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THE EFFECTIVENESS OF PUBLIC SERVICES AT THE PANGI VILLAGE OFFICE SUWAWA TIMUR SUB-DISTRICT

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Abstract

The research objectives were to find out (1) How is the Effectiveness of Public Services at the Pangi Village Office, East Suwawa District. (2) Factors that Determine the Effectiveness of Public Services at the Pangi Village Office, East Suwawa District. This research method uses a qualitative approach with a qualitative description type of research. Based on the results of the research found in the field that (1) The effectiveness of public services at the Pangi Village Office, East Suwawa District, researchers use three indicators of the effectiveness of an organization's work at the Pangi Village Office, namely the time factor, the accuracy factor, the service provider style factor. The time factor or timeliness in service providers, is still not optimal, marked by the fact that there are still officials who have not been able to complete their work on time. The accuracy factor in the service provider is good and has been effectively characterized by high accuracy and accuracy in every service. The service provider style factor is effective, characterized by being by existing service procedures and following the specified mechanism. (2) Factors that determine the effectiveness of public services at the Pangi Village Office, East Suwawa District include ability, expertise, knowledge, attitude, motivation, and stress have been carried out well and can be said to be effective.

Keywords: *Effectiveness, Public Service*

INTRODUCTION

Public administration is very important wherever and whenever needed because it is related to the services provided by the government as an actor or service provider to the community. Public administration explains how matters relating to administration in the context of serving, providing, and meeting the needs of the community in public services.

Public services are very important in the context of nation and state. As for the form of the state, public services are a government tool in realizing the welfare of its citizens. Public services are one of the dimensions as well as part of the public administration process. This shows that public services and public administration are like two sides of a coin that cannot be separated from each other. So public service is a dominant obligation that must be fulfilled by the government in realizing the country's goals, namely the welfare of its people.

Based on Law Number 25 of 2009 concerning Public Services defines public services as follows: Public Service is an activity or series of activities to fulfill service needs following laws and regulations for every citizen and resident for goods, services, and/or public services. Normatively this law contains the rules of good governance principles, according to the functional effectiveness of the function itself. Effective public services by government or coordination can increase economic prosperity, and social cohesion, strengthen democracy and human rights, reduce poverty, improve environmental protection, be wise in the use of natural resources, and deepen trust in government and public administration.

Effectiveness is something that has a cause and effect that is carried out so that such an event is called effective if it produces a cause and achieves a specified goal that what is in means efficient and effective business activities in the institution being studied to achieve common goals.

Effectiveness According to P Siagian (in Saptahadi and Setiawati 2022: 364) the effectiveness of public services means completing work exactly at the specified time, meaning that the implementation of a task is judged good or not very dependent on the completion of the task with the specified time.

According to Prihatono (in Naim et al 2022:93), Effectiveness can be interpreted as the level of success that achieves goals and objectives. The target in this sense is shown in the desired condition or situation. Meanwhile, Emerson (Isa et al. 2021) also said that effectiveness is a measurement in the sense of achieving predetermined goals or objectives.

Following Law Number 6 of 2014 concerning Villages, the Village Government is the administration of government affairs by the Village government in regulating and managing the interests of the local community based on local origins and customs that are recognized and respected in the government system of the Republic of Indonesia. In the 1945 Constitution of the Republic of Indonesia, the Regional Government is authorized to regulate and manage its government affairs according to the principles of autonomy and assistance tasks. The granting of broad autonomy to the regions is directed to accelerate the realization of community welfare through improved services, empowerment, and community participation. In addition, through broad autonomy, the regions are expected to be able to improve competitiveness by taking into account the principles of democracy, equity, justice, specialty, and specificity as well as the

potential and diversity of regions within the system of the Unitary State of the Republic of Indonesia.

