

ANALYSIS OF VILLAGE HEAD PERFORMANCE IN PUBLIC SERVICES: A CASE STUDY IN PERCUT VILLAGE DISTRICT PERCUT SEI TUAN

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ABSTRACT

According to Law No. 25 of 2009 public service is an activity or series of activities in the framework of meeting service needs in accordance with statutory regulations for every citizen of the country and residents, for goods, services, and / or administrative services provided by public service providers. The purpose of this research is to find out that public services have been carried out in accordance with existing regulations and to find out what actions the village head has taken to produce excellent performance as the quality of public services of the chief in order to guarantee quality services, complete, easily affordable, and measurable. This type of research uses descriptive qualitative research. The data is obtained using a qualitative historical approach and the research process is done naturally and naturally by forming a cycle and focuses the object under study based on field research and the form of reference. The results of this study indicate that the performance of the village head in the implementation of public services has not gone well because there are still many people who complained about the length of time when completing their identity card (KTP) or family card (KK). The performance of the village head in the implementation of public services has not been going well because there are still many people who complain about the length of time it has been completed when handling administration problem.

Keywords: Performance, Public, Service, Village, Head

INTRODUCTION

Public service is a service body that is used by the community from birth to death. All people who are aware of the law will be associated with public services to take care of population administration from birth into the world until then leave the world. In carrying out its work as a public servant it is often faced with problems of delays, out of form, inaccuracy, and other things that make the community as users feel dissatisfaction with the services provided by the service providers. The slow performance shown by the authorities makes the public services provided are often not optimal and seem slow and convoluted.

According to Law No. 25 of 2009 Public Service is an activity or series of activities in the framework of fulfilling service needs in accordance with statutory regulations for every citizen and citizen, for goods, services, and / or administrative services provided by public service providers. Also stated are the standards regarding public services, namely: benchmarks used as guidelines for service delivery or reference for assessing service quality as obligations and promises of organizers to the public in the framework of quality, complete, easily affordable, and measurable services (UU No. 25 Tahun 2009 (<https://id.wikipedia.org/wiki/Undang->

Undang_Pelayanan_Publik n.d.).

The performance displayed by bureaucrats or public servants is often not appropriate even contrary to the rules that have been socialized either verbally or in writing which are posted or hung on the wall of the office where public services are performed. This condition can be seen in government agencies at the provincial, district / city or village level. Performance we often call the activities of someone in carrying out activities to solve the problems mandated in the office or work environment. The mandated performance can be both quality and quantity. Quality of performance can usually be seen in terms of solving problems that are managerial or performance satisfaction is obtained from the behavior given or shown both internally and externally. The quantity of performance can be seen from the speed or timeliness given in completing the work mandated both internal and external environment.

State Administrative Agency of the Republic of Indonesia No 239 / IX / 6/8/2003 concerning Improvement of Guidelines for Preparation of Accountability Reporting Performance of Government Agencies explains that performance is a picture of the level of achievement of goals or objectives of government agencies as a translation of the vision, mission and strategy of government agencies that indicate the level success and failure of the implementation of activities in accordance with established programs and policies. Performance appraisal is usually carried out within a specified period of time per year, annually or annually. In the performance appraisal if found positive results will usually continue to be used as a reference for the next activity (Lembaga Administrasi Negara Republik Indonesia No 239/IX/6/8/2003 tentang Perbaikan Pedoman Penyusunan Pelaporan Akuntabilitas Kinerja Instansi Pemerintah (monev.bps.go.id/esakip/Pustaka/SK-LAN-239-2003-SAKIP. n.d.).

We often hear public words from various news or activities involving the government as the organizer in various activities. The media also often uses the word public in a variety of reporting, both print, radio or electronic media. The public is basically words that have the same meaning as the community. According to Sukanto in Sormarno the public is a group that is not a unit, but interacts indirectly through communication media, both communication media in general (for example private talks, rumors) and mass communication media (for example newspapers, radio, television, and the like) (Soemarno , 1990).

Public service is a place of service that is needed by the community to take care of various interests related to their lives. When a human child is born in the world it must be registered at the civil registry office to obtain his birth certificate. When a human child enters the age of 17 (seventeen) years must also be associated with public services to take care of Identity Card (KTP), outside of other matters that must be taken care of at the public service office. So often the public is in contact with public service offices / agencies, but so far many have complained about the procedures and work methods shown by public service officers or officials.

According to Law No. 25 of 2009 Public Service is an activity or series of activities in the framework of fulfilling service needs in accordance with statutory regulations for every citizen and citizen, for goods, services, and / or administrative services provided by public service providers. Also stated are the standards regarding public services, namely: benchmarks used as guidelines for service delivery or reference for assessing service quality as obligations and promises of organizers to the community in the framework of quality, complete, easily affordable, and measurable services (<https://peraturan.bkpm.go.id/jdih/userfiles>). Principles and principles of public service performance:

- i. Transparency: is open, easy and can be accessed by all those who need it and is adequately provided and understood young;
- ii. Accountability: can be accounted for in accordance with statutory provisions;
- iii. Conditional: in accordance with the conditions and capabilities of service providers and recipients while still holding on to efficiency and effectiveness;
- iv. Participatory: encourage community participation in the delivery of public services by taking into account the aspirations of the needs and expectations of the community
- v. Equal rights: non-discriminatory in the sense of not distinguishing ethnicity, race, religion, gender and economic status;
- vi. Balance of rights and obligations; the giver and recipient of public services must fulfill their respective rights and obligations.

