



Performance of Village Government Apparatus in Public Service in Administration (Case Study in Taas Village, Tikala Subdistrict, Manado City)

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Abstract. This study serves to determine the Performance of Village Government Apparatuses in Public Services in the Administration in Taas Village, Tikala Sub-district, Manado City, the function of the government is to carry out development and service activities as a form of the government's general task to realize public welfare.

Qualitative research. Qualitative research is research that is descriptive and tends to use analysis. Process and meaning (subject perspective) are more highlighted in qualitative research. The research location is in Taas Village, Tiakala District, Manado City. The focus of this research is the Performance of Village Government Apparatus in Public Services in Administration in Taas Village, Tikala Subdistrict, Manado City. The results of this study are the performance shown by the Taas sub-district government apparatus is not good and is not responsible for its duties and functions which are measured based on performance indicators, Productivity, Service Quality, Accountability, (Agus Dwiyanto 2002 In its service, three indicators are seen that are used to find information which is done by interviewing informants who are the people of Taas Village, Tikala District, Manado City.

Keywords: Performance · public services · administration

1 Introduction

The purpose of the Unitary State of the Republic of Indonesia according to the Preamble to the 1945 Constitution of the Republic of Indonesia is to promote the general welfare and educate the nation's life [1]. This mandate means that the state is responsible for meeting the needs of every citizen through a system of government that encourages the development of extraordinary public services to fulfill basic human needs and civil rights. Through a government system that supports the creation of excellent public service delivery in order to fulfill the basic needs and civil rights of citizens for public goods, public services, and administrative services.

This study uses a normative juridical method with a procedural approach. The results of this study are the implementation of the principles of good governance in Indonesia still requires many improvements and improvements in the future.

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Based on the findings of the Ombudsman's investigation, the majority of public service institutions in Indonesia have red reports, both at the national and regional levels. In a meeting in mid-2019, Ahmad Alam Saragih, a member of the Ombudsman, stated that the quality of public services had deteriorated and the procedures for listening to public complaints had not been improved.

According to Law Number 25 of 2009 concerning Public Services, the state is obliged to fight for the rights and basic needs of every citizen and resident in the context of public services [5], as mandated by the 1945 Constitution of the Republic of Indonesia, b.) Building public trust in public services provided by public service providers is an activity that must be carried out in accordance with the hopes and desires of all citizens towards improving public services, c.) efforts to emphasize the rights and obligations of every citizen and resident, as well as the responsibilities and obligations of the state in public administration, d.) as part of efforts to improve the quality of public services and protect corporate citizens from abuse of authority in the administration of public services [1].

Based on the description above, the government is here to serve the community based on the 1945 Constitution which has become the state's goal, one of which is through the provision of services to the people. Mandatory in carrying out its responsibilities and functions as the organizer of public service providers based on Law Number 25 of 2009 concerning Public Services, must be based on; a.) public interest, b.) legal certainty, c.) equality of rights, d.) balance of rights and obligations, e.) professionalism, f.) participatory, g.) equal treatment, h.) transparency, i.) accountability, j.) facilities and special treatment for vulnerable groups k.) timeliness l.) speed, convenience, and affordability. These principles must exist within a public service provider to realize excellent public services [5].

Manado Mayor Regulation No. 6 of 2013 concerning the implementation of public services within the Manado city government article 7 paragraph 3 states that public service providers are required to evaluate the performance of implementers which are carried out regularly [9]. This aims to see whether the performance given by the government apparatus in providing services to the community. All service activities carried out by public service providers in the context of meeting the needs of the community and implementing the provisions of the legislation are called public services.