Based on initial observations made by researchers, there are several problems at the Pangi Village Office, East Suwawa Subdistrict, especially in service standards, namely the lack of clarity of completion time in service delivery and employee delays, which cause ineffective services. It can be said that public services at the Pangi Village Office in East Suwawa District are still not optimal. The obstacle is the lack of awareness of village government officials who arrive late or leave early from a predetermined time, this can be seen when arriving at the Village Office when the service provider has not arrived or is not in place.

The following are initial observations made by researchers at the Pangi Village Office, East Suwawa District:

Table 1

Administrative Services Data of Pangi Village Office, Sub-District Suawawa Timur

No	type of service	Served	On-Time	Not on time
1	Power of Attorney	10	7	3
2	Certificate of Inheritance	10	9	1
3	Certificate of Disability	32	25	7
4	Moving Certificate	8	7	1
5	Sale and Purchase Letter	8	8	0
Quantity		68	56	12

Data source: *Pangi Village Office, 2023*

Based on Table 1 Data on Administrative Services at the Pangi Village Office, East Suwawa Subdistrict, it can be seen that the type of letter service served amounted to 68 letters, but only 56 letters were on time and 12 letters were not on time. This shows that government officials at the Pangi Village Office have not been able to complete work promptly, causing ineffective services at the Pangi Village Office, East Suwawa District.

In addition, the standard of attendance of village government officials is very important in the completion of public services. However, researchers saw and observed that government officials at the Pangi Village Office in East Suwawa Sub-district were still absent from work without reason so the community had difficulty coming to resolve their interests.

The following is the Attendance Recapitulation Data of Pangi Village Office Officials, East Suwawa Sub-district:

Table 2

Attendance Recapitulation Data of Pangi Village Office Officials East Suwawa Sub-District

NO	MONTHS	NO NEWS	SICK	LEAVE	TOTAL
1	October	6	7	-	13
2	November	5	2	1	8
3	December	8	6	2	16
Quantity					37

Data source: *Pangi Village Office, 2023*

Based on the attendance rate of officials at the Pangi Village Office, East Suwawa Sub-district, in the last three months, there are still those who are absent or without news, sick, and on leave. This certainly shows that officials are not able to motivate themselves to have a good impact and are not following applicable regulations. A good level of performance must be accompanied by discipline, work, punctuality, and the work ethic of human resources (government officials) as a very important part of implementing the activities provided. Employee performance includes mental attitudes and behaviors that always have the view that the work carried out must be of higher quality.

Based on the description above, the researcher discusses the effectiveness of public services at the Pangi Village Office, East Suwawa District, by measuring work effectiveness which consists of time factors, accuracy factors, and service provider style factors. factors that determine the effectiveness of public services consisting of ability, expertise, knowledge, attitude, motivation, and stress.

METHOD

Research location as an object/target needs attention in determining it because in principle it is closely related to the problems taken. The research location plan carried out by researchers is at the Pangi Village Office, East Suwawa District in conducting research related to the Effectiveness of Public Services at the Pangi Village Office, East Suwawa District.

The data sources in this study are primary data sources and secondary data sources. Primary data sources are data taken directly from the source, namely in the form of interviews and observations made in the village of Pangi, East Suawawa sub-district. Primary data, namely

data taken and collected directly by researchers without intermediaries, namely by obtaining information or data directly from informants, one of which is the village secretary from the agencies involved in the research who is truly competent in providing data or information about the Effectiveness of Public Services at the Pangi Village Office, East Suwawa District to obtain relevant answers. secondary data sources of data obtained from various data, documents, books, journals, or other references that emphasize and follow the research objectives. In this study, secondary data were obtained from notes, newspapers, documents, reports, and other sources.

