



Performance Of Village Officials In Administrative Services In Kajulangko Village, Ampana Tete Sub-District, Entojo Una-Una District, Central Sulawesi Province

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DOI:

<https://doi.org/10.53697/iso.v4i1.1758>

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Received: 12-06-2024

Accepted: 15-06-2024

Published: 22-06-2024



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Abstract: This study aims to determine the Performance of Village Officials in Administrative Services in Kajulangko Village, Ampana Tete District, Tojo Una-Una Regency, Central Sulawesi Province. This research method uses descriptive qualitative research. The data collection techniques used are observation, interview, and documentation techniques. In accordance with the type of research used is qualitative analysis techniques. The results of the research are in the form of the results of interviews conducted with research informants, related to the sub-focus used to be able to know the Performance of Village Officials in Administrative Services in Kajulangko Village, Ampana Tete District, Tojo Una-una Regency. The sub-focuses used are Responsiveness, Justice and Certainty of time. Based on data collection through in-depth interviews, observation, and documentation, each sub-focus is described as follows. Based on the overall interview results above, it can be concluded that the responsiveness of the performance of village officials in providing administrative services is not yet optimal. Based on the results of the interviews, it can be concluded that the performance of village officials in providing administrative services cannot be said to be optimal and in accordance with applicable standards of justice because there are differences in the treatment of

individuals from various social and economic backgrounds although there are efforts to achieve equitable justice, there are still many challenges and obstacles that must be overcome. Based on the overall results of the interviews above, it can be concluded that the certainty of the performance of village officials in providing administrative services is not optimal.

Keywords: Apparatus Performance, Service, Village Administration

Introduction

The village government apparatus is one of the moving elements in the village government system (Organization, 2020). Within the scope of government, especially villages, where the village head and all village officials are tasked with carrying out tasks for the creation of community welfare and development. The performance of a good government apparatus is needed to achieve a goal in a government organization in running the government and carrying out development activities (Safiullin & Akhmetshin, 2019). The professionalism of employees when working is very important so that performance is

maximized and satisfactory in accordance with the expectations desired by the local community. The Village Apparatus is an organization that works together, working together to make the Village more advanced. Village organizations must be able to utilize all their resources, including human resources, to achieve their goals(Li & Shang, 2020).

Villages have an important role in Regional government regulated in Law Number 6 of 2014, the position of the Village in Law Number 6 of 2014 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 traditional rights recognized and respected in the Unitary State Government System of the Republic of Indonesia (NKRI). The Village Government Organization is the lowest level of government in the Government structure in Indonesia but has a role and function in implementing government programs(Barakabitze et al., 2020).

Based on Law No. 32/2004, the role of the village government apparatus is expected in order to realize the role of government as expected by the government, namely the village government is given the authority to regulate and manage their respective regions for the welfare of the people which has an impact on the realization of national development. In order to build effective and efficient performance quality, it takes time to think about how to achieve unity of cooperation so as to increase public trust. This requires autonomy and freedom in making decisions to allocate resources, create service guidelines, budgets, objectives, and clear and measurable performance targets(Sarkodie & Owusu, 2021).

The implementation of public services is a series of activities or activities carried out by the government and its apparatus to fulfill the rights and basic needs of the population, in the preamble of the 1945 Constitution states that one of the objectives of the establishment of the Unitary State of the Republic of Indonesia (NKRI) is to promote public welfare which is reflected in how the implementation of public services carried out by government officials to meet the needs of the community(Rapaccini et al., 2020).

Population administration contains population events and important events, which are implied by population events such as moving addresses, moving to live, limited stay, and changing the status of outsiders with limited houses to permanent houses. While important events that include birth, death, marriage, and separation, including the acceptance, recognition and approval of children, as well as changes in citizenship status, name changes, and other important events experienced by a person are events that must be accounted for and must be registered with the population administration(Weiskopf et al., 2020).

Based on observations in Kajulanko Village, there are many complaints from the community, namely(Rosenbloom et al., 2022):

administrative services provided by Kajulangko Village officials are not in accordance with existing service procedures, this can be seen from Responsiveness in population administration services, for example there are people who come to ask to be served their needs but the officials are less concerned or seem indifferent, do not respond well, this is what causes the village administration services provided are still not in accordance with the wishes of the community itself. Every community has a different character, therefore as a service officer must know how to behave and communicate well and politely to the community(Yeatman, 2020).

Another problem that occurs is that uneven justice is still the existence of village officials in providing services that differentiate between groups of people. For example, there are still officials who serve the community based on emotional closeness, kinship so that the community is less satisfied in receiving existing services. This problem shows that the performance of village officials in serving the community is not fair(Herd & Moynihan, 2019).

In addition, there is no certainty in administrative services so that services are often hampered, so that the existing community has to wait a long time, it should be on time but in fact it takes hours and even days to get certainty in getting administrative services. Based on the above problems, the author is motivated to want to examine more deeply through a scientific study by raising the title "Performance of Village Officials in Administrative Services in Kajulangko Village, Ampana Tete District, Tojo Una-Una Regency, Central Sulawesi Province".

Methodology

The research approach regarding the Performance of Village Officials in Administrative Services in Kajulangko Village, Ampana Tete District, Tojo Una-Una Regency, Central Sulawesi Province. This research uses a descriptive type of qualitative approach. According to Prayogi (2021: 240-254) Natural setting or (approach) naturalistic research, is another term for qualitative research methods. This is because the research process is carried out in natural conditions, without using measuring aids and making natural conditions as its territory. According to Rijali (2018: 81-95), the definition of data analysis is "an effort to systematically search and organize records of observations, interviews, and others to improve the researcher's understanding of the case under study and present it as findings for others. Meanwhile, to improve this understanding, the analysis needs to be continued by trying to find meaning.

