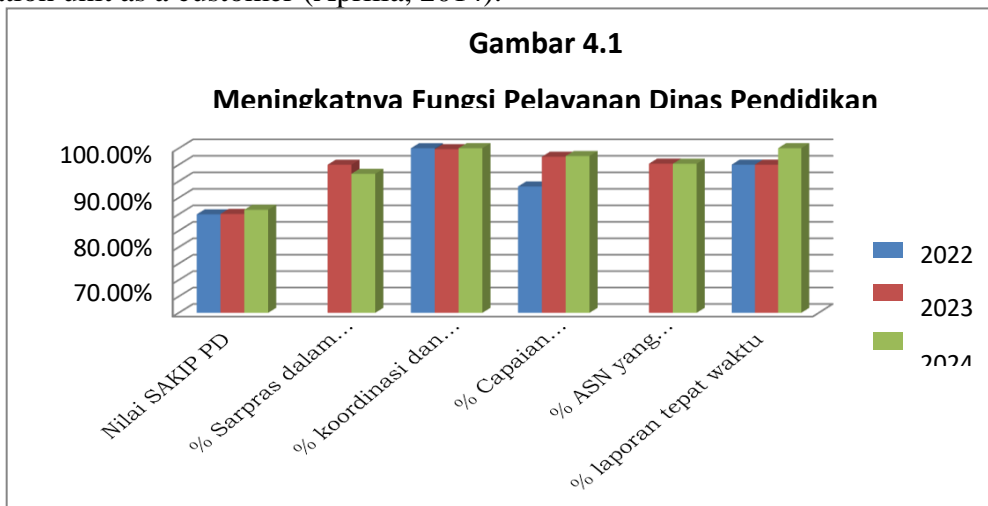
However, to overcome service problems in the distribution of School Operational Assistance (BOS) funds in Cimahi City, the Cimahi City Education Office, in terms of services for distributing School Operational Assistance (BOS) funds in Cimahi City, is trying with the Cimahi City Education Office to prepare more thoroughly for the competence of the Cimahi City education service officials who strive for services by increasing high time discipline, being able to take responsibility and professionalism from the Cimahi City Education Office officials so that distribution does not wait long and is completed.

As for the bureaucratic structure, the Cimahi City Education Office has flexible planning procedures and has sufficient authority to implement programs by adapting to the distribution of School Operational Assistance (BOS) funds in the new Cimahi City. By having flexible procedures, the Cimahi City Education Office brings the position of the Cimahi City education service closer to

the basic education unit by establishing service units for the distribution of School Operational Assistance (BOS) funds. There is also assistance action if the education unit has complaints about the distribution of aid funds, namely the Cimahi City Education Office provides an operator unit for the distribution of aid funds.

With the existence of the Cimahi City Education Service operator unit, it is hoped for the education unit to reduce the gap between expectations and reality provided by the Cimahi City Education Office in the service of distributing School Operational Assistance (BOS) funds. In this way, it will show that the involvement of cooperation between educational units and the Cimahi City Education Office in the distribution of School Operational Assistance (BOS) funds makes the distribution of School Operational Assistance (BOS) funds open to the public in accordance with predetermined provisions.

In addition, the Cimahi City Education Office implements fast service resolution for complaints in the distribution of School Operational Assistance (BOS) funds to follow up each complaint with clear complaint documentation and regulates the flow of complaint information so that it can be received by the complainant. The friendliness and politeness of the Cimahi City education service officials is the sincerity of the Cimahi City Education Office's intention to provide trusted services for distributing School Operational Assistance (BOS) funds by respecting each basic education unit as a customer (Aprilia, 2014).



From the explanation above, it is clear that the distribution of School Operational Assistance (BOS) funds cannot be separated from a service. In this case, there is a service to ensure that the Cimahi City Education Office as a government agency has an adequate system, which is able to support education service officials in carrying out their duties well without any errors. Apart from that, the service prioritizes the public interest, both internal parties (Cimahi City Education Office) and external parties (education units or the community), so that through this service, needs and desires can be met in a balanced and professional manner.

Because the service is basically aimed at building a long-term relationship that is mutually beneficial for both parties, where this relationship creates a strong interest between the Cimahi City Education Office and the education unit as the community recipient of the education service services. In addition, services need to start from the public and end for the public. This means that service selection must start with customer expectations which are reflected in the positive feedback given by the public to government agencies as service providers (Gronroos, 2014).

In addition, by positioning the Cimahi City Education Office to play a more regulatory and controlling role rather than implementing public service functions, it will eliminate the dependence of

the education unit as a community on the Cimahi City Education Office. However, the Cimahi City Education Office needs to offer a paradigm shift which is a mental reversal from the situation of preferring to be served to liking being served, so that if the Cimahi City education office is in the upper position while the community education unit is in the lower position, it will be the other way around that the education unit is in the upper position while the Cimahi City Education Service is in the lower position.

#### 4. CONCLUSION

Services for distributing School Operational Assistance (BOS) funds for basic education in Cimahi City provided by the Cimahi City Education Office, namely confirming and verifying data that will be distributed by the basic education unit if inaccurate data is found. In addition, the Cimahi City Education Office will return data if the Cimahi City Education Office finds inaccurate data and account numbers entered by educational units in the distribution of School Operational Assistance (BOS) funds for basic education levels in Cimahi City.

In the service of distributing School Operational Assistance (BOS) funds for basic education in Cimahi City, inaccurate data and invalid account numbers are still inhibiting factors at the Cimahi City Education Office so that the distribution of School Operational Assistance (BOS) funds for basic education in Cimahi City experiences delays or obstacles.

Efforts are being made by the Cimahi City Education Office to improve services for distributing School Operational Assistance (BOS) funds by implementing disciplined time management of the performance of Cimahi City Education Office officials, in addition to the Cimahi City Education Office to minimize the perception of delaying the obligations of Cimahi City Education Service officials in providing services for the distribution of School Operational Assistance (BOS) funds and the Cimahi City Education Office to intensify communication with educational units if they experience delays in the distribution of funds. School Operational Assistance (BOS) for basic education in Cimahi City.

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