



Responsivity of Village Government in Community Empowerment at Bababulo Village Office, Majene Regency, West Sulawesi Province

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Abstract. This research aims to find out how the principle of village government responsiveness is implemented in community empowerment at the Bababulo Village Office, Pamboang District, Majene Regency. This research was conducted in Bababulo Village, Pamboang District, Majene Regency using primary data methods and secondary data using data collection techniques through interviews and observations, then processed and analyzed based on qualitative problem formulation. The research results show that the responsiveness of the village government in empowering the community at the Bababulo Village Office, Majene Regency consists of 6 (six) indicators, namely: (1) ability to respond to the community, officers have provided good attitudes and communication. (2) speed of service, officers have shown vigilance and seriousness in serving (3) accuracy of service, officers are focused and serious in their work. (4) thoroughness of service, officers have worked according to the SOP. (5) timeliness of service, officers work in accordance with incoming reports. (6) ability to respond to complaints, officers are able to respond to complaints and provide the best solution. To complement the findings of this research, it is recommended for future researchers to explore the topic of government responsiveness in public service collaboration or the topic of government responsiveness in community empowerment programs.

Keywords: Responsivitas, Good Governance, Society Empowerment.

1 Introduction

A government agency is an organization consisting of a group of people selected based on predetermined procedures to carry out their duties and functions in Good Governance to create good public services for communities throughout Indonesia. As a manifestation of the implementation of Good Governance, the quality of public services is one strategy to overcome behavior that violates the law. Therefore, in-depth special

attention is needed towards the services provided in a government agency, public services are an important thing to explore because in general humans really need public services, it can be concluded that services cannot be separated from human life. Theoretically, Good Governance means that the management of power is based on applicable legal rules, transparent policy making, and accountability to the community [1]. Governance itself has elements of another verb, namely governing, which means the function of the government together with other agencies (NGOs, the private sector and citizens) which is carried out in a balanced and participatory manner [2]. Government organizations are expected to provide good quality and quality work.

With benchmarks, employees in an organization are required to be able to demonstrate productive performance, for this reason employees must have productive individual characteristics, including self-confidence, a sense of responsibility, a sense of love for work, a forward-looking outlook, able to solve problems, adapting to the environment. change, make a positive contribution to the environment, the power to show one's potential [3]. Employee performance is the result of an employee's thought and energy towards the work carried out, such as ideas and innovations from the employee himself in order to improve the progress of the organization [4]. Implementing the principles of Good Governance to create good government, one of which is through an accountable public service system. Current public services have various weaknesses, as stated by [5], they are less responsive, less informative, less accessible, less coordinated, less bureaucratic, less willing to listen to complaints, suggestions and aspirations of the community.

The Village Government, in this case the Bababulo Village Office, is one of the government's partners, as a partner of the West Sulawesi Provincial Government in assisting the Regent in carrying out regional authority and assistance tasks in the field of community and village empowerment in accordance with policies established based on applicable laws and regulations. So in order to create Good Governance, the Bababulo Village Government plays a very important role, in other words it must be a government agency that has good performance in order to achieve the desired targets. However, in reality, the implementation of the principle of responsiveness, which in this case is one of the principles of Good Governance in the Bababulo village office, has not been implemented optimally in increasing community empowerment of the village community itself. There are a number of obstacles that prevent community empowerment from running according to expectations. This can be seen from the implementation of the principle of responsiveness which has not worked well, including the low level of community involvement by government agencies and public service delivery units.

There are several studies from other researchers that discuss the principles of good governance, namely, the similarity of research with Heriyanto [6], is that they both discuss and identify the principles of good governance in a district. However, the difference between this research and the researchers' research is how to improve government governance through the principles of good governance that have been implemented. Differences in research from Manaan [7], between this research and the researchers' research, it discusses planning, implementation and accountability for village fund allocation using the principles of good governance. Meanwhile, what this research

has in common with researchers' research is that they both discuss the concept of good governance principles. Furthermore, the similarity between research from Mukhtar Tompo et al [8], and research by researchers is how to apply the principles of good governance in a government agency. Meanwhile, the difference is that it does not focus on the concept of community empowerment to be used as material for further discussion. The fourth research from Iza et al., [9], the difference in this research is that it focuses more on how public services can be improved. Meanwhile, what this research has in common is that they both discuss the concept of good governance principles. In further research from Yuliana [10], the similarity of this research is to make the principle of transparency one of the principles of good governance that is measured. Meanwhile, the difference is that it focuses more on reminding organizational performance through good governance.

