

# Role of the village government in administrative services at the Diat Village Office, Buol District, Buol Regency

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## ABSTRACT

This study aims to look at the role of the village government in administrative services at the Diat Village office, Bukal District, Buol Regency. This study uses a type of descriptive research with a qualitative approach. Primary data was collected through direct interviews with key informants, such as village heads, village officials, and the community. Meanwhile, secondary data is obtained from related literature and official documents of the village government. The results of the study show that the majority of people are satisfied with the services provided by the village government, but there are several problems related to the speed of the service process which is considered slow. The main inhibiting factors identified include: (1) Facilities and infrastructure, although adequate, still need improvement in terms of maintenance and care; (2) Education and training for village officials need to be improved to improve professionalism and skills in providing services; (3) Public understanding of service procedures needs to be improved, especially related to the distribution of social assistance. This study concludes that the implementation of public services in East Moutong Village has reached several levels of success, but still needs improvement in several aspects to achieve optimal public services according to the set standards. Efforts to improve the quality of service can be carried out by paying attention to the inhibiting factors that have been identified in this study.

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## 1. INTRODUCTION

Good government administration basically requires the involvement of all stakeholder components, both bureaucracy in the government and the private sector as an extension of the government and society. According to Law Number 25 of 2009 concerning services, it is a law that regulates the principles of good governance which are the functions of the government itself. One of the main tasks of the government is to provide services to the community, services are the provision of services by the government, private parties on behalf of the government or private parties to the community, with financing or free of charge to meet the needs or interests of the community (Kamuli et al., 2023). Service is a benchmark for performance carried out in running the wheels of government that can be directly done by the community. The public can directly assess government performance through the quality of public services in a professional, effective, efficient, and accountable manner that will raise a positive image of the government in the eyes of the public (Ibrahim et al., 2022).

The public by government apparatus to the community (public) is the embodiment and function of the provision of government apparatus services to the community (abdi), in addition to being a state servant. In this context, the community is the main actor (actor) of development, while the government is obliged to teach, guide and create an atmosphere that supports the activities of the community. In this condition, state apparatus is required to be more able to formulate concepts or create a conducive climate, so that development resources can be a driver for accelerating the realization of an independent and prosperous society. Law No. 6 of 2014 concerning villages began to be ratified on January 15, 2014. These laws and regulations are expected to be able to provide changes in improving the quality of community services and improving the welfare of village communities. The benchmark of village success is highly dependent on village administration. Village administration can run well if the quality of its human resources is supportive, in other words, the success of the village government can be seen from the village administration (Sihombing, 2022).

In Diat Village, significant changes are needed by village officials in providing administrative services, both in terms of village apparatus resources, ethics in providing services to the community. With the existence of Law Number 6 of 2014 concerning villages, one of the objectives of the regulation on villages is expected to increase servants for the community. One of them is in civic administration services such as the introduction of Birth Certificates, Identity Cards, Family Cards, Death Certificates, and the making of land sale and purchase deeds. Thus, the village government is an agency that plays a role and is responsible for absorbing all aspirations from the local community. Diat Village is one of the areas in Bukal District, Buol Regency, Central Sulawesi Province. Where the government and its apparatus play the role of administrators of the main organizers of government activities, as well as as coaches in order and tranquility in their areas.

Village government is guided by Law Number 32 of 2004 concerning Regional Government, namely: "a legal community unit that has territorial boundaries that have the authority to regulate and manage the interests of the local community based on local origins and customs that are recognized and respected in the system of government of the Unitary State of the Republic of Indonesia." This means that the village government has the authority to regulate and manage its household in accordance with the with the original and given authority, which concerns the role of the village government as a public service provider in the village and as a companion in the planning and implementation process of regional development involving the community at the village level. From these problems, it is reviewed from the actual condition of the government of Diat Village, Bukal District, Buol Regency as the place of planned research, following the beginning of the research, showing that the people of Diat Village as service users or who receive services from village officials complain a lot about the quality of service in this case related to administrative services. The service time is unclear, the village office is not functioning in providing services to the community. Every service needed by the community is carried out entirely at the homes of each village official and most of the services are carried out at night. There is no visible staff who are functional.