Data collection techniques are the most strategic steps in research, the data collection techniques in this study are observation, interviews, and documentation. This observation stage is carried out to collect the data materials needed, and observations made by observing and recording the phenomena contained in the object of observation. This method is used by researchers to obtain data related to the effectiveness of public services at the Pangi Village Office, East Suwawa District. Interviews in this study were conducted by going directly to research informants and asking them several things related to the subject matter related to the Effectiveness of Public Services at the Pangi Village Office, East Suwawa District. Interviews were conducted using a recording device and recording some of the information obtained to guarantee the information stated by the researcher. documentation, This method is used to find information that is presented in the form of documents. Documentation is a type of data collection covering various kinds of documents including mechanisms, procedures, and other information related to the Effectiveness of Public Services at the Pangi Village Office, East Suwawa District.

Sugiyono (2019:320) argues that starting from going down to the field, during the field, and after the field is called the data analysis process. Sugiyono (2019:320) argues that starting from going down to the field, during the field, and after the field is called the data analysis process. The data analysis steps consist of data reduction, data presentation, and conclusion drawing. Reducing data means summarizing, selecting the main things, focusing on important things, and looking for themes and patterns, thus the data regarding the Effectiveness of Public Services at the Pangi Village Office, East Suwawa District which has been reduced will provide a clearer picture and make it easier for researchers to collect data. presenting data or displaying data regarding the Effectiveness of Public Services at the Pangi Village Office, East Suwawa District. In qualitative research, data presentation can be done in the form of brief descriptions, charts, relationships between categories, charts, and the like (Sugiyono, 2019:325). The

conclusions in this study are new findings that have not previously existed. The findings can be in the form of a description or description of the Effectiveness of Public Services at the Pangi Village Office, East Suwawa District which was previously dim or dark so that after research it became clear, it can be a causal or interactive relationship, hypothesis or theory (Sugiyono, 2019:329).

RESULTS AND DISCUSSION

1. The Effectiveness Of Public Services At The Pangi Village Office, East Suwawa Sub-District

Based on the findings of researchers in this study conducted at the Pangi Village Office, East Suwawa District, researchers describe the results of data analysis and research findings as follows:

a. Time Factor

The speed and timeliness of service affect the satisfaction of service recipients. It's just that the use of appropriate measures or whether or not the service provided is fast or not differs from one person to another. Apart from the subjective assessment of each individual, what is clear is that the time factor can be used as a measure of effectiveness. (Andi Nur'aini 2021:2570) .

According to Robins (Deu et al., 2023), timeliness is the level of activity completed at the beginning of the stated time. According to Wairawan (Hendrayady et al., 2023) "the timeliness of task completion or job completion is a criterion that determines the time limitations for producing a job, making something or serving something".

Based on the results of interviews from several informants, it can be concluded that the timeliness of service providers is quite good, fast, and precise because the apparatus commits to providing good service to create effective services, but according to the community it still needs to be improved, especially in the discipline of the apparatus' working time because public services are the needs of the community that must be prioritized.

b. Accuracy Factor

The accuracy factor can be used as a measure to assess the effectiveness of the work of organizations that provide services (Andi Nur'aini 2021:2571). Accuracy is the ability that service officers must have in carrying out all their duties in organizing public services. The public will tend to give a value that is not too high or good to the service provider. If there are many mistakes in the service process, even if it is given in a short time but by what is expected by the community.

Based on the results of the interview, it can be concluded that in terms of accuracy, the government apparatus is effective because it has a high level of accuracy and accuracy in every service, the apparatus also carefully checks the files of the people served and always checks again when performing services related to all matters related to services. because it is by the motto applied at the Pangi Village Office, namely fast, precise, and the best possible service. The level of community comfort is always strived by the apparatus to be maintained.

c. Service Provider Style Factor

The service provider style factor is another measure that can and is usually used in measuring work effectiveness. What is meant by style here is the way and habits of providing services to the community. It is possible that the community feels inappropriate with the style of service provided by the service provider because it is still convoluted and not effectively controlled. When talking about a matter concerning suitability, actually what is discussed includes things that are inseparably related to the social values adopted by the person concerned. (in Andi Nur'ani 2021:2572)

According to Revida (2020:78), The style of service provider is all forms of service carried out to support all forms of public interest. The service products provided by the government vary according to the interests of the people who need services, starting from population administration and licensing administration, all of which are related to the community's need for services. The style of service delivery is also influenced by the expertise and knowledge possessed by each apparatus. A good apparatus has sufficient knowledge about how services and experts in the field of work occupied show his professional service style.