(<https://jdih.kemenkeu.go.id/fullText/2014/6TAHUN2014UU>)

As the description above about the principles and principles of public service performance when implemented as a whole will help achieve good performance in government agencies in terms of public service delivery. Article 6 paragraph 1 of Republic of Indonesia Law No. 6 of 2014 states that a village is a village and a customary village or by other names but is still called a village as a public community unit that has the authority to govern and manage government, the interests of the local community based on community initiatives, original rights, and / or traditional rights that are recognized and respected in the government system of the Unitary Republic of Indonesia.

In paragraph 3 it is stated that the village government is the Village Head or what is referred to by another name assisted by the Village apparatus as an element of the Village government organizer. From the above understanding, we can conclude that the Village Head and the village government cannot be separated because they become a unity like a currency that cannot be separated from each side. In carrying out the task the village head is assisted by a village secretary. The village as the smallest / lowest government in the unitary state of the Republic of Indonesia has an important meaning in development activities, starting from the village to take care of licensing or supporting documents for the people who will make a business / business entity. We also need evidence from the village to take care of population administration in the form of family cards, identity cards, death certificates or other letters to support that we are domiciled in the village.

REVIEW OF LITERATURE

The Performance

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Public Service

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Village Head

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RESEARCH METHODOLOGY

This research was conducted in Percut Village, Percut Sei District, Tuan Serdang District. Data obtained using a qualitative historical approach and the research process is done naturally and naturally by forming a cycle and focus on the object under study based on field research and farm of reference from the research team. (Bungin, 2003). Besides, empirical study has its role, but it is not the only method (Idid, 2017).

Informant

In conducting qualitative research, informants are the main key in data collection. The informants chosen are those who are related or have a relationship with performance in public services. The informants were chosen based on the snowball throwing technique, that is, if the informant was fed up with the object of the question or answer given and the answer was just that and did not develop, then the interview process was immediately stopped. Names were selected at random from the prisoner population list was contacted as to whether he would be willing to participate. (Nizamani, 2019). The key informants are the Percut Village Head, the main informant of the Village Secretary and additional informants namely the Percut Village community as service users at the Percut Village office.

Data Collecting Technique

In the data collection process used direct observation techniques, namely, observations made to determine the condition of the object about various activities involving public services. In this case the research team went directly to the village head, sub-district head and community users of public services and interviews, that is, direct question and answer conducted with informants and people related to the problems being investigated. In this study the form of interviews used was in-depth interviews. In-depth interviews are a way to collect data by directly meeting with the informant, with the aim of getting a complete picture of the subject matter, which is carried out carefully and repeatedly. Secondary data related to research objects such as literature studies and official documents from sub-districts and village offices.

Data Analyze Technique

Data analysis techniques used in this study used three stages, namely data reduction, data display,

conclusion drawing / verification, data reduction is a way of sorting out appropriate and useful data and focusing data that leads to problem solving, discovery of meaning and to answer researchers' questions. After that the data is simplified and arranged systematically to describe important and meaningful research findings. Data reduction is only carried out on data findings that are appropriate and needed with research. Data reduction is only used in terms of sharpening data analysis, classifying, directing, while the insignificant is ignored thereby making it easier for researchers to make conclusions. Presentation of data is narration, images, graphs and tables which are then processed so that it can describe the actual conditions being studied and researchers can still master the data that has been obtained. Conclusion / verification is carried out when all data is sufficient to be used as research material and can be used as a reference to draw temporary conclusions, but if the data is complete and sufficient then a final conclusion is drawn (Sugiyono, 2009).

RESEARCH FINDINGS S AND DISCUSSIONS

General Overview of Percut Village Office, Percut Sei Tuan District.

Percut Village Percut Sei Tuan District has an office on Jl. M Yusuf Jintan No. 701 Percut, Kecutam Percut Sei Tuan, Deli Serdang Regency, North Sumatra 20371. The village head's office has a hall for meetings or meetings with residents. The location of the office is very strategic because it is located on a large road making it easier for villagers to get the location either on foot or in a vehicle and next to the mosque so as to make it easier for residents who have affairs to the village office to pray when the call to prayer. The Village Office which is located in the neighborhood of residents who have a diverse business of selling is also very helpful to the people who run to the village head office when meal time has arrived because around the office there are stalls available that sell food for meals in the afternoon.

Geography of Percut Village

The position of Percut Village at an altitude of 2 M above sea level is a low-lying area and rainfall reaches 0 - 278 mm / year with temperatures around 23 °C - 30 °C. The season in Percut Village is the same as the season in the Indonesian region, namely the rainy season and the dry season. The rainy season usually lasts between September and December and the dry season lasts from January to August.

