

**THE QUALITY OF INFORMATION SYSTEM SERVICES AND  
INTEGRATED VILLAGE ADMINISTRATION SERVICES IN THE  
IMPLEMENTATION OF CERTIFICATES BY THE VILLAGE  
GOVERNMENT IN SELAMANIK VILLAGE, CIPAKU DISTRICT,  
CIAMIS DISTRICT**

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**ABSTRACT**

*This research is motivated by the inadequate information system services and integrated village administration services in the making of a letter of incapacity by the village government in Selamanik Village, Cipaku District, Ciamis Regency. This is due to the lack of quality of services provided by the Village government in making the Certificate of Disability (SKTM), the slow processing of a service, the lack of socialization from the Village government regarding the procedure for making a Certificate of Disability (SKTM). The purpose of this study was to determine the Quality of Information System Services and Integrated Village Administration Services in the Making of a Certificate of Inability by the Village Government in Selamanik Village, Cipaku District, Ciamis Regency. The research method used in this study is qualitative in a descriptive approach. The formulation of the problem in this study is as follows, How is the quality of information system services and integrated village administration services in making a certificate of incapacity by the village government in Selamanik village, Cipaku district Ciamis ?, What are the obstacles to the Integrated Village Administration Service and Information System services in the Making of a Certificate of Inability by the Village Government in Dea Selamanik, Cipaku District, Ciamis Regency ?, What are the efforts made to the Information System and Integrated Village Administration Service in Making a Letter of Inability by the Village Government in Selamanik Village, Cipaku District, Ciamis Regency? The results of the research show that the services provided are still not optimal, this is because the provision of services is still not following community expectations. The obstacles faced by the village are not providing services following the minimum service standards, not being fully friendly to the community, the procedures that must be followed in service, are still complicated. The suggestions that can be given to village governments are that services provided to the community must be given to the maximum, following community expectations. Quality service if people feel satisfied.*

**Keywords:** *Service Quality, Public Service, Information System, Village.*

Humans are social creatures who must interact with one another. Besides, humans also need a service, it can even be said that service cannot be separated from human life. The community demands quality service from the bureaucrats all the time, even though these demands are sometimes not as expected. Sometimes there are still many services that are convoluted, expensive, slow, and sometimes tiring. This is because there are still many people who are "serving" rather than "being served". Conceptually, service according to Kotler (in Sampara Lukmana) is any activity that is profitable in a collection or unit and offers satisfaction even though the results are not tied to a product physically. The Big Indonesian Dictionary explained service as a way or result of serving work. Meanwhile, serving is serving (people) with food or drinks, providing for people's needs; agreed to accept; use.

Law Number 25 of 2009 concerning Public Services is a law that regulates the principles of good governance which are the effectiveness of government functions itself. Public services provided by the government or effective corporations can strengthen democracy and human rights, promote economic prosperity, social cohesion, reduce poverty, increase protection, be wise in the use of natural resources, deepen trust in government and public administration. Talking about legislation, of course, public services are also regulated by legislation, where the legal basis for public services, namely Law (UU) Number 25 (five) Article 4 paragraph (1) of 2009

concerning Public Services, contains the principles of public service include:

1. Public interest;
2. Legal certainty;
3. Equal rights;
4. Balance of rights and obligations;
5. Professionalism;
6. Participative;
7. Equal treatment / non-discrimination;
8. Openness;
9. Accountability;
10. Facilities and special treatment for vulnerable groups;
11. Punctuality of time; and
12. Speed, convenience, and affordability.

Osborne and Plastrik (in Poltak Sinambela 2006:4) as expected that the government belongs to the community, namely the government (bureaucrats) who transfer the control authority they have to the community. The community is empowered so that it can control the services provided by the bureaucracy. With the control of the public, public services will be better because they will have a better commitment, be more caring, and more creative in solving problems. The services provided by bureaucrats are interpreted as obligations not rights because they are appointed by the government to serve the community. Therefore, a strong commitment to serving must be built so that services can be responsive to the needs of the community who can design a more creative and more efficient service model. Pasolong (2008: 132) argues that:

Quality is a word that has a relative meaning because it is abstract, quality can be used to assess or determine the degree of adjustment of a thing to its requirements or specifications. If the requirements or specifications are met, it means that the quality of something in question can be said well, otherwise, if the requirements are not met it can be said to be bad. Management information system as a collection components in an organization or related formal institutions with the process accurately with through rational analysis, as well scientific. Information system reliability in an institution lies on linkages between existing components. Nursetiawan, I., & Garis, R. R. (2018)

Knowing the services provided by the government is important because it can provide benefits for the government itself. Quality service or excellent service is an orientation that must be done to the community. Lukman (in Pasolong 2008: 144) states that "One measure of the success of providing excellent quality services is very dependent on the satisfaction of the people served".