Based on the results of research conducted by researchers in Taas Village, Tikala District, Manado City, the gap that occurs is that there are still many people who are not satisfied and disappointed with services in the field of correspondence administration related to procedures that are unclear services that cause slow services provided to the community, service delivery which is supposed to make it easier for the community but becomes complicated, the complexity of the service is related to the behavior and also the performance of government employees in being public servants in the Taas Village, Tikala District, Manado City, and there are also employees who provide convoluted services by some people in making a statement of incapacity, certificate of domicile, certificate affected by covid19 and also the irresponsibility of officers in their responsibilities and all forms of correspondence administration, lack of supervision of employee performance by superiors or supervisors and there is no sense of lack of responsibility

from employees in providing services to the community, which is seen now that public services felt by the community in the Taas sub-district, Tikala sub-district, Manado city are still unsatisfactory for service providers in the sub-district and also the performance shown by service implementers in the Taas sub-district, sub-district Tikala Manado City is still considered unsatisfactory, according to Law no. 25 of 2009, it is necessary to establish public service standards as a guide for service providers and a reference for assessment [5]. Based on this background, the researchers made the title of the study “Performance of Village Government Apparatuses in Public Services in the Administrative Sector” (a case study in Taas Village, Tikala District, Manado City).

2 Research Method

The method used in this study is a qualitative descriptive method that focuses on how the performance of village government apparatus in public services in the administrative sector in Taas Village, Tikala District, Manado City. In this study, the main instrument used was the researcher himself, where the author carried out data collection, interviews, observations and data analysis. The tools used in this study were voice recorders, village documents and photo cameras, while the sources of research information were carried out by purposive sampling with a total of 7 informants consisting of the head of the village, the secretary of the village and the local community. The theory used in this research is Agus Dwiyanto’s productivity, service quality and accountability to be the basis for measuring the performance of the regional government. Data collection procedures and techniques [10]. In accordance with the method used by researchers with a qualitative research approach, the technique used by researchers in collecting data is by means of interviews and field observations, then data analysis techniques Researchers in this study use qualitative analysis, as recommended by Miles and Hubberman According to Sugiono, who consists of data collection, data reduction, data presentation, and conclusion drawing [11].

3 Results and Discussion

Ratminto and Atik, explained that public service is an activity or series of activities in order to help meet the needs of the community [12]. In summary, public services are actions taken by public service providers with the aim of meeting the needs and requirements of service users or the community in accordance with established basic norms and procedures. Receive special services from the government.

Performance appraisal needs to be carried out by public service providers on a regular basis to review the performance of public service officers using performance indicators based on the PAN-RB Ministerial Regulation Number 17 of 2017 concerning the performance of government public services, namely as follows: (a) Service policy is a benchmark that used as obligations and promises to the community in quality, fast, easy services that are loaded in the SPP for quality service. (b) Professionalism of HR organizers Focusing on the competence of public service providers in accordance with the type of service provided is intended so that the services provided are in accordance with the competence of the implementers. (c) Consultations and complaints This indicator

focuses on providing facilities for complaints and consultations such as social media, email, telephone and face to face and community consultations, which are documented as archived records and can be viewed on the website. (d) Service innovation Public servants must be able to innovate in a way that is beneficial to the general public [13].

3.1 Performance of Village Government Apparatus in Public Services in Administration in Taas Village, Tikala Subdistrict, Manado City

Public service is the fulfillment of the wishes and needs of the community by state administrators. The state was founded by the public (society) of course with the aim of improving the welfare of the community. In essence, the state in this case the government (bureaucrats) must be able to meet the needs of the community.

The principles of public services set by the Minister of PAN No. 63 of 2003 which include, Simplicity, Clarity, Timeliness, Accuracy, Security, Responsibility, Completeness of facilities and infrastructure, Ease of access, Discipline, courtesy and friendliness, Comfort, these are all must exist in every government agency and apparatus to achieve good government [17]. Performance is a metric that determines how an organization strives to achieve high levels of productivity. Therefore, efforts to evaluate performance in an organization become very important, performance evaluation is very important because it can be used to analyze the performance of the organization in meeting its goals. Bureaucratic performance can actually be seen through various dimensions, such as the dimensions of Productivity, Service Quality, Responsiveness and Accountability of the apparatus in providing services. Various literatures that discuss bureaucratic performance basically have substantial similarities, namely to see how far the level of achievement of results that have been carried out by government officials, Performance will increase/satisfactory along with improving the quality of services provided by service providers and can be felt by service recipients/community itself. Performance appraisal benchmarks according to Government Regulation No. 30 of 2019 concerning Performance Assessment of Civil Servants (PNS), namely Assessment of work behavior and work assessment of PNS, weighting of PNS scores, appraiser officials and PNS work appraisal team, procedures for assessing and following up on performance reporting, ranking performance, performance rewards, sanctions and civil servant performance information systems [18].