Percut Village has the following boundaries:

- i. The north is bordered by the Malacca Strait
- ii. The South is bordered by Desa Cinta Rakyat
- iii. West side is bordered by Tanjung Rejo Village
- iv. East side is bordered by Cinta Damai Village and Pematang Lalang Village.

The area of Percut Village is 1036 ha, approximately 740 ha is land that can be used for lading and rice fields and the rest is around 323 ha, for residence or settlements around 102 ha, allotment of roads, burials, ponds and offices about 15 ha, while 180 ha are used as a green land or green belt. The area used for the green belt is a coastline full of mangrove plants to hold if there is abrasion of sea water to the plain is also a breeding ground for several marine habitats.

Implementation of Percut Village Head Performance Analysis

The performance of public services can be measured by looking at the failure or success of the target program activities that have been determined at the beginning. Performance appraisal needs to be done to find out how far the determined program can be carried out properly and correctly in accordance with the criteria set. In carrying out the measurement performance using two types of measures, the first is process oriented and the second is results oriented. Results-oriented performance measures consist of:

- i. Effectiveness, namely the achievement of established goals, both in the form of long-term targets and governmental missions. However, the achievement of this goal must refer to the vision of government.
- ii. Productivity is a measure that shows the ability of the government to produce the output needed by the community
- iii. Efficiency, the best ratio between output and input. Ideally the government should provide certain services with the least possible input (cost and time). Government performance will be even higher if the goals set can be achieved in the shortest possible time at the lowest possible cost.
- iv. Satisfaction, namely how far the government can meet the needs of employees and the community.
- v. Equitable justice is the scope or range of activities and services provided by the government to be tried as broad as possible with equitable distribution and is needed fairly.

Performance-oriented performance measures include:

- i. Responsiveness, is the ability of the government to recognize community needs, develop service agendas and priorities as well as develop service programs in accordance with the needs and aspirations of the community. In short, it can be said that responsiveness measures the capture of the government towards the hopes, desires and aspirations and demands of customers.
- ii. Responsibility, a measure that shows the level of conformity between the administration of the government and the law or regulations and procedures that have been determined.
- iii. Accountability, the measurement shows the level of compatibility between the administration of government with external measures that exist in the community and owned by stake holders, such as values and norms that exist in society.
- iv. Adaptation, a measure that shows the level of conformity of government to the demands of changes that occur in the environment.
- v. Survival, to what extent the government or service program can demonstrate the ability to continue to develop and survive in competition with other regions or programs.
- vi. Openness / transparency, procedures / procedures, government administration and other matters relating to the general service process must be openly informed so that young people are known and understood by the community, whether requested or not.
- vii. Empathy, treatment or attention of the government or the actual issues that develop in the community (Indrawijaya , 1983)

In the context of enforcing discipline for the presence of village officials, researchers have not found a manual or digital absence that can capture the presence of village officials on time

even though according to the Village Secretary village officials must be present on time in accordance with the office hours imposed. But as the village secretary he sometimes cannot always be present on time, because he has to go directly to the Camat office to take part in the ceremony or settle matters that must be resolved to the Camat office. The matter can even be finished until office hours are over so that the Village secretary cannot be present at the Village Head's office to resolve the residents' affairs at the time or carry out their duties as they should.

Implementation of Public Services

Public services or affairs with villagers are at the core of the work at the village head's office, because each citizen must deal with the village head to take care of various needs that have to do with administrative matters from birth to death. In carrying out public services, the village head is demanded to be always responsive to the wishes and aspirations of the citizens so that the village head must always be responsive to the needs of his citizens. In addition, the village head also has to give a rule on how long each community's affairs are settled in the administration of population administration both KTP, KK or other administrative matters so that residents do not have to go back and forth to the village head's office asking whether the affairs have been completed, so that villagers can also save time.

In carrying out public services, the village head must be transparent in accordance with the main principles of the performance of public services, so that all citizens can know what services can be taken care of at the village head's office, how long the settlement is and how much it will cost. The village head must also be able to account for the requirements submitted in accordance with applicable regulations so that they do not violate existing legal provisions.

From the description above we can see that the performance at Percut Village office in terms of opening an office is in accordance with the predetermined schedule, which is from 08.00_14.30, and we can prove it from interviews conducted with the Village secretary and residents who reside around the village head's office Percut. This is in accordance with what was conveyed by Timpe who stated that performance is a work performance which is also determined by environmental and management factors. The work environment here, including opening hours, office starts and closes in addition to the work environment at the office must be able to create a pleasant atmosphere (Zainal Mukarom , 2015).

However, public services at the village head's office have not gone well because there are still many residents who complain about the length of the administration of population administration when done through the village head's office not to mention the cost of management is not determined so that the community is sometimes afraid to give a little less worry. Then the absence of blanks or forms to take care of KTP / KK from the Regency Government is a separate obstacle that causes the length of administration of population administration and there are no alternatives given as a solution.

CONCLUSION

The performance of the village head in the implementation of public services has not been going well because there are still many people who complain about the length of time it has been completed when handling a KTP or KK. The existence of the village head who is still in the status

of Plt also impedes good service, because almost never present at the village head's office to carry out the duties as they should.

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