

PUBLIC SERVICES BY THE VILLAGE GOVERNMENT IN KALIJATI VILLAGE SIDAMULIH DISTRICT PANGANDARAN REGENCY

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ABSTRACT

This research is based on the results of observations that the Public Service by the Village Government in Kalijati Village, Sidamulih District, Pangandaran Regency is still not optimal. The research method used is descriptive qualitative method. The types of data used are primary data, data collected by field researchers from the first source or the place where the research object is carried out and secondary data, namely report data; or official documents from the Kalijati Village Government, Sidamulih District, Pangandaran Regency. Data collection techniques used are observation, interviews, literature study and documentation. There were 8 informants in this study. Based on the results of the study, it is known that 1) Public Services by the Village Government in Kalijati Village, Sidamulih District, Pangandaran Regency are generally not optimal in their services according to Fandy Tjiptono's theory (1997:14). However, the Kalijati Village Government has done good services and is trying to improve its performance by utilizing existing facilities. In the Public Service there are several obstacles, namely the Village Government in Kalijati Village, Sidamulih District, Pangandaran Regency, among others, the Village Government in providing services to the community has not been maximized, there is no equipment complete, then there is no sense of understanding the needs of the community, in providing information the staff is still not optimal, and the ethics of the village staff are still not good in that the community is comfortable in communicating.

Keywords: *Public Service, Government, Village*

Introduction

Indonesia as a developing country is currently active in improving public services as one of the efforts to reform the bureaucracy. Expectations of improving the quality of public services from the community continue to increase. Service as a process of meeting needs through the activities of

others directly, is a concept that is always actual in various institutional aspects. Not only in business organizations, but has expanded more broadly to the organizational structure of government.

The desired public service is the ease of managing the interests of getting reasonable service, the same

behavior without favoritism and honest and frank treatment. According to the Decree of the Minister of State for State Apparatus No. 63 of 2003 states that services are all forms of service activities carried out by government agencies at the center, in the regions, and within state/regional-owned enterprises in the form of goods or services in the context of meeting the needs of the community as well as in the context of implementing the provisions of laws and regulations.

Public services are all activities in the context of fulfilling basic needs in accordance with the basic rights of every citizen and resident of a service or administrative service provided by service providers related to the public interest. The village government organization is the lowest level of government in the government structure in Indonesia but has a role and function in the implementation of government programs. Human resources in village government organizations must have good abilities to support the success of the organization and provide the best possible service to the community. An employee who is competent in his field and carries out tasks in accordance with organizational goals will produce good service while those who are not competent will not be able to achieve their goals optimally. The success of the village government is determined by the service of the village apparatus as an assistant to the village head in administering the government. In Law

Number 6 of 2014 concerning Villages, it is stated that the village is a legal community unit that has territorial boundaries that are authorized to regulate and manage government affairs, the interests of the local community based on community initiatives, origin rights, and or traditional rights that are recognized and respected. in the government system of the Unitary State of the Republic of Indonesia.

The 1945 Constitution provides flexibility for regions to carry out village autonomy in order to emphasize the principles of democracy and regional equity. To initiate regional autonomy, Law No. 22 of 1999 was enacted which was the forerunner of the regulations local government. To meet the development of state and administrative conditions, the regulation was updated to Law number 32 of 2004. In 2014 regulation number 32 of 2004 needed to be renewed because it was not in accordance with the conditions and demands of local government administration, so the regulation was renewed into Law number 23 of 2014. To harmonize the duties and authorities of the regional representative councils, local government regulations need to be adjusted to the regulations regarding the election of governors, regents and mayors, so that Law number 23 of 2014 was updated to Law number 9 of 2015 concerning the second amendment to Law number 23 2014 concerning local government.