Mangkunegara that the term performance comes from the word job performance or actual performance (work achievement or actual achievement achieved by someone), namely the quality and quantity of work achieved by an employee in carrying out his duties in accordance with the responsibilities given to him [20].

According to A. A. Prabu Mangkunegara in his book Performance Evaluation of Human Resources Performance management is a process of planning, organizing, implementing, and controlling the achievement of performance and is communicated continuously by the leadership to employees, between employees and their direct superiors [20]. According to Hubeis and Mangkuprawira, performance is the result of certain planned work at the time and place of the employee and the organization concerned [22].

Law Number 25 Year 2009 article 38 paragraphs (1) and (2). To evaluate the performance of public service providers, performance indicators based on service standards are used in the evaluation process [5]. Ministerial Regulation of PAN-RB Number 17 of 2017

concerning Guidelines for Performance Assessment issued by the Ministry of Administrative Reform and Bureaucratic Reform (Kemenpan RB) serves as a technical reference for the implementation of assessments in public service units within Ministries, Institutions, and Local Governments. There are six, namely, Service Policy, Professionalism of HR Organizers, Consultation and Complaints, Service Innovation [13].

Performance indicators are defined as certain values or characteristics that are used to measure outputs or outcomes. Performance indicators are also defined as measuring tools used to determine the degree of success of the organization in achieving its goals. In the context of measuring and improving performance as well as further increasing the accountability of the performance of government agencies, each government agency needs to establish Key Performance Indicators (KPI). KPI (Key Performance Indicator) is a measure of the success of an organization's strategic goals and objectives. The Purpose of Determining Key Performance Indicators are:

1. To obtain important and necessary performance information in carrying out good performance management;
2. To obtain a measure of success from the achievement of an organization's strategic goals and objectives that are used to improve performance and increase performance accountability.

The level of goal achievement is referred to as performance. Administration refers to the work and activities involved in putting policies into action to achieve goals. In a broad sense, administration refers to activities such as note-taking, communication, light bookkeeping, typing, agendas, and other technical administrative tasks. In a broad sense, administration refers to the complete process of two or more individuals working together to achieve common goals by using certain infrastructure facilities efficiently and effectively. Performance evaluation is also called Performance evaluation or Performance appraisal. Appraisal comes from the Latin word "appratiare" which means to give value or price. Performance evaluation means giving value to the work done by someone to be rewarded, compensated or rewarded. Performance evaluation is the fairest way to reward or reward employees. Everyone in general wants to excel and expects his achievements to be known and appreciated by others.

As explained that the purpose of this study is to find out how the Performance Research on the Performance of Village Government Apparatuses in Public Services in the Administration field in Taas Village, Tikala District, Manado City, To achieve this goal, researchers conducted interviews with various parties. The data or information collected during the interviews were evaluated qualitatively using descriptive analysis techniques, following the process described in the research methodology.

3.2 Productivity

According to Sutrisno, productivity is generally defined as the relationship between output (goods or services) and inputs (labor, materials, money). Productivity is a measure of productive efficiency. A comparison between output and input [24]. Riyanto in Elbandiansyah, technically Productivity is defined as the ratio of the results achieved (output)

to the total required resources (input). Productivity implies a comparison between the results achieved and the role of labor per unit of time [25].