Based on the results of interviews with several informants, it can be concluded that the style of service providers at the Pangi Village Office, East Suwawa District is effective and follows existing service procedures and a predetermined mechanism so that it can facilitate the community and village government officials in serving the community.

2. Factors determining the Effectiveness of Public Services at the Pangi Village Office, East Suwawa Sub-district

Organizing public services by an organization is not only fast and will fulfill effective services, but some obstacles or factors affect success or failure in achieving something. Factors that influence the effectiveness of public services at the Pangi Village Office, East Suwawa District can be seen from 6 (six) factors, namely ability, expertise, knowledge, attitude, motivation, and stress.

a. Ability

Ability or skill is the capacity of an individual to perform various tasks in a job. Ability is a current assessment of what a person can do in delivering services to the community.

Ability is the ability of employees to complete their work. According to Gibson (in Pristiria et al 2022:535), employee abilities used to achieve work effectiveness and efficiency are technical ability, referring to employee knowledge and skills, conceptual ability, referring to the ability to analyze information, understand a condition, and determine decisions related to their work, interaction ability, referring to the ability to communicate, maintain relationships regarding conflicts that employees have with other people and with society.

According to Moenir (in Dwimawanti 2020: 6) the ability factor affects service quality because in general, employees who have these abilities and skills carry out daily tasks in the field of service and deal directly with the public. With adequate abilities and skills, the implementation of tasks or work can be done well, and quickly and fulfill the wishes of all parties.

Based on interviews with the informants above, it can be seen from the factors that determine the effectiveness of public services at the Pangi Village Office in terms of the ability of the apparatus to be said to be effective because the apparatus already has good abilities and skills, this is evidenced by the fact that the apparatus can respond to community complaints. In their respective fields, the officials who work at the Pangi Village Office already have good skills in the service process in making administration by the community-run optimally, effectively, and efficiently.

b. Expertise

Skills are specific abilities and regarding certain technical issues in work, coordination skills are important for a coordinator such as a leader. Expertise is also the same as a person's proficiency in an action in the making of a maximized service element. Services will be efficient if public service organizations can relieve service users by providing quality services with easy access to services and timeliness of services, which must be completed according to the time set in the service standards.

expertise, which is the impression formed by the recipient about the ability of the source of persuasion communication related to the topic being discussed, can be trusted (Winoto 2015:3).

To improve work skills, a person needs to have the ability to both carryout responsibilities and carry out assigned tasks according to established rules. The quality of work

is not something that stands alone. This is also inseparable from the assessment of employee performance, as expressed by Santana (in Witono 2022:56) that assessing employee performance with three factors, namely, how the work results have been shown by employees as the object being assessed, the elements of ability in the knowledge and skills possessed to be able to do the existing work and the attitudes and behavior shown by employees in doing work.

Based on several informants' statements, it can be seen that the Pangi Village Office has officials who have expertise following their respective fields of work. The officials have work positions that are by the abilities or skills possessed by the officials. In this case, it aims to accelerate the service process and create excellent service efficiency that is oriented towards the needs of the community.

c. Knowledge

Knowledge is information or what a person knows, knowledge is not limited to descriptions, hypotheses, concepts, theories, principles, and procedures. Education is one of the factors that influence knowledge, because the higher a person's education, the more they are trained to receive information and it cannot be denied that in the end the more knowledge they have. Employee knowledge and abilities can produce good and useful work for themselves and the organization.