The sixth research from Mahadewi and Putri [11], this research is different from the researchers' research, namely that it focuses more on discussing improving employee performance in hospitals through the principles of good governance. Meanwhile, the similarities are several good governance principles used in measuring this research. Finally, research from Dunga and Tome [12], what this research has in common is that they both explore the application of good governance principles in the Regency. Meanwhile, the difference lies in that this research focuses more on good village governance through the principles of good governance. Based on the seven previous studies above, the researcher makes a reference by drawing several similarities to the principles of Good Governance in community empowerment at the Bababulo Village Office, Majene Regency, West Sulawesi Province. Previous research did not explain Good Governance in community empowerment at the Village Office, so this research needs to be carried out to become a reference for other researchers. In order to improve and develop public services in Bababulo Village, Majene Regency, West Sulawesi Province, the researcher raised the title "Village Government Responsiveness in Community Empowerment at the Bababulo Village Office, Majene Regency, West Sulawesi Province".

2 Literature Review

2.1 Definition of Governance

Literally, governance according to Daniri [13], is often translated as "regulation". Sedarmayanti [14], states that governance in the narrow sense basically talks about two aspects, namely, governance structure or board structure and governance process or governance mechanism in a company. Good governance is a process that determines the government's distribution of authority evenly across all parts of society to influence decisions and policies relating to public life in their political, economic, social and cultural development efforts in the government system [15]. Utomo [16], explains that the difference is in the centralized monolithic political nuance, government is a government that relies on authority which shows management with the highest authority. According to the United Nation Development Program (UNDP) in Pasolong [17], the term gov-

ernance denotes a process that positions the people to manage their economy, institutions and social and political resources not only to be used for development, but also to create cohesion, integration and for the welfare of its people.

Good governance according to the World Bank in Thoha [18], is the implementation of solid and responsible development management that is in line with the principles of democracy and efficient markets, avoiding the possibility of misallocation and investment, and preventing corruption both politically and administratively, implementing budget discipline as well as creating legal and political frameworks for the growth of business activities. The opinion of Taschereau and Campos as quoted by Thoha [18], states that good governance is a condition that guarantees a process of alignment, equality, cohesion and balance of participation, mutual control carried out by components, namely government, the people (citizens) or civil society and entrepreneurs (businesses) in the private sector. According to Hasibuan [19], states that good governance is an order of national and state life where the patterns and attitudes of the actions of the actors are based on certain principles and characteristics so as to create a strong State (Government).

According to Zulkarnain [20], good governance is something foreign to Indonesian society, where the concept is that cooperation is carried out between the government and society to achieve two goals, namely good government and democracy in a government. There are still many frauds and leaks found in budget management and accounting, which are the two main products of good governance [21]. Based on the opinions of the experts above, it can be concluded that good governance is a good governance system in relation to services to the wider community. Governance can be interpreted as meaning that power is not solely owned by or is the government's business, but more emphasis is placed on the implementation of governing functions by the government and other institutions, namely Non-Governmental Organizations (NGOs), private companies and the state.

2.2 Principles of Good Governance

To understand good governance requires an understanding of the principles contained therein. This functions as an indicator or benchmark for government performance. The principles of good governance according to the United Nations Development Program (UNDP) in Mas'ud [22], reveal that the characteristics or principles developed in the implementation of good governance are participation, community involvement in decision making either directly or indirectly through institutions. Representatives who can channel their aspirations. Rule of law, a legal framework that is fair and implemented without bias. Transparency, built on the basis of freedom to obtain information. Information relating to the public interest can be directly obtained by those who need it. Responsiveness, public institutions must be fast and responsive in serving stakeholders. Consensus orientation, oriented towards the interests of the wider community. Equity, every community has the same opportunity to obtain prosperity and justice. Efficiency and Effectiveness, management of public resources is carried out in an efficient and effective manner. Accountability, responsibility to the public for every activity carried

out. Strategic vision, government administrators and society must have a vision far into the future.

2.3 Responsivity Concept

Responsiveness is an efficient way of managing affairs at both the central and regional or local levels in providing services to the community, therefore both central and regional governments are said to be responsive to the needs of the community if the community's needs are identified by policy makers with the knowledge they have, appropriately and can answer what is in the public interest [23]. Zeithaml et al. [24], stated that responsiveness is the willingness to help the community as customers and providing services sincerely, as well as a willingness to help consumers responsible for the quality of services provided.