In accordance with Law Number 9 of 2015 concerning Regional Government, the granting of autonomy to regions is intended to increase the efficiency and effectiveness of regional government administration, especially in the implementation of development and services to the community as well as to improve the development of political stability and national unity. The role of the government to advance the welfare of the community is important to be improved. The local

The first factor that can be used to improve village services is the leadership of a leader. One of the organizational elements is having a structure that contains an authority, responsibility, and division of labor. The consequence of this element of the organization is that there must be a leader and being led. The next factor identified as having an effect on service is organizational culture. Theoretically, organizational culture or corporate culture is often interpreted as values, symbols that are understood and obeyed together, which are owned by an organization so that members of the organization feel one family and create a condition for members of the organization to feel different from other organizations (Kusumawati, 2008) in Widasari (2018). Usoro and Adigwe (2014) in Widasari (2018) state that organizational culture describes the actual state of an organization. A productive culture is a culture that can make the organization strong and the goals of the organization

government has the authority to regulate and manage the interests of the community in each region in accordance with the aspirations of the community. Based on this idea, the government also participates in developing and advancing people's lives that are able to compete with developed countries. So improving the service of the government apparatus is very important in producing employee performance.

Robbins (2008) in Astutik (2016) argues that organizational culture reflects the traits and characteristics that are felt to exist in the work environment and arise because of organizational activities that are carried out consciously or not, and are considered to affect behavior and personality. According to Nitisemito (2004:66) in Anasari (2015), "The work environment is everything that is around employees that can affect themselves in carrying out the tasks assigned". The last factor in this research is work discipline. Work discipline According to Wirawan (2009:138) in syahida (2018) discipline is the attitude and behavior of compliance with organizational regulations, work procedures, codes of ethics, and other organizational cultural norms that must be obeyed in producing a product and serving the organization's customers. Work discipline in its implementation must always be monitored, supervised and this should be the standard behavior of

every employee in an organization, especially to improve performance.

People who are customers of public services also have needs and expectations for the performance of professional public service providers. So what is now the task of the Central Government and Regional Government is how to provide public services that are able to satisfy the community. The implementation of decentralization and

Public services are one of the most visible benchmarks of government performance. The public can directly assess the government's performance based on the quality of public services received, because the quality of public services is felt by people from all walks of life, where success in building public service performance is professional, effective, efficient, and effective. Accountability will raise a positive image of the Kalijati Village Government, Sidamulih District, Pangandaran Regency in the eyes of its citizens in accordance with the Pangandaran Regency Regional Regulation No. 7 of 2021 concerning the Implementation of Public Services.

There are still many weaknesses in public services by government officials so that they have not been able to meet the quality expected by the community. This is indicated by the existence of various public complaints submitted through the mass media, so that it can create an unfavorable image of the government apparatus. Given that the main function of the

Regional Autonomy policies in Indonesia as contained in the Law on Regional Government which states that the Government has the responsibility, authority and determines minimum service standards, this has resulted in every Region (Municipality/Regency) in Indonesia having to provide the best public services possible. well by minimal standards.

Government is to serve the community, the Government needs to continue to improve the quality of services. Kalijati Village is one of seven villages located in Sidamulih District, Pangandaran Regency, West Java Province. Administratively, Kalijati Village is divided into six hamlets, namely: Hamlet I Hamlet Karanganyar, Hamlet II Hamlet Karangpete, Hamlet III Hamlet Kalijati, Hamlet IV Sangkanbawang, Hamlet V Sukadana, and Hamlet VI Sawangan Hamlet.

Based on the observation that the Public Service by the Village Government in Kalijati Village, Sidamulih District, Pangandaran Regency has not run optimally. This can be seen from the following problem indicators.

1. Lack of ability of the Village Apparatus in Kalijati Village, Sidamulih District, Pangandaran Regency in operating computers. Among them, there are still village officials who are not well versed in computer technology.
2. Village officials in Kalijati Village, Sidamulih District, Pangandaran

Regency are not responsive in providing services to the community. Among them in the registration of KK, KTP. The Village Apparatus does not directly serve the community who will ask for a cover letter from the village for making an ID card.

Literature Review

According to Saefullah (in Taufiqurokman and Evi, 2018: 72) public services are services provided to the general public who are citizens or who are legally residents of the country concerned. While the notion of public service according to Lukman (in Taufiqurokman and Evi, 2018: 72) public service is an activity or sequence of activities that occurs in direct interaction between a person and another person or machine physically and provides customer satisfaction. Soebijanto (in Taufiqurokman and Evi, 2018: 72) states that public services are actions or activities carried out by the government to take care of things that are needed by the general public. These include issues of licensing, security, hygiene and the need for a better life.