## 2. METHOD

This study uses a type of descriptive research with a qualitative approach. The qualitative approach is used because it produces descriptive data in the form of written or spoken words from observable people and behaviors, and aims to describe and describe events or phenomena that occur in the field in a systematic, factual, and accurate manner (Sahi et al., 2024). The data sources in this study consist of primary data and secondary data. Primary data was obtained through in-depth interviews with 7 informants, including the Village Head, Village Secretary, Head of Government, and local communities. Meanwhile, secondary data was obtained from records and documents related to the implementation of public services in East Moutong Village. The data collection techniques used include observation, interviews, and documentation. Observation was carried out in depth by observing the object of the research directly, namely the East Moutong village office, and recording symptoms and descriptions related to the problem being studied. The interview was conducted to get direct information from the respondents regarding the implementation of public services in the village. The interview technique used is a structured interview to obtain more accurate information. Documentation is also used to complement the data in the analysis, by utilizing sources such as mass media (newspapers, magazines, the internet), and books.

### 3. RESULTS AND DISCUSSION

#### 3.1 Public Services in East Moutong Village, Moutong District

Public Service is a concrete process that involves the implementation of services by the government or related institutions to the community. It includes all steps and activities undertaken to provide services to individuals or groups in the community, in accordance with established needs, rules, and standards. The implementation of public services includes a process ranging from planning, organizing, implementing, to evaluating the quality of services provided. The goal is to ensure that the service is available, easily accessible, and meets the needs and expectations of the community. In terms of the Implementation of Public Services in East Moutong Village, Moutong District, it refers to the process of implementing and providing various public services by the village government to the local community. This includes various activities and efforts carried out by village officials to meet the needs and interests of the community, such as administrative services, health services, infrastructure services, and so on. The implementation of this public service includes a process ranging from planning, implementation, to evaluation of the services provided, with the aim of providing optimal services and meeting the standards that have been set.

Referring to Meter and Horn's opinion, the implementation of public policy is the actions taken by individuals or groups of government and private sectors that are directed to achieve the goals that have been set in previous policy decisions. This implies that the policy implementation process will not begin until after the law or regulation has been passed and funds are available to support it. Nevertheless, policy implementation is considered a complex phenomenon that can be seen as a process, output, or outcome. Actually, the word implementation boils down to the activity, the existence of an action, action, or mechanism of a system. Mechanism means that implementation is not just an activity, but an activity that is planned and carried out earnestly based on certain references or norms to achieve the goals of certain activities (Ratri, 2014). Another definition, service is defined as a form of activity provided to help, prepare, and take care of either in the form of goods or services from one party to another (Hardiyansyah, 2011).

Service is the process of fulfilling needs through the activities of others directly. Meanwhile, the Minister of State Apparatus Empowerment, stated that service is all forms of service activities in the form of goods or services in an effort to meet the needs of the community (Pasolong, 2014). Meanwhile, according to Gronroos (Service is an action or a series of invisible (intangible) actions that come from customer-employee interaction or other offers made by the service provider business with the aim of solving problems for clients (Ratminto & Winarsih, 2005).

In this regard, the findings of this study reveal several aspects related to the implementation of public services in East Moutong Village with three main focuses: community understanding, provision of facilities and infrastructure, and service processes. First, regarding the understanding of the community, the results of interviews with various parties show that the majority of people have understood the public service procedures at the village office. However, there are still some notes. Although most people feel that their understanding is adequate, there are problems in the distribution of social assistance that still need to be fixed to ensure that they are on target. In addition, there was a difference of opinion between village officials and the community regarding the level of understanding, where some informants considered that the community's understanding was still lacking, while the community felt quite satisfied with their understanding. Second, regarding the provision of facilities and infrastructure, the results of the study show that the village government has provided adequate facilities to support the public service process.