It can be explained that service is important because the services provided by the government are used as a measure of how far they carry out their duties as public servants and how quality the services they provide. So that the services that will be provided will provide satisfaction to the people who are given services. As explained according to Lukman (in Pasolong 2008: 144) states that "Satisfaction is

like the level of one's equality after comparing the perceived performance (results) with expectations".

## **Method**

The method used in this research is qualitative research methods.

**Qualitative research methods**  
According to Sugiyono (2018: 9), explains the following:

The qualitative research method is a research method based on the philosophy of postpositivism, used to examine the condition of a natural object, (as opposed to an experiment) where the researcher is the key instrument. The data collection technique is done by triangulation (combined), the data analysis is inductive/qualitative, and the results of qualitative research emphasize the meaning rather than generalization.

The qualitative method was chosen because the problems raised were more suitable to be solved using a qualitative approach. In addition, the data the researcher wants to achieve is not data in the form of numbers, but data in the form of narrative sentences that describe what it is about the subject and object under study. Ciamis. The researcher creates a complex picture, examines words, reports detailed views of the informant, and conducts studies on natural situations.

The informants in this study were 7 people (village head, head of BPD, head of youth organization, 2 members of youth organization, and two community leaders). Data collection techniques using library research, field

studies, and documentation. Data analysis techniques used data reduction, data presentation, and drawing conclusions.

## **Theoretical Framework**

### **1. Definition of Quality**

Measurement of service quality is a technique that can be used for service improvement purposes. To find out which aspects should be a priority in efforts to improve service quality, it is necessary to measure the quality of the services it provides. Gazpersz (1997: 4) distinguishes the notion of quality in two definitions, namely: conventional definition and strategic dimension. The conventional definition of quality usually describes the direct characteristics of a product such as performance, reliability, ease of use, aesthetics, and so on. Meanwhile, the strategic definition states that quality is anything that is able to meet customer wants or needs (meeting the needs of customers).

Then Sunyoto (2012) stated that: Quality is a measure to assess that a good or service has a use-value as desired or in other words, a product or service is considered to have quality if it functions or has a use-value as desired. Another opinion expressed by Trigono (1997: 76) which defines quality is "A standard that must be achieved by a person/group/institution/organization regarding the quality of human resources, the quality of work methods, processes and work products or products in the form of goods and

services". Furthermore, he also said that quality means satisfying to those served both internally and externally, in the sense of optimal fulfillment of customer/community demands/requirements.

According to Tjiptono (1996: 58), in general, there are four main elements contained in service excellence, namely:

1. Speed;
2. Accuracy;
3. Friendliness; and
4. Convenience.

The four components constitute an integrated unit, meaning that the service is not excellent if there are components that are lacking. Good quality or service or service will be able to provide satisfaction to the community which in turn will create community loyalty to the organization (institution) concerned. From these definitions, it can be concluded that quality is an interrelated element of quality that can affect performance in meeting customer expectations. Quality does not only emphasize the end result, namely products and services but also concerns human quality, process quality, and environmental quality. In producing quality products and services through quality people and processes. Improving service quality according to Fitzsimmons in Mukarom and Laksana and in Tuti Susnawati (2016: 68) includes five dimensions:

1. Reliability, namely the ability to provide the right and the correct type of service that has

- been promised to the community.
2. Responsiveness, namely awareness or desire to help and provide fast service to the community.
  3. Assurance, namely knowledge or insight, politeness, politeness, self-confidence from the government, and respect for the community.
  4. Empathy, namely the government's willingness to approach, provide protection, and try to identify the wants and needs of the community.
  5. Tangibles, namely the appearance of employees and other physical facilities, such as equipment or equipment that supports services.

### **Definition of Public Service**

The four components constitute an integrated unit, meaning that the service is not excellent if there are components that are lacking. Good quality or service or service will be able to provide satisfaction to the community which in turn will create community loyalty to the organization (institution) concerned.

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5. Tangibles, namely the appearance of employees and other physical facilities, such as equipment or equipment that supports services.

### **Result and Discussion**

1. Quality of Information System Services and Administrative Services for Teerpadu Village in Making a Certificate of Incapability by the Village Government in Selamnik Village, Cipaku District, Ciamis District

Based on the results of the research, several things were found related to information system services and integrated Village administration services in making a letter of incapacity by the village government in Selamanik Village, Cipaku District, Ciamis Regency, which have not been implemented optimally. This is because in providing services, the Village government has not provided services following the minimum service standards that should be provided by the Village Government in providing services that are not yet fully friendly to the community, the procedures that must be followed in service are still convoluted, so it requires sufficient time a long time, there is still a nepotistic attitude from service officers, the lack of availability of facilities and infrastructure in providing services.