Based on the results of interviews, from several informants it can be concluded that the apparatus' knowledge of service procedures is effective. This can be seen that the apparatus can direct the community when there are obstacles in the service process and the apparatus can explain the service procedures needed by the community.

d. Attitude

Attitude is a personality that is reflected in the form of a person's behavior with a good attitude so that coordination can be carried out properly, such as services to the community at the Pangi Village Office, East Suwawa District.

Attitude and organizational success have a very close relationship as stated by Moenir (in Rivai 2013:953) that in work organizations, the attitude shown by employees towards work is very important because it is one of the success factors of work organizations.

Attitude is an evaluative statement towards the object. The services provided to the community depend on how the attitude of employees in providing services to people who need public services. The work attitude that appears in the organization shows that someone needs help to arrive at good considerations. The success of increasing the effectiveness of public

services is determined by the attitude factor and the work competence of government officials in improving good service (Kalepo et al 2022:9).

Based on the exposure of several informants, it can be seen from the factors that determine the effectiveness of services at the Pangi Village Office, East Suwawa Subdistrict, in terms of the attitude of the apparatus, it can be seen that the apparatus working at the Pangi Village Office, East Suwawa Subdistrict, has a very good attitude in the sense that the apparatus is responsible for providing services to the community, does not discriminate and treats the community fairly in serving.

e. Motivation

Motivation is an impulse that arises from within a person to carry out a desire (Winardi 2010:75). Motivation is also a process that explains the intensity, direction, and perseverance of an individual to achieve his goals. The three main elements in this definition include intensity, direction, and perseverance in implementing excellent service to the community.

Work motivation can be increased if there is continuity between personal goals and organizational goals. In addition, it is also necessary for a leader/leader to motivate employees so that what is their motives and expectations can be fulfilled so that employees can give their best for themselves, their time, and their full energy to increase work productivity. In an organization, it can work as well as possible. For employees to work well, employees are given work encouragement so that they are motivated to work harder to achieve organizational goals and meet their needs (Triono et al 2021:1628).

Based on the exposure of several informants, it can be seen from the factors that determine the effectiveness of public services at the Pangi Village Office, East Suwawa Subdistrict in terms of apparatus motivation, it can be emphasized that the apparatus working at the Pangi Village Office, East Suwawa Subdistrict, is always given a reward or award to the apparatus, to improve the quality of excellent service to the community.

f. Stress

Stress is the pressure that arises due to environmental pressures outside of humans such as the work they do. Stress is also a natural and important part of breathing, but if it is severe and lasts a long time it can damage a person's health.

Job stress affects employee performance, when employees can serve all supporting needs effectively, employees have good performance, which will result in satisfaction at work but when these employees are unable to serve supporting needs, it affects the performance of these employees and therefore what an agency needs to pay attention to. Because this work is related to community service employee performance is very important. Every agency wants good employee performance, so that it produces quality workers, with good individual quality that must produce good work results as well (in Martha, Prahasta 2023:42).

Based on the explanations of several informants, it can be seen that the factors that determine the effectiveness of services at the Pangi Village Office, East Suwawa Subdistrict, in terms of the level of stress of the apparatus can be seen from the apparatus working at the Pangi Village Office, East Suwawa Subdistrict, which can still handle people who have different characters, such as angry, emotional, and even impatient waiting so that services continue to run optimally. Some are angry, emotional, and even impatient to wait so that the service continues to run optimally.

CONCLUSIONS

1. Based on the results of research in the field on the effectiveness of public services at the Pangi Village Office, East Suwawa District, which is viewed from indicators of measuring the effectiveness of an organization's work, namely the accuracy factor, the service provider style factor has been carried out well by the apparatus. The remaining one is the time factor which is still an obstacle so that it is not maximized.
2. There are 6 (six) factors that determine the effectiveness of public services at the Pangi Village Office, East Suwawa District in terms of Ability, Expertise, Knowledge, Attitude, Motivation, and Stress. Of the six factors determining the effectiveness of these services, they have been carried out well and can be said to be effective.

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