

**VILLAGE GOVERNMENT PERFORMANCE TO IMPROVE
POPULATION ADMINISTRATION SERVICES IN WANGUN VILLAGE,
PALANG-TUBAN DISTRICT**

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ABSTRACT

In the *Undang-Undang Nomor 6 Tahun 2014* it tries to return the concept and form of the Village as it originates, the Village or is called by another name, is a legal community unit that has the authority to regulate and administer the interests of the local community based on recognized local origins and customs in the national government system and are in the District Region. Villages can be formed, deleted, and/or merged with due observance of their origin at the initiative of the community with the approval of the Regency Government and *DPRD*. Substantively the Village Law This implies an effort to empower village government apparatus and also the community village. Village Government or in the form of other names such as Marga Government, its existence is dealing directly with the community, as the spearhead foremost government. Implementation of village autonomy characterized by good service either can provide satisfaction for people who need it because it's fast, easy, precise and at an affordable cost, therefore implementation in the field must be supported by the factors involved in the implementation of the village policy. Perception officials regarding their work depends on the level of intrinsic and extrinsic outcomes and how workers/employees view these outcomes and reflect attitudes toward them his job. Mental attitude is a mental condition that encourages someone to strive to achieve maximum work potential. The performance of the Wangun village government has not quite good in terms of productivity, service quality and service accountability from the aspect of mental attitude and behavior of village officials in the management of certificates towards society.

Keywords: *Village Government, Performance, Improve Population Administration Services, Wangun Village*

A. INTRODUCTION

The village is a government entity that is directly connected to the people, but geographically it is quite far from the center of power at the highest level. This causes villages to have an important meaning as a base for providing public services and facilitating the fulfillment of the public rights of local people. In the

Undang-Undang Nomor 6 Tahun 2014, an attempt is made to restore the concept and form of villages to their origins.

Villages, or referred to by other names, are legal community units that have the authority to regulate and manage the interests of local communities based on their origins and customs, local government that is recognized in the national government system and is located in the Regency Area. Villages can be formed, abolished and/or merged taking into account their origins at the initiative of the community with the approval of the Regency Government and the *DPR*.

In government organizations, service to the community is the main goal that cannot possibly be avoided because it is an obligation to provide services by creating the best service to the community. Because it has become an obligation, the government should look for the best solutions to problems that are often faced, including obstacles. Internal namely obstacles that originate from within the agency itself and external obstacles, namely obstacles that come from the service user community in relation to the public services they handle, apart from that, employees must always provide the best service possible to the community as a whole.

Performance can basically be seen from two aspects, namely the performance of individual employees and the organization. Employee performance is the result of individual work in an organization, while organizational performance can be seen from the totality of the work results achieved.

The performance of an organization that has implemented a certain level of achievement, it should be in accordance with the mission that has been set as a task that is carried out and achieving organizational goals cannot be separated from the resources that can be owned by the organization which is driven and can be carried out.

Employees play an active role as actors in pursuing organizational goals. Research on the performance of the village government in improving population administration services was carried out because the people who are often faced by the Wangun village government are obstacles regarding the performance of population administration services and the current problem is that residents want to make population administration products, namely Family Cards, *KTPs*, Birth Certificates, and Marriage Certificates.

There are still people who have not completed the Divorce Certificate and Death Certificate, to bring the requirements to make recommendations for *KK* or *KTP* and so on. These requirements are not yet complete due to a lack of information from the village government regarding the requirements that the community requires. Public services are one of the responsibilities of government agencies, whether at the central, regional or village levels. The implementation of public services is one of the government's functions in making it easier for the community to exercise their rights and obligations

B. METHOD

This research is descriptive qualitative research; the data collected is in the form of text, words. Therefore, this research is intended to understand, explain

and obtain a description of the performance of the village government in Population Administration services in Wangun Palang-Tuban village.

The focus of this research is the achievement of work results or performance of the Wangun village government in the process of Population Administration services to the community by analyzing problems, especially regarding the readiness and response of the village government in providing services, through performance indicators according to Agus Dwiyanto's concept, namely as follows:

1. Productivity
2. Quality of Service
3. Accountability

1. Interview

This interview technique can be carried out using an interview guide, so that the questions that will be asked will be more structured and focused. In conducting this interview, the instrument used was a recording device and was equipped with the researcher's small notes. The purpose of interviews is to find out what is contained in other people's minds and hearts, how they view the world, namely things that we cannot know through observation in order to provide proper service.

2. Documents

This technique is used to collect data that can be used as information in the form of writing, images or someone's work. Documents in written form, for example diaries, life histories, stories, biographies, policy regulations. Documents in the form of images, for example photos, live images, films, videos, CDs, DVDs, cassettes. Documents in the form of works include works of art, paintings, sculptures, manuscripts, writings, inscriptions. The data that can be used as information in this research is data related to the Population Administration in Wangun Palang-Tuban village.

3. Observation

Observation data is a factual, accurate and detailed description of field conditions, human activities and social situations as well as the context in which these activities occur. In qualitative research it is direct observation of objects to determine the existence of objects, situations, conditions, spaces and their meaning in an effort to research data collection

1. Data Reduction

Data reduction means summarizing, selecting the main things, focusing on the important things, looking for themes and patterns and discarding what is not necessary. Data obtained in the field is written or typed in the form of a detailed description or report. In this research, researchers selected and selected data according to aspects of the village government's performance in Population Administration services in Wangun village.