According to Moenir (2010: 26) states that: Service is an activity carried out by a person or group of people on the basis of material factors through certain systems, procedures and methods in an effort to fulfill the interests of others in accordance with their rights. Service is essentially a series of activities, therefore service is a process. As a process, services take

3. Village Apparatus in Kalijati Village, Sidamulih Subdistrict, Pangandaran Regency in providing services that are not in accordance with the provisions of working hours, including Village Apparatuses are not in the village office during working hours has been determined.

place regularly and continuously, covering all people's lives in society.

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Basically, service quality focuses on efforts to meet customer needs and desires as well as the accuracy of delivery to balance customer expectations. The dimensions of Service According to Fandy Tjiptono (1997:14) in his book "Principles of Total Quality Service", namely:

1. Field evidence (Tangibles), including physical facilities, equipment, employees and means of communication.
2. Reliability, namely the ability to provide the promised service immediately, accurately and satisfactorily.

3. Responsiveness, namely the ability of staff to help customers and provide responsive service.
4. Assurance, which includes the knowledge, ability, responsibility, and trustworthiness of the staff, free from danger, risk or doubt.
5. Empathy, including the ease of doing good communication relationships, personal attention, and understanding the needs of customers.

Research Method

In order to explore this focus, this research uses qualitative research methods. Qualitative research was chosen because the researcher carefully investigates a program, activity event, the process of a program that is in the process of being worked on, so that the process in this research can be accounted for. The strategy used in this qualitative research is a case study. The case study was chosen because it is an in-depth study of an individual, a group,

an organization, a suitable activity program and researchers are needed in data collection. The goal is to obtain a complete and in-depth description of an entity. Data collection techniques used by researchers to collect data and information using observation, interview, documentation and triangulation techniques. Data analysis techniques used in the form of data reduction, data presentation and drawing conclusions.

Results and Discussion

1. Field Evidence

Based on the results of researchers' interviews with all informants, on average, all informants discussed inadequate facilities. And there are also informants who discuss the shortcomings in the form of difficulty in accessing the internet in the event of a power outage. Based on the above, it can be concluded that public services in Kalijati Village, Sidamulih District, Pangandaran Regency have not been optimal due to inadequate facilities, then there are other shortcomings in the form of difficulty in accessing the internet in the event of a power outage.

Based on the results of field observations by researchers that there are facilities that have been provided by the Kalijati Village Government, Sidamulih District, Pangandaran Regency. However, there are still facilities that are not owned, namely four-wheeled vehicles, then there are other shortcomings in the form of difficulty in accessing the internet in the event of a power outage.

Based on the conclusions of the interviews and observations, the researchers analyzed that the Kalijati Village Government, Sidamulih District, Pangandaran Regency had run and provided facilities and infrastructure to provide services to the

community but it was still not fully optimal, this was because there were still equipment that was not owned by the Village Government. Kalijati is a four-wheeled vehicle and there are other shortcomings in the form of difficulty in accessing the internet in the event of a power outage.

To find out the Public Service by the Village Government in Kalijati Village, Sidamulih District, Pangandaran Regency, the study determined 8 informants consisting of

2. Adequate Facilities to Support Public Services

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the Village Head, Village Secretary, Head of Service, Head of Welfare, Head of Government, and 3 community members. In this section, the researcher will explain the results of interviews regarding Public Services by the Village Government in Kalijati Village, Sidamulih District, Pangandaran Regency. The results of the interviews are described according to the research focus according to Fandy Tjiptono (1997:14).

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3. The Existence of Employees and Good Communication

Based on the results of the researchers' interviews with all informants, on average, all the informants discussed incomplete facilities for achieving good facilities and communication, namely village

public transportation. And there are also informants who discuss other shortcomings including inadequate human resources. Based on the above, it can be concluded that public services in Kalijati Village, Sidamulih District, Pangandaran Regency have not been optimal due to incomplete facilities, then there are other shortcomings, namely inadequate human resources.

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4. The Existence Of The Ability To Provide Public Services

Based on the overall results of the researcher's interviews with all informants that on average all the informants discussed the infrastructure that was not good because sometimes the equipment being used was sometimes damaged. Then the process likes to be slow so that there is pressure from the community. Based on the above, it can be concluded that public services in Kalijati Village, Sidamulih District, Pangandaran Regency have not been optimal due to poor infrastructure because the equipment being used sometimes gets damaged.