Meanwhile, in his discussion of organizational development theory, he identified that responsiveness is a concept that concerns the ability of state apparatus to face and anticipate new aspirations, new developments, new demands and new knowledge, so that a bureaucracy must respond quickly so as not to be left behind in carrying out its duties and its function is as a service provider [25]. Dwiyanto [21], defines responsiveness or responsiveness as the ability of an organization to identify community needs, prioritize needs, and develop them into various service programs. Responsiveness is included as a performance indicator because responsiveness directly describes the ability of a public organization to carry out its mission and objectives, especially to meet community needs [26].

2.4 Responsivity Indicator

Hardiyansyah [27], explains that responsiveness is included in one of the dimensions of service quality, where responsiveness is described into several indicators, namely, responding to every customer/applicant who wants to get service, officers/apparatus providing service quickly, officers/apparatus carrying out service appropriately, officers The officers/apparatus carry out the service carefully, the officers/apparatus carry out the service in a timely manner and all customer complaints are responded to by the officers.

Zeithaml et al. [24] explain in detail that responsiveness is included in one of the dimensions of public service quality, where responsiveness itself consists of several principle indicators that service providers must carry out as follows: (1) Ability to Respond to the Community, as a service officer you must know how to behave and communicate well and politely towards the community; (2) Speed of Service, including the alertness and sincerity of officers in answering questions or requests from the public; (3) Accuracy of Service, in serving there should be no errors either in terms of work or conversation, and service must be in accordance with the wishes of the community; (4) Service Accuracy, officers are expected to always be focused and serious in delivering services and serving the needs of the community; (5) Timeliness of Service, namely officers are expected to be able to complete services within the specified time period; (6) Ability to Respond to Complaints, public service providers are obliged to resolve

every report, complaint and complaint from the public regarding dissatisfaction with the provision of services in accordance with their authority.

2.5 Community empowerment

In community empowerment, many experts discuss this, one of which is Adi [28], who states that empowerment essentially helps people gain the power to make decisions and determine actions to be taken related to themselves, including reducing the effects of personal and social obstacles in their lives. Take action. Community empowerment occurs when the community itself also participates. In community empowerment, there are 4 principles that are often used for the success of empowerment programs, namely the principle of equality, which is the position between the community and the institutions that carry out community empowerment programs, both men and women, community participation, which stimulates community independence, namely programs that are participatory in nature, and the principle of sustainability. Where the empowerment program must be designed/arranged in such a way as to be sustainable and with the principle of independence, which respects and prioritizes the abilities of the community rather than the assistance of other parties. According to Sumodiningrat [29], community empowerment is an effort to make the community independent by realizing the potential abilities they have. Community empowerment always involves two inter-related groups, namely the community as the empowered party and the concerned party as the empowering party.

Implementation of community empowerment must also be carried out through several activities: first, creating an atmosphere or climate that allows community potential to develop (enabling). Second, strengthening the potential or power possessed by the community (empowering). Third, empowering also means protecting. Herein lies the starting point, namely that the recognition that every human being, every member of society has a potential that can always continue to be developed. This means that no society is completely helpless because if so, it would easily experience extinction [30].

3 Research Methods

The location of this research is at the Bababulo Village Office, Pamboang District, Majene Regency, West Sulawesi Province. The type of research used in this research is qualitative. In qualitative research, the data collected comes from interviews, direct observation, field notes, personal documents and other official records [31]. The informants in this study were determined by purposive sampling as many as 9 people consisting of the village head, chairman of the BPD, head of development and empowerment of village communities, head of the Welfare Section The community, Chairman of BUMDes Bannang Pute, head of the Bababulo Hamlet RT, and the community from Rawang, Porendeang and Bababulo hamlets.

Meanwhile, the type of research used in this research is descriptive qualitative which provides an overview of the conditions at the research location based on existing facts [32]. The data analysis technique used is the data analysis model of Miles and Huber-

man [33], which consists of 3 stages, namely data reduction, data presentation, conclusion drawing and verification which is carried out interactively until the data becomes saturated. The validity of the data in this research uses three types of triangulation, namely source, technique and time triangulation. According to Sugiyono [32], triangulation data collection techniques are defined as data collection techniques that combine various existing data techniques and data sources.

4 Results And Discussion

This research analyzes the principles of responsiveness in community empowerment at the Bababulo Village Office, Pamboang District, Majene Regency. The following is a visualization of the concept, flow and research design used in this research using the Nvivo 12 application.