Result and Discussion

Research Results

In this section, the research data will be described in the form of the results of interviews conducted with research informants, related to the sub-focus used to be able to know the Performance of Village Officials in Administrative Services in Kajulangko Village, Ampana Tete District, Tojo Una-una Regency(Shin & Jhee, 2021).

The sub-focuses used are Responsiveness, Justice and Certainty of time. Based on data collection through in-depth interviews, observation, and documentation, each sub-focus is described as follows(Söderström et al., 2020):

Responsiveness

Based on the overall interview results above, it can be concluded that the responsiveness of the performance of village officials in providing administrative services is not optimal. According to Wulandari and Utomo (2021: 1-117) responsiveness is the responsiveness of the bureaucracy to the expectations, desires, and aspirations and demands made by the community(Centobelli et al., 2022).

Justice

Based on the overall results of the interviews above, it can be concluded that the performance of village officials in providing administrative services cannot be said to be optimal and in accordance with applicable justice standards because there are differences in the treatment of individuals from various social and economic backgrounds. Although there are efforts to achieve equitable justice, there are still many challenges and obstacles to overcome. Comprehensive reforms and commitment from various parties are needed to achieve a fairer and more equitable justice system for all levels of society(Wright, 2019).

Certainty

Based on the overall results of the interviews above, it can be concluded that the certainty of the performance of the Village apparatus in providing administrative services is not optimal. this shows the need for improvement in the administrative service system to increase certainty This can be done through efforts such as simplifying administration, socializing with the community and providing training on administration to Village officials in order to improve Village administrative services(Lapuente & de Walle, 2020).

Discussion

The following discussion is about the study of research results related to the Performance of Village Officials in Administrative Services in Kajulangko Village, Ampana Tete District, Tojo Una-Una Regency which is seen from the aspects of Responsiveness, justice, and certainty(Powers et al., 2020).

The performance of village officials in administrative services in Kajulangko Village, Ampana Tete District, Tojo Una-Una Regency as seen from the responsiveness aspect is not

optimal. It can be seen from the way village officials are indifferent to requests and complaints from the community and the delay in responding to residents' requests without clear reasons, most of the village officials sometimes do not focus on community requests and village officials are slow or do not even respond to questions and complaints from residents regarding administrative services. Sofianti, Malik, and Elfiansyah Parawu (2021: 1195-1214) suggest that responsiveness concerns the ability of the apparatus to face and anticipate aspirations, developments, demands, and new knowledge to ensure optimal and responsive public services (Powers et al., 2020).

The performance of village officials in administrative services in Kajulangko Village, Ampana Tete District, Tojo Una-Una Regency seen from the aspect of justice is still uneven. This happens because the limited number and capacity of the apparatus on duty causes uneven services, poorly trained apparatus cannot provide fair and efficient services and also the lack of information conveyed from the apparatus to residents or the community because only some residents get complete and accurate information about administrative procedures, this shows that there is injustice in access to information due to the lack of socialization held by village officials. This will certainly be an obstacle for the community in requesting administrative services, causing widespread dissatisfaction and disappointment among the community. It also has an impact on the performance of village officials, causing some of the community to not support the current village government program. According to Frinaldi and Ali Embi (2012: 52) justice emphasizes that every individual must be treated according to their rights fairly.

The performance of village officials in administrative services in Kajulangko Village, Ampana Tete Subdistrict, Tojo Una-Una Regency as seen from the aspect of certainty is not optimal. The process of processing documents such as KTP, KK, and other letters often takes longer than expected, without clear information about the stages or obstacles encountered. The lack of clarity regarding the stages of the process and the lack of information provided by the village apparatus exacerbate this situation. Despite efforts on the part of the village to improve the efficiency of the service, the results have not been satisfactory. As a result, residents feel that they are not getting the service they deserve from the village government, which is supposed to be a public servant that provides fast and precise services.

Based on the general results of research on the performance of officials in administrative services in Kajulangko Village, Ampana Tete District, Tojo Una-Una Regency, Central Sulawesi Province as measured by responsiveness, fairness, and certainty, it is assessed that it has not been able to support or not optimal responsiveness refers to how quickly and effectively the apparatus responds to community needs. Justice includes the extent to which services are provided fairly to all citizens without discrimination. While certainty relates to the firmness of the rules and procedures that guide the implementation

of service performance apparatus in Kajulangko Village still needs significant improvement in terms of responsiveness, justice, and certainty of administrative services. Inadequate service quality can lead to community dissatisfaction, decreased trust in village government, and obstacles in achieving development goals and quality public services.

Conclusion

Based on the results of the research and discussion previously presented, the following conclusions can be drawn:

The responsiveness of the performance of village officials in administrative services in kajulangko village is not optimal, it can be seen from the responses of village officials in providing administrative services that seem indifferent to requests and complaints from the village community. The fairness of the performance of village officials in administrative services in kajulangko village has not been evenly distributed. This occurs because there are differences in the way village officials provide administrative services and the lack of training of village officials on the importance of providing fair services to all communities. The certainty of the performance of village officials in administrative services in kajulangko village is not yet optimal. This can be seen from the inconsistency of the village apparatus in providing services such as work that should be done today will be completed tomorrow so that the services needed by the community are hampered and delayed.

Overall, research on the performance of village officials in administrative services seen in terms of responsiveness, fairness, and certainty has not run optimally.

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