

## EFFECTIVENESS OF VILLAGE GOVERNMENT WORK IN POPULATION ADMINISTRATION SERVICES IN KARANGAMPEL VILLAGE BAREGBEG DISTRICT CIAMIS DISTRICT

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### ABSTRACT

*This research is motivated by the problem of effectiveness of the work of the village government Karangampel Baregbeg District Ciamis which stems from problems in the service of Population Administration, uncertainty about the timing of completion of services, lack of disciplinary level of apparatus in carrying out population administration services, lack of level of accuracy of apparatus in population administration services. The purpose of this study is to know the effect work of the Village Government in Population Administration Services in Karangampel Village, Baregbeg District, Ciamis Regency. The method used is descriptive qualitative with data collection techniques that are conducting literature studies, field studies (observations and interviews). While the informants in this study as many as 10 people. Based on the results of the study, it is known that the effectiveness of the work of the village government in the population administration service in Karangampel Village has not been optimal. It can be seen from the existence of some dimensions used as measuring instruments in this study has not been running optimally. The obstacles are the constraints of power outage disruption in the population administration service, the disruption of the network or central server in online data transmission, the number of incoming jobs that make it less focused and thorough so that the work sometimes becomes late, the lack of discipline of village officials sometimes there are still in and out of the office is not in accordance with the schedule.*

**Keywords:** *Effectiveness of Work, Village, Government, Population, Administration*

### Introduction

The implementation of regional autonomy is a manifestation of the implementation of the principle of decentralization in the administration set by the government. Based on Law Number 23 of 2014 concerning local

government that regional autonomy is the right, authority, and obligation of autonomous regions to regulate and take care of their own governmental affairs and the interests of local communities in accordance with the laws and regulations. It has been firmly

mandated that to accelerate the realization of community welfare will be pursued through 3 channels, namely: improving public services, community empowerment and community participation. So it appears that public services have a very important role as one of the general tasks of government in addition to regulation and empowerment.

Services in the field of population administration is one of the important services for the community and the village government in the village division. This is because this service is related to the population data that must be owned and updated by every citizen. The increasing population from year to year raises a variety of problems both in the economic, development, social, political and welfare areas of society as a whole. Such conditions cause many problems in the field of population administration.

As one of the organizations that live and serve the dynamic life of the community, the village experiences many problems as an administrative organization. The problems that have been faced are also more managerial than political ones. Currently, in the Head Office of Karangampel Village is one of the engaged in population administration services. Services in the office of the head of Karangampel Village include the manufacture of birth/death letters, cover letters Identity Card, Family Cards domicile letters. As explained in Law No. 23 of 2013 on the importance of "Population

Administration as a system, for residents is expected to provide fulfillment of administrative rights of residents in public services and provide protection related to the review of residence documents without any discriminatory treatment through the active role of the government and local government".

Due to the many service affairs that are the responsibility of the village government, the Karangampel village government is required to provide services to the community that are qualified, effective, and efficient, especially in population administration services. But various issues that arise among the community, it turns out that the right of service received by the community feels has not met the expectations of all communities. The problem is closely related to the lack of public awareness of the procedures and conditions in managing the administration of the population and also the lack of adequate facilities and infrastructure in supporting services and the lack of responsiveness of apparatus in serving population administration services. Similarly, in the implementation of population administration services conducted by the government apparatus of Karangampel Village Baregbeg Subdistrict in various service sectors, especially the basic needs of the community is still not optimal.

The effectiveness of the work of the village government in population administration services has not been

successful other than to be affected by the problem is also expected due to the low effectiveness of employee work. In an effort to improve the effectiveness of the work of the village government in population administration services, it is necessary for apparatuses that have quantity, quality and timeliness in providing services.

Based on the initial observations made, it is known that the effectiveness of the work of the village government in population administration services is still not optimal. This can be seen from the following indicators :

1. There is uncertainty about the timing of completion of the service. Example in the making of a cover letter Identity Card , birth certificate, and Family Card whose completion time can not be determined.
2. There is still a low level of discipline of apparatus in carrying out population administration services. For example, there are still village officials who arrive late and go home not in accordance with the applicable schedule so that people who want to get services must wait first.
3. There is still a lack of level of apparatus in the population administration service. For example, there is still an error in the writing of the name or place of birth in the creation of a cover letter of identity

card or family card or certificate of incompetence.

Therefore based on the above problems, the author felt interested to conduct research by taking the title: "Effectiveness of Village Government Work in Population Administration Services In Karangampel Village Baregbeg District Ciamis District"

## **Literature Review**

### **1. Definition of Effectiveness**

In an organization can be measured its success rate by observing the effectiveness of the organization in carrying out its duties. The word effective comes from the English language which is effective which means to succeed or something done successfully.

According to Mardiasmo (2017:134) states that: "effectiveness is a measure of whether or not the achievement of the organization's goals in achieving the objectives of the organization".