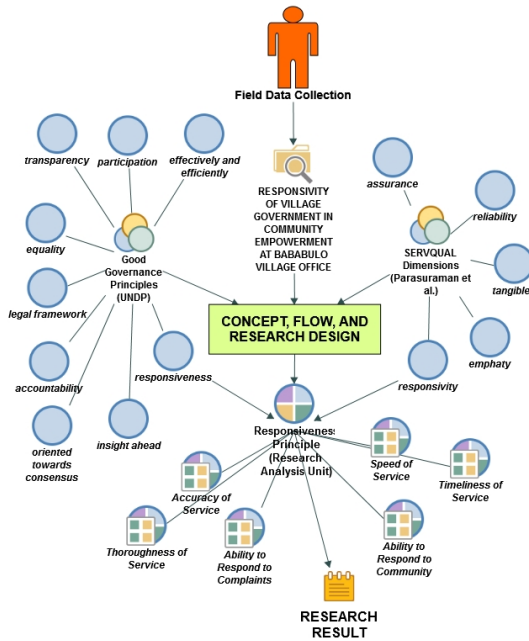


Figure 1. Visualization of concepts, flow and research design

Source: Own elaboration

Researchers use the principle indicators of responsiveness proposed by Zeithaml et al [24], as follows: 1) ability to respond to the community, 2) speed of service, 3) accuracy of service, 4) thoroughness of service, 5) timeliness of service, and 6) ability to respond to complaints. The following describes the results of research and discussion regarding the success of each indicator of the principle of village government responsiveness in community empowerment at the Bababulo Village Office, Majene Regency.

Ability to Respond to Community

First, the response capability indicator concludes that the attitude and communication of community empowerment service officers are good, the officers have carried out maximum good communication by providing electronic media to interact with the reporter, namely using E-Mail, cellphone number or whatsapp and providing information via the website. In contrast to research by Bonde et al [34], with the finding that the government's communication was hampered in the construction of the village hall due to inactive communication between the village head and village secretary to carry out development. This is because there is no cooperation or even a lack of good communication between the two parties, so that both parties cannot control the implementation process of building the village hall.

Speed of Service

Pasolong [17], revealed that service speed is one aspect of service quality which can be measured through the responsiveness and speed of employees in providing services. The principle of speed of service means that Bababulo village officials provide services quickly, including officers' alertness, sincerity, ability to answer questions and fulfill the reporter's request. Officers are aware of the importance of providing fast service to customers so that they do not receive bad reviews from the public. This is also supported by the reporter's statement that the reporter felt that the complaint service officer was alert in processing the reporter's complaint quickly.

Accuracy of Service

An indicator of officers carrying out services well is that officers uphold work integrity by carrying out their duties in accordance with the established SOPs. The provision of services by Bababulo village officials to the reporter is in accordance with the SOP and is based on work professionalism, not on the basis of simply ignoring work obligations. Standard Operating Procedures are a series of standardized written instructions regarding various processes for carrying out organizational activities, such as how to carry out these activities, when they must be carried out, where the activities are carried out and including who carries them out. In accordance with the research findings of Siburian et al. [35], which analyzed the implementation of SOPs at the Menteng District Office which complied with public service standards by meeting indicators such as service requirements, application completion time, cost capacity, clarity of procedures, openness and clarity of information, ease of submitting complaints and good understanding of office employees.

Thoroughness of Service

The accuracy factor can be used as a measure to assess the level of work effectiveness of organizations providing services [36]. Officers carry out services carefully, namely Bababulo village officials are focused in their work, requiring precision and

caution in processing complaints and prioritizing coordinated teamwork. Barriers to public services in administration to the community can also affect the accuracy of services. According to Zeithmal et al. [24], there are four gaps that become obstacles in public services, one of which is employee accuracy or thoroughness.

Timeliness of Service

Punctuality is quite important in a service and is contained in the general principles of good governance. In this research, Bababulo village gas officers have carried out services in a timely manner, namely seeking time efficiency through good interaction between officers and the community. This is different from the research findings of Marelda [37], namely that the timeliness of licensing services at the One Stop Integrated Service Service is not in accordance with Standard Operating Procedures and the impact is felt by the community who really need to issue permits from the One Stop Integrated Service Service.