In addition, records related to the maintenance and maintenance of facilities that still need to be improved. Some informants stated that although the facilities are adequate, the use of technology networks is still limited and needs to be expanded. Third, regarding the service process, the majority of the community feels that the services provided by the village government are good and do not complicate them. However, there are records related to the speed of the service process which is still considered slow by some people. Nevertheless, the community appreciates the responsiveness and friendliness of village officials in responding to their complaints and needs. Overall, although there are several aspects that need to be improved, such as improving public understanding and increasing the speed of the service process, the implementation of public services in East Moutong Village has achieved several levels of success. However, further attention is needed from the village

government to ensure compliance with the applicable Standard Operating Procedures (SOPs) and improve the maintenance and maintenance of existing facilities (Supriadi et al., 2011).

In the Public Service Constitution Number 25 of 2009, it is an activity or a series of activities in order to meet the needs of services in accordance with laws and regulations for every citizen and resident for goods, services or public administration services provided by public service providers. Providing public services to the community is one of the main responsibilities of the government. In order to meet the needs and interests of the community, public services are provided by the government, private parties acting on behalf of the government, or private parties directly to the community, either for free or without. So, in this position, the village has a strategic role to realize what is mandated in the regulation (Wantu et al., 2021). The service should be able to meet the satisfaction of the object served. This is because the satisfaction of the object served is a benchmark of the services that have been provided and indicates that the normative standards expected by the community have been met (Choerunnisa & Rosinta, 2023). Public services are activities offered by one party to another party and are basically intangible (*intangible*) and does not produce ownership (*un-ownership*). This concept means that public service is a government activity in serving the community collectively in all aspects of people's lives (Mubarok & Suparman, 2019). Public servants are all forms of public service activities carried out by central government agencies, in the regions and environments of state-owned or regional enterprises in goods or services both in the context of efforts to meet the needs of the community and in the context of the implementation of order (Maryam, 2017).

It can be correlated with the theory of public service contained in Law Number 25 of 2009. The theory states that public service is an activity or series of activities that aim to meet the needs of services in accordance with laws and regulations for citizens and residents. In the context of East Moutong Village, the findings show that there are three main focuses in the implementation of public services: community understanding, provision of facilities and infrastructure, and service processes. First, regarding public understanding, the majority of people already understand the procedures for public services at village offices, but there is still a need to improve the distribution of social assistance to be more targeted. Although there are differences of opinion between village officials and the community regarding the level of understanding, overall the village government has made efforts to improve community understanding of the service process. Second, related to the provision of facilities and infrastructure, the village government has provided adequate facilities to support the public service process. However, there are records related to the maintenance and maintenance of facilities that still need to be improved, as well as the limited use of technology networks. Third, related to the service process, the majority of people feel that the services provided by the village government are good and do not complicate them. However, there are records related to the speed of the service process which is still considered slow by some people. Nevertheless, the community appreciates the responsiveness and friendliness of village officials in responding to their complaints and needs.

The correlation between research findings and public service theory can also be seen from the perspective of community satisfaction. The theory states that community satisfaction is the benchmark of the services provided by the government. Although there are still several aspects that need to be improved, such as improving public understanding and increasing the speed of the service process, the implementation of public services in East Moutong Village has achieved several levels of success, which is reflected in the community's satisfaction with the services provided. Thus, the implementation of public services in East Moutong Village is in line with the concept of public services that aim to meet the needs and interests of the community in accordance with applicable laws and regulations, but still requires further efforts to ensure compliance with the applicable Standard Operating Procedures (SOPs) and improve the maintenance and maintenance of existing facilities.

### **3.2 Factors Affecting Public Services**

Factors that affect the implementation of public services refer to various variables or conditions that affect the process of implementing public services by the government or related institutions. This includes elements such as public awareness, applicable regulations or rules, organizational structure, funding, skills and capabilities of the apparatus, and available facilities and infrastructure. These factors can affect the extent to which public services can be carried out effectively and efficiently, as well as meet the needs and expectations of the community. Factors that affect the implementation of public services usually include awareness, rules, organization, income, skills and

abilities, and service facilities. Consciousness includes the state of a person's psyche that plays a role in achieving confidence and calmness. Rules are an important instrument in all human activities that must be followed and obeyed. Organizations must be able to produce adequate and satisfactory services, not just on the organizational structure itself. Revenue is a reward for the time and effort invested in the organization. Ability and skill are related to the capacity to perform tasks well. Meanwhile, service facilities include all types of equipment, work supplies, and other facilities that support the implementation of work. The quality of service, both internal and external, is influenced by factors such as organizational administrative patterns, provision of additional facilities, human resource development, workplace atmosphere, harmony of interpersonal interactions, incentive schemes, delivery service patterns, distribution, sales, and service delivery methods (Moenir, 2014).