If the organization achieves its goals then it has run effectively. Then Pasolong (2007:4) stated that: "Effectiveness means that the previously planned goals can be achieved or in the word of the target achieved due to the process of activities".

From some of the above opinions on effectiveness, the author can conclude that effectiveness is the level of achievement of organizational goals and objectives in accordance with the established. Effectiveness is how well

activities or work are carried out, the extent to which a person or organization produces output or output as expected.

## **2. Understanding Work Effectiveness**

An organization or agency always strives so that the employees involved in it can achieve the effectiveness of work. Effectiveness of work is the timely completion of a job in accordance with the rules set in the organization by using certain resources and means to achieve a goal.

According to Surtato (2012:38) states that: "The effectiveness of work is a situation where physical and spiritual activities carried out by humans can achieve the results as desired".

While according to Martoyo (2002:4) which is meant by "The effectiveness of work is as a condition or circumstance where in choosing the goals to be achieved and the facilities and equipment used, accompanied by the capabilities possessed, is appropriate so that the goals can be achieved with satisfactory results. effectiveness is always associated with the relationship between expected results and achieved results".

Effectiveness is used as a benchmark to compare between the plan and the process carried out with the results to be achieved. So to measure the effectiveness or not of an organization, measures of effectiveness are required. how to measure effectiveness According to Champbell

(1989:121) there are generally the most prominent are:

- a. Program success;
- b. Target success;
- c. Program satisfaction;
- d. Input and output level; and
- e. Achievement of comprehensive objectives.

While according to Sedarmayanti (2009:58) the effectiveness of work can be measured with three dimensions, namely:

- a. Quality is a measure that states how far requirements, specifications and expectations have been met.
- b. Quantity is a measure of volume that states how much work has been completed.
- c. Time is a measure given as a benchmark in completing a task.

From some of the opinions above, the author can conclude that effectiveness is an ability to perform an activity in an organization or institution both physically and non-physically to achieve an organizational goal.

To realize effective work there are several factors that affect it as steers opinion (1980:10) defines 4 (four) factors that affect the effectiveness of work, namely:

- a. Organizational characteristics;
- b. Environmental characteristics;
- c. Worker characteristics; and
- d. Policy characteristics and management practices.

Whether or not an organization or company is effective in realizing a goal

is inseparable from the effectiveness of individuals within the organization.

### **3. Village Government**

A village will be led by a village head/apparatus who runs government affairs and the interests of the local community.

The definition of village government according to Law No. 6 of 2014 on Villages states that: "The Village Government is the administration and interests of local communities in the system of government of the Unitary State of the Republic of Indonesia". The Village Government as one of the public organizations must create and manage the system to obtain better effectiveness of work to be able to meet the needs of the community to the services provided. The village is essentially inseparable from providing services to the community, both in the form of administrative and non-administrative services (Irfan, 2021).

### **4. Population Administration**

Population Administration is a very instrumental thing in the development, where from the Population Administration system can be known about population data and information that corresponds to the situation of the population and about the condition of the area where the population lives. The definition of Population Administration itself as described in Chapter I Article 1 paragraph (1) No.37 of 2007 concerning Population Administration are:

"Population Administration is a series of structuring and controlling activities in the control of documents and Population Data through Population Registration, Civil Planners, management of Population Administration Information and utilization of the results for public services and other surrounding development"

The implementation of population administration is very important and plays a strategic role in development. Therefore, in the implementation of population administration where the government plays an important role and is obliged to conduct the affairs of the Population Administration is the Government, Provincial Government, and District/City Government. Because through the implementation of the population administration system can be known about the number of residents, population characteristics and information in accordance with the state of the population and the conditions of the area where the population lives, so as to facilitate the government in implementing government policies related to programs, implementation and evaluation of national development. In addition, it is also very useful as a data source in the implementation of Legislative Elections, Presidential Elections, Regional Head and Deputy Regional Head Elections, and Village Head Elections.

## **Methods**

In this study using qualitative descriptive research method. As for data collection techniques used, namely by conducting library studies and field studies (observations and interviews). Informants in this study as many as 10 people determined based on the elements related to population administration services in Karangampel Village consisting of village head, village apparatus, chairman of village consultative agency and community as the user of population administration services in Karangampel Village. Furthermore, after the data is obtained, data processing techniques are carried out through data reduction, data presentation, and drawing conclusions.

## **Results and Discussion**

As for knowing the Effectiveness of The Work of the Village Government in Population Administration Services in Karangampel Village, Baregbeg Subdistrict Ciamis is measured by using the theory of effectiveness as a working orientation according to Sedarmayanti (2009:59) consisting of 3 dimensions namely quality, quantity and time. Here are the results of his research:

### **1. Quality**

Based on the results of research that has been done known on the quality dimension of the apparatus has been able to do the work in accordance with the rules that have been set in performing population administration

services such as in the making of a cover letter Identity Card, Family Card or in carrying out a census of the population to the community apparatus do it kindly and can complete the service well. Although in performing the service sometimes there are small mistakes such as in the creation of a cover letter birth certificate / Identity Card, or in other services but it can be overcome and corrected. . The accumulation of office work sometimes makes the apparatus less focused in carrying out a job. Thoroughness and accuracy in population administration services are necessary so that the results of work can be in accordance with the expectations and objectives of an organization especially if the data input important data related to important matters of society. As we know an organization will certainly try its best in providing services especially in the service of population administration in order to run effectively, namely in accordance with the objectives of the organization as the opinion stated by Mardiasmo (2017:134) namely: "effectiveness is a measure of whether or not the organization achieves its goals".