Ability to Respond to Complaints

According to Tjiptono and Diana [38], service quality can be realized through fulfilling customer needs and desires as well as the organization's ability to respond to customer complaints. This last indicator emphasizes that all complaint reports can be responded to by officers. Bababulo village officials have provided the best solutions regarding the problems in the reports so that the community as complainants can be helped by getting the information they need. In handling complaints, the company must be able to handle complaints quickly and accurately and have employees who have the ability to resolve complaints from customers. In addition, according to Supriyadi, [39], proper complaint handling can provide opportunities to turn dissatisfied customers into satisfied customers. The following is presented in Table 1. The discussion matrix of the research results concluded by the researchers which are linked to the relevance of theory and previous research is as follows:

Table 1. Discussion Matrix

No.	Discussion of Research Indicators	Compliance Indicator	Relevance of Theory/Previous Research
1.	Ability to Respond to Society: provision of communication media	√	Bonde et al.,
2.	Speed of Service: fast response to incoming reports without delay	√	Harbani Pasolong
3.	Accuracy of Service: respond to community wishes in accordance with SOP	√	Siburian et al., Zeithmal et al.
4.	Thoroughness of Service: working with focus and seriousness in providing services	√	Sondang P. Siagian
5.	Thoroughness of Service: working with focus and seriousness in providing services	√	Ivana Marelda

6.	Ability to Respond to Complaints: provide the best solution to the reporter if there are problems	√	Noval Supriyadi
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Based on the research results discussion matrix in table 1. above, overall it can be seen that the indicators in the research used by researchers have been fulfilled and have relevance to operational theory or previous research put forward by previous experts or researchers. Therefore, it can be seen that the principle of responsiveness in community empowerment at the Bababulo Village Office, Pamboang District, Majene Regency has been implemented well.

Responsiveness as one of the principles of good governance in providing public services refers to the ability of public service providers to respond to the needs and aspirations of the community quickly, precisely and accurately. Researchers realize that there are a number of limitations in our research which only analyzes the 6 principles of responsiveness for public servants. Even though it is realized that bureaucratic pathology in public services is still embedded in the bureaucratic system or government administration which hampers services, one of which is discrimination in services. Therefore, efforts are needed to improve and strengthen public trust in the government by overcoming bureaucratic pathology in public services.

In connection with the bureaucratic pathology above, as a recommendation from researchers to improve the quality of public services, it is very much determined by the substance of accountability through management commitment and ensuring the bureaucracy's ability to provide fair and democratic public services. Therefore, researchers recommend the existence of fair and democratic service principles.

Fair and democratic services provide space for the community to provide feedback on the quality of services provided and hold organizers accountable for the public services provided, in this case the Bababulo Village government. For example, in terms of empowering the community, the government is expected to be able to provide services fairly, as well as provide assistance to people who really need social assistance or business capital assistance so that they can carry out businesses that are oriented towards independence.

5 Conclusion

The success of the village government's responsiveness in empowering the community at the Bababulo Village Office, Majene Regency, is responding to every applicant who wants to receive services. The good attitude and communication of the community empowerment service officers at the Bababulo Village Office has been very good by providing media to connect services such as websites, E-Mail, and cellphone/WA numbers and responding very well to reporters. Officers/apparatus provide services quickly. The alertness and sincerity of the community empowerment service officers in answering questions and fulfilling customer requests is very good, which is reflected in responding quickly to incoming reports without delay, as well as responding to the community's wishes in accordance with the established SOPs. Officers carry out services appropriately, minimizing errors in serving, meaning they must be in accordance

with the wishes of the community so that no one feels disadvantaged by the service they receive.

Officers carry out their services carefully, in carrying out their obligations as service officers in the community empowerment section at the Bababulo Village Office, they have worked with focus and seriousness in providing services to the community, as shown in processing reports by always being careful and prioritizing coordinated teamwork. Officers carry out services in a timely manner, officers do not refer to the speed of completing reports but work according to the files sent. All customer complaints are responded to by officers. Community empowerment service officers at the Bababulo Village Office have provided access to digital media such as websites, E-Mail, and HP/WA numbers for the community to be able to convey their complaints and officers have provided the best solutions to reporters when obstacles or problems arise related to complaints being carried out. according to SOP.

Researchers realize that these findings are still incomplete and do not fully show the responsiveness of village officials in terms of community empowerment to realize good governance. In relation to governance, there needs to be cross-sector cooperation or collaboration in realizing responsive services, especially in relation to community empowerment activities or programs, which of course is very good if the government collaborates with other sectors. Therefore, to complement the findings of this research, it is recommended for future researchers to explore the topic of government responsiveness in public service collaboration or the topic of government responsiveness in community empowerment programs.

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