In this regard, this study reveals several factors that affect or hinder the village government in achieving optimal public services in East Moutong Village. First, in terms of facilities and infrastructure, although most of the facilities provided by the village government are considered adequate, there is still hope for additional facilities to facilitate the service process. Moreover, the care and maintenance of facilities also need to be considered so that they remain optimal in their use. Second, education and training factors are also an important concern. Technical training for village officials has not been implemented comprehensively, so improving their professionalism and skills in providing public services is a challenge. The limitations of education and training are also a problem that needs to be overcome in order to improve the competence of village officials. This is of course inversely proportional to public service standards. As a guarantee of certainty for the organizers in carrying out their responsibilities and activities as well as for service recipients in the process of submitting their applications, all public service providers must have service standards. Service standards are uniform measures used in the implementation of public services that function as rules that must be obeyed and implemented by service providers. Service standards also serve as a guideline for service recipients during the application process and as a way to hold the public and/or service recipients accountable for the performance of service providers (Hardiyansyah, 2011). Public service standards function to provide direction of action for public service providers, where by establishing a standard for public services, it can make it easier for service providers. The implementation of public services must have service standards and be published as a guarantee of certainty for service recipients. Public Service Standards According to the Decree of the Minister of State Apparatus Empowerment (MenPAN) Number 63/KEP/7/2003, namely must have service standards and be published as a guarantee and certainty for service recipients, which are as follows; (1) Service procedures; (2) Completion time; (3) Service fees; (4) Service products; (5) Facilities and infrastructure; (6) Competence of service providers (Sudrajat, 2009).

The correlation between the findings of factors inhibiting public services in East Moutong Village and public service standards lies in the compatibility between the factors identified in the findings and the aspects included in the public service standards that have been set. Although the findings do not explicitly mention public service standards, the factors identified in the findings can be correlated with the various aspects included in the standards. First, the findings regarding the need for additional facilities and optimal maintenance of facilities and infrastructure in the village are in line with service standards that include adequate facilities and infrastructure. This shows that to achieve the expected service standards, it is necessary to make improvements to existing facilities and infrastructure and their maintenance. Second, the identification of limitations in education and training of village officials is also correlated with service standards related to the competence of service providers. An increase in this factor can help the village government in achieving the desired service quality standards. Thus, the correlation between the findings and public service standards shows that efforts to overcome the inhibiting factors identified in the findings will help village governments achieve optimal service standards as set.

#### **4. CONCLUSION**

It can be concluded that the results of research on the implementation of public services in East Moutong Village show that in general there has been progress, but there are still several inhibiting factors that need to be considered to achieve optimal public services. First, related to the implementation of public services, the majority of people feel that the services provided by the village government are good and satisfactory. However, there are several records related to the speed of

the service process which is still considered slow by some people. Nevertheless, the responsiveness and friendliness of village officials in responding to complaints and community needs are appreciated. Second, several inhibiting factors have been identified. Facilities and infrastructure factors, even though they are adequate, still need to be improved in terms of maintenance and care to remain optimal in their use. In addition, the limitations of education and training for village officials are a challenge in improving their professionalism and skills in providing public services. Although the implementation of public services in East Moutong Village has achieved some level of success, there is still room for improvement. Improving the quality of services can be achieved by paying attention to the inhibiting factors that have been identified, such as increasing the speed of the service process, maintenance and maintenance of facilities/infrastructure, as well as increasing education and training for village officials. Thus, efforts to overcome these inhibiting factors will help the village achieve more optimal public services and in accordance with the standards that have been set.

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