If the organization achieves its goals then it has run effectively. After the research and from the theory of quality dimension can be known that the effectiveness of the work of the Village government in the service of population administration in Karangampel Village Baregbeg District Ciamis has not run optimally,

especially in the accuracy and accuracy in population administration services. However, there are still some errors in the input of community data, in the creation of a cover letter family card, identity card, birth certificate that makes the service become longer so that if there is a mistake then the community must return to the village again to repair or make a new letter.

## 2. Quantity

Based on the results of the research obtained in the dimension of quantity that is still not fully running optimally. This is because as in the completion of work in accordance with the volume that has been determined as in the census of the population that sometimes does not finish according to the target because the apparatus has to divide the time with other work that must be completed. And in completing a job that becomes the main task and function sometimes the apparatus still does not understand correctly or forget so it needs help from other apparatus or usually searching first to the internet page in completing the job, it is due to educational factors, knowledge and age that affect the productivity of the work apparatus. This is in accordance with the opinion according to Mahmudi (2015:86) suggests that:

*"Effectiveness is related to the relationship between the expected result and the actual result achieved, effectiveness is the relationship between output and objectives. An organization or activity can be considered*

*effective if the output produced can meet the expected goals".*

Based on the above research and theory, it can be said that the dimension of quantity has been running well and some are still not optimal due to some obstacles such as 1) When the amount of work to be completed so that sometimes the apparatus can not finish the job in accordance with the target. 2) Factors of knowledge, education, experience affect the contribution of apparatus in work. But the apparatus always tries its best so that all its work can be completed in accordance with the target that has been determined. Because to achieve the effectiveness of the work of the Village government in population administration services with the greater contribution or reach of the target, the more effective the population administration service.

## 3. Time

In achieving the effectiveness of work in addition to the need for quality and quantity also need the rule of time, namely the discipline of the apparatus is also disciplined in doing the work as well as discipline in obeying the rules of entry and return to the office in accordance with the schedule, if the employee or apparatus has not been able to discipline in performing the task, obey the rules by entering and returning in accordance with the schedule that has been determined then the effectiveness of the work of the organization can not be said either. Similarly, if an organization where the discipline of work is high then the

effectiveness of the work apparatus will be better. Thus the importance of instilling a disciplined attitude of apparatus time because it will have a big effect on the progress of an organization, especially in improving the effectiveness of work.

Based on the results of the research obtained that the effectiveness of the work of the Village government in the service of population administration in Karangampel Village in the implementation of time dimensions is still not optimal it is because in the timeliness of completion of the work is still not fully able to run well. This is because the apparatus is difficult to manage the time and choose which work should take precedence first. And in the discipline is still not going well, there are still apparatuses that come late and go home not in accordance with the schedule that has been determined. Generally the service time starts from 08.00-15.00 but sometimes the Village office closes before the service hours end.

In the effectiveness of the work apparatus must pay attention to discipline and time limits in the completion of a work or service that has been predetermined in the opinion according to Hasibuan (2003:105) which states: "The effectiveness of work is a situation that upholds the success rate of management activities in achieving goals that include quantity of work, quality of work and timeliness in completing work with good quality of work".

Based on the results of the above research and theory that in the dimension of time is still not running optimally, because there are still apparatuses that come late and go home not in accordance with the schedule that has been determined. In this case the process of population administration service activities by the Village government can be said to be effective in addition to the apparatus has quality and quantity must also be the punctuality or discipline of the apparatus in providing services and completion of work or services well.

### **Conclusion**

Based on the results of research and discussion conducted by researchers on the effectiveness of the work of the Village Government in the service of population administration in karangampel village Baregbeg Subdistrict Ciamis can be concluded that the effectiveness of the work of the Village Government in the service of population administration in karangampel village Baregbeg District Ciamis basically partly has been implemented properly, but some have not been implemented optimally in accordance with u effectiveness according to Sedarmayanti (2009:59). The obstacles that affect the effectiveness of the work of the Village government in the service of population administration in Karangampel Village in general are found too many incoming jobs make it difficult for the apparatus to divide the time and discipline of the apparatus that is still lacking. As for the efforts made to overcome these obstacles, namely the apparatus always tries to inform the community well if there

are obstacles in the service of population administration, the apparatus always tries to do its work with focus and thoroughly by arranging the best time possible so that all work can be completed with a predetermined target and on time.

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