2. Data Presentation

After completing data reduction, the next step is to present the data. By presenting data it will make it easier to understand what happened, plan further work based on what has been understood. In this research, technically the data that has been organized into a data analysis matrix will be presented in the form of narrative text.

3. Analysis in the Field

Analysis is an activity that continues from the beginning to the end of the research. Qualitative research recognizes data analysis in the field, although intensive analysis is only carried out after the end of data collection. With the guidance and direction of the research problem, the researcher is led towards certain references which may or may not match the recorded data. In the process of collecting data during field research, the data must be analyzed immediately after being collected and written down in the form of a field report. Analysis of this data can reveal what data still needs to be sought, what information must be proven, what questions must be answered, what methods must be used to find new information, what errors must be corrected.

C. RESULTS AND DISCUSSION

From the results of field research, it was revealed that the Wangun Village Government officials already had the ability to carry out their duties, although they were not good enough. The data obtained shows that being a government official is not enough of a guarantee to be able to work optimally, increasing high productivity and increasing professionalism at work will always be related to performance measures or standards. For a public organization, especially as an institution, its output is the public services it provides. It just depends on the quality of service provided to the community. The wider community, as the party being served, of course expects a service that is truly satisfactory both in terms of quantity and especially in terms of quality. Services that truly realize the expected quality, of course cannot be separated from government officials, especially in this case, namely village government officials in carrying out their duties as community services, where the assessment is determined at the time the public service occurs. Assessment of the quality of a service is carried out during the implementation of the service, when contact occurs between the community and the party providing the service or officers. In the results of the research that has been carried out, to find out about the quality of service provided by the apparatus Wangun Village Government in the service process, in serving the community which includes five aspects of research that determine whether efforts to provide quality services will be carried out, namely as follows:

Simplicity of Service

The service procedures are carried out easily, smoothly, precisely, not complicated and easily understood by the public. From this aspect, after analysis based on the results of interviews conducted, the services provided by the Wangun Village Government in the Population Administration service process have been carried out quite well, by providing services in accordance with existing provisions. People in Wangun village also have no difficulty in obtaining residence documents, for example KTP, Family Card, Birth Certificate, etc.

Skills and Reliability of Service Officers

A service provided with quality is of course determined by the skills and reliability of the officers or it could be said by mastering the skills and knowledge of the services required, according to the type of service provided. The public is satisfied with the reliability of the officers who can complete the files on time.

Friendliness

An important aspect is also determining whether the service provided is of high quality or not, the attitude shown or how one is treated in providing services to the community, whether in terms of patience in dealing with the community, full attention, empathy and friendship, so as to create a friendly service to the community so that the community feel comfortable about the service.

Clarity and Certainty of Service

Regarding costs, they are still at a reasonable rate without any levies or anything that must be paid by the community concerned. People are usually given a letter of introduction to go to the *Dukcapil* or sub-district to complete the paperwork, such as taking photos for *KTP* processing. If the paperwork is complete, the community can pay directly to the *Dukcapil* or can go through a village intermediary depending on the service provider who suggests it.

Accountability

Accountability is a measure that shows whether public bureaucratic activities or services carried out by the government are in accordance with the norms and values held by the people and whether these public services are able to accommodate the real needs of the people. Service norms and ethics that develop in society include service transparency, principles of justice, guarantees of law enforcement, human rights, and service orientation that is developed towards the community.

Based on the research results, problems were found in the field of public services, which have been implemented both at the national level and at the village government scale, these problems include:

Firstly, the productivity of the village government is not good enough, this can be seen from the mental attitude and behavior of village officials in arranging certificates for the community, there is still favoritism in service and officials are often not there when the community needs services,

Second, the quality of service from the aspect of simplicity of service is quite good, this is proven by information from the community who say that the population administration service process provided by the village government is in accordance with existing regulations, from the aspect of skill and reliability of village officials it is also good, skills and services are appropriate with what the community needs, where in the process of making certificates the village officials know all the types of requirements needed, from the friendly aspect the village government has also shown a friendly and welcoming attitude in providing services to the community.

Third, Service accountability can be seen from village government policies in implementing service standards in the field of population administration which are still not good enough, this can be seen from the rules and norms as well as service ethics that are developing in the community, including service transparency which is still unclear, reports accountability has not been accepted by the community, the principles of justice have not been realized throughout the community, guarantees of law enforcement, human rights and village service orientation need to be further developed for the community.

D. CONCLUSION

1. Productivity from the results of the research and discussion, the researcher can conclude that the productivity of the Wangun village government apparatus is not good enough in providing population administration services, this can be seen in the lack of optimal achievement of three substantive aspects as indicators of productivity, including the mental attitude and behavior of village officials who often still implementing value standards or service norms unilaterally, the capacity of village officials is inadequate, and work morale is still not good.
2. Service Quality: From the results of the research and discussion, the researcher can conclude that the quality of service from the Wangun village government apparatus in providing population administration services, seen from the aspects of simplicity, skill and reliability of officers, friendliness and economics is quite good, but if seen from the aspect of clarity and service certainty is not good enough, this is because there is no clarity and certainty of service regarding the completion time of the process of processing certificates which are handled by the community
3. Accountability, village government policy in implementing service standards in the field of population administration is still not good enough, this can be seen from the rules and norms and service ethics that develop in the community, including service transparency that is still unclear, principles of justice that have not been realized throughout the village community. , guarantees of law enforcement, human rights, and service orientation that needs to be developed towards the community.

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