## 2. Obstacles to the Quality of Information System Services and Integrated Village Administration Services in Making a Letter of Inability by the Village Government in Selamanik Village, Cipaku District, Ciamis Regency

From the results of interviews and observations on the Information System Services and Integrated Village Administration Services in Making a Certificate of Disability (SKTM) by the Village Government in Selamanik Village, Cipaku District, Ciamis Regency, still experiencing obstacles which can be described as follows:

- a. In providing services, the Village government has not provided services following the minimum service standards that should have been provided. This can cause the services provided to be hampered and still not optimal.
  - b. The Village Government in providing services has not been fully friendly to the community, most of the service officers are indifferent to the needs of the community.
  - c. The procedures that must be followed in service are still convoluted, so it takes quite a long time. And sometimes the services provided cannot be completed in one day.
  - d. There is still a nepotistic attitude from service officers, where they prioritize relatives or acquaintances in providing services.
  - e. Lack of availability of facilities and infrastructure in providing services, one of which is the lack of printers so that service delivery is hampered and of course not optimal.
- ## 3. Efforts to Quality Information System Services and Integrated Village Administration Services in Making Disability Letters by the Village Government in Selamanik Village, Cipaku District, Ciamis Regency

From the results of interviews and observations on Information System Services and Integrated Village Administration Services in Making Disability Notes (SKTM) by the Village Government in Selamanik Village, Cipaku District, Ciamis Regency, still experiencing obstacles which can be described as follows:

- a. There must be a work evaluation carried out by the Village Head regarding the provision of services under the standards that should be. For example, by explaining to each service provider how good service is.
- b. Implementing the 5S attitude (smile, greeting, greeting, courtesy, and courtesy) which is the most basic thing that every service provider must-have.
- c. Providing services must be following existing procedures, so that later the community will not be confused. And the services provided will be optimal.
- d. There must be a warning from the Village government, especially the Village Head, to service officers who still apply nepotism. This is because every community has the same rights in providing services.
- e. Facilities and infrastructure are one of the supports in providing services. If the facilities and infrastructure are inadequate, the services provided will not

run optimally. The provision of facilities and infrastructure must be endeavored to be as complete as possible. Efforts that can be made by submitting a budget for the completeness of facilities and infrastructure.

### **Conclusion**

Based on the results of research and discussion regarding the Quality of Information System Services and Integrated Village Administration Services in the Making of a Certificate of Inability (SKTM) by the Village Government in Selamanik Village, Cipaku District, Ciamis Regency, the following conclusions can be drawn:

1. The quality of services provided by the Village government in making the Certificate of Disability (SKTM) has not been carried out optimally. This is because there are still problems faced, namely the lack of services provided by the Village government to the community, seen from the presence of officers who are not friendly, the slow process of making a Certificate of Inability, and the lack of notification from the Village government regarding the procedure for making a Certificate of No Able.
2. The obstacles faced in the Information System Services and Integrated Village Administration Services in the Making of a Certificate of Inability (SKTM) by the Village Government in

Selamanik Village, Cipaku District, Ciamis Regency, are that the Village government has not provided services according to the minimum service standards that should be provided ., in providing services, they are not fully friendly to the community, most of the service officers are indifferent to the needs of the community, the procedures that must be followed in service are still complicated, so it takes quite a long time. And sometimes the services provided cannot be completed in one day, there is still a nepotistic attitude from service officers, where they prioritize relatives or acquaintances in providing services, lack of availability of facilities and infrastructure in providing services, one of which is still a lack of printers so that in providing services hampered and of course not optimal.

3. Efforts that can be made to overcome obstacles to the Information System Services and Integrated Village Administration Services in the Making of a Certificate of Inability (SKTM) by the Village Government in Selamanik Village, Cipaku District, Ciamis Regency, that is, there must be a work evaluation carried out by The Village Head regarding the provision of services following the standards that should be, applies the 5S attitude (smile, greetings, greetings, courtesy, and courtesy)

which is the most basic thing that must be owned by every service provider, providing services must be following existing procedures, so that later the community will not be confused, there must be a warning from the village government, especially the village head, to service officers who still apply nepotism. This is because every community has the same rights in providing services. Provision of facilities and infrastructure must be endeavored to be as complete as possible by submitting a budget for the completeness of facilities and infrastructure.

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