Productivity is an activity that produces production. Productivity is related to the efficiency of using resources to produce products or services, increasing productivity is determined by many factors from leadership, public administration reform and employee behavior. Service to the community so as to facilitate service. However, from the interviews conducted, it was found that the time for the completion of the administration in the field of administration felt bad because according to one of the informants (VK) who at that time wanted to take care of the cover letter for making a birth certificate who came at 09:00 WITA, and was told to wait. Because the responsible employee has not arrived and has been told to wait for about two hours, and also the services provided are ineffective, thus making the community dissatisfied with the performance of the Taas sub-district apparatus who are careless or undisciplined at this time making productivity a ratio between input and output. Generally not going well. For this reason, to create effective and efficient services, every apparatus in the kelurahan must work together and must be professional in service to the community. For the creation of good productivity, every element of society and the government must work together and every policy issued by the government must be socialized so that the public knows every policy issued by the government.

3.3 Service Quality

Service quality is the action and ability of individuals in an organization that is carried out with full commitment to provide the best and quality service to the community, fellow individuals, and leaders. Good service quality affects the public's view of the government bureaucracy which has received a bad stigma from the community, services that should be efficient and effective that people should get because of the government system that makes it easier for people to get easy services.

In Damartaji Arisutha, service quality is closely related to systematic and comprehensive service, which is better known as the concept of excellent service [27]. Service personnel should understand the prime service variables as contained in the public sector excellent service behavior agenda.

According to Dwiyanto Service quality is an important factor in explaining the performance of public service organizations. Many negative views are formed about public organizations due to public dissatisfaction with the quality of services provided [10]. The quality of services provided in the Taas sub-district is still considered unsatisfied with the community regarding the ease with which the public will access service information in the Taas sub-district and there is also the Taas Sub-district Integrated Administrative Service (PATUT) program which can be accessed via social media or websites that most people do not know about. According to (AK) one of the interviewees. This problem greatly affects the quality of service to create satisfaction for the community as service recipients. Because quality services are highly desired by service providers and recipients. The quality of services that should be able to satisfy the community is even considered bad by the community because the responsible urban village apparatus does not carry out their duties and functions properly. Even though in the current era the

quality of services provided must ensure the comfort of the community so that the bad stigma about public services will slowly become better in the future.

3.4 Accountability

According to Wibisono that Accountability has several meanings whose terminology is often associated with several concepts such as answerability, responsibility, liability and other terminology related to the expectations of the mandate giver and the executor of the mandate [29]. Accountability is a word related to governance that is difficult to define. However, this can often be described as a relationship between the present or the future, between individuals, groups as an interest responsibility is an obligation to notify, explain each action and decision so that it can be approved or rejected or can be punished if abuse of power was found. Accountability itself is defined as a form of accountability for the success or failure of the organization's mission in achieving predetermined goals and objectives which are carried out periodically to be able to see the government's performance. Every kelurahan government apparatus is obliged to take responsibility for its duties and functions, namely serving the community in various community demands, said (AM) Kelurahan Secretary who became an informant in this study, but there were people (VK) and (AK) as local people who became informants in this study. in the interview, the Taas sub-district government apparatus is not responsible for their duties, the performance shown is unsatisfactory, for the administration of the domicile letter it takes two hours to do it because the employees have not come to the office. The Taas Village apparatus that provides services to the community is not in accordance with the SOP, and there are also village officials who are not responsible for their duties and functions and appear unprofessional in their work. The performance that should have been good shown by the sub-district government actually looks bad in the community, so that the community has a bad stigma on the way the kelurahan government works, even though the kelurahan from the smallest government should be able to show good governance so that the community can receive effective, efficient and accountable services.

4 Conclusion

Based on the results of the research and discussion that the researchers discussed in the previous chapter about How the Performance of Village Government Apparatuses in Public Services in the Administrative Sector, the researchers can conclude as follows:

1. Productivity

The services provided by the Taas sub-district government apparatus have not been effective and unsatisfactory for the local community and from the time of completion of management in the administrative field it is still not good.

2. Quality of Service

For the quality of service provided by the taas village apparatus is not good, the lack of information related to service access and service information to the village community.

3. Accountability

The services provided are not in accordance with the SOP and some of the apparatus are negligent in carrying out their duties and functions and are also unprofessional in serving the community.

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