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other shortcomings in the form of other shortcomings, namely there are inadequate human resources.

Based on the conclusions of the interviews and observations, the researchers analyzed that the Kalijati Village Government, Sidamulih District, Pangandaran Regency had run and provided facilities and infrastructure to provide services to the community but it was still not fully optimal, this was because there were still equipment that was not owned by the Village Government. Kalijati is a four-wheeled vehicle and there are other shortcomings, namely inadequate human resources.

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5. There is Accuracy and Satisfaction In Public Services

Based on the overall results of the researcher's interviews with all informants that of all the informants discussing the accuracy of the staff providing satisfaction to the community in providing services, it is still not good because the staff in providing services sometimes like to be unfocused, less focused in responding, the equipment they have is incomplete so that . Then in the process it likes to be slow, with the slow work of the staff, there are people who can't wait for the process to be completed. Based on the above, it can be concluded that public services in Kalijati Village, Sidamulih District, Pangandaran Regency are not optimal because the staff in providing services sometimes likes to be unfocused, less focused in responding, the equipment they have is incomplete so that the Then in the process it likes to be slow, with the slow work of the staff, people are impatient waiting for the process.

6. Responsiveness

Based on the overall results of the researcher's interviews with all informants, all of the informants discussed the capacity of the Kalijati Village Government, Sidamulih District, Pangandaran Regency, which was not good because sometimes the equipment being used was sometimes damaged. Then in the process it takes

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Based on the conclusions of the interviews and observations, the researchers analyzed that the Kalijati Village Government, Sidamulih District, Pangandaran Regency had run and provided equipment to provide services to the community but it was still not fully optimal. respond, the equipment they have is incomplete so that . Then in the process it likes to be slow, with the slow work of the staff, people are impatient waiting for the process.

quite a long time, there are errors in the workmanship that are needed by the community so that there is emphasis from the community. Based on the above, it can be concluded that public services in Kalijati Village, Sidamulih District, Pangandaran Regency have not been optimal because the equipment is not good because the equipment being used sometimes likes

to experience damage, then the process takes quite a long time, there are errors in workmanship that are needed by the community. so that there is pressure from the community.

Based on the results of field observations by researchers that there are facilities that have been provided by the Kalijati Village Government, Sidamulih District, Pangandaran Regency. However, the capacity that is owned is still lacking because the equipment is not good because the equipment that is being used sometimes likes to experience damage, then the process takes a long time,

Based on the overall results of the researcher's interviews with all informants, all of the informants discussed the capacity of the Kalijati Village Government, Sidamulih District, Pangandaran Regency, which was not good because sometimes the equipment being used was sometimes damaged. Then in the process it takes quite a long time, there are errors in the workmanship that are needed by the community so that there is emphasis from the community. Based on the above, it can be concluded that public services in Kalijati Village, Sidamulih District, Pangandaran Regency have not been optimal because the equipment is not good because the equipment being used sometimes likes to experience damage, then the process takes quite a long time, there are errors in workmanship that are needed by the community. so that there is pressure from the community.

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still not fully optimal this was due to poor equipment. the equipment that is being used sometimes likes to experience damage, then in the process it takes quite a long time, there are errors in the workmanship that are needed by the community so that there is emphasis from the community.

Conclusion

Based on the discussion of the results of the research on Public Services by the Village Government in Kalijati Village, Sidamulih District, Pangandaran Regency, it can be concluded as follows: Public Service by the Village Government in Kalijati Village, Sidamulih District, Pangandaran Regency in general has been running in service according to Fandy Tjiptono's theory (1997:14). This is evidenced by the Public Service by the Village Government in Kalijati Village, Sidamulih District, Pangandaran Regency which has been carried out based on its duties and functions, in accordance with the community's response which said it was quite good.

However, there are still obstacles faced in public services by the village government in Kalijati Village, Sidamulih District, Pangandaran Regency that there is no village public transportation, network difficulties, inadequate human resources, slow service process, community emphasis on staff, damaged equipment, staff less agile, people can't wait for the service process, errors in service, community response is not good in terms of communication between the community and staff, staff are busy using the phone during working hours, and public trust in staff is still bad as seen from the staff's communication is not good.

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