

## Performance Analysis of Inner Village Office Employees Providing Administrative Services to Community (Study at the Kareke Village Office, Dompu Regency)

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**Abstract.** This study aims to determine the performance of Kareke Village Office employees in providing Administrative Services to the community. Qualitative Descriptive Research Method with a sample of 7 people consisting of the Village Head and several Staff and the community domiciled in Kareke Village, the sampling technique using purposive sampling. The results of the study indicate that in general the performance of employees at the Kareke Village Office is quite good, but there are still several obstacles, including the limited number of employees, lack of ongoing training, and inadequate facilities. Several aspects of service such as speed, accuracy, and friendliness in serving the community have been running, but in terms of service consistency and provision of information, improvements are still needed. Factors that support employee performance include the commitment of the Village apparatus and a fairly solid working relationship between employees. While the inhibiting factors include the lack of human resources and the limited Village budget.

**Keywords:** *Performance, Employees, Services, Community*

### INTRODUCTION

Human resources (HR) are a crucial element in every organization, whether corporate or non-profit, HR plays a role as the main driver that helps the company achieve its stated goals. The importance of the role of HR is supported by research (Putra & Sunarsih, 2023) which emphasizes that individuals in organizations not only work to complete tasks but also function as strategic thinkers and planners, HR that is of high quality and integrity but becomes a valuable asset that drives the company's sustainability and success (Dewi & Setiawan, 2023). Good HR management is the main key to maximizing existing potential. (Atma, 2020) A balance between employee needs and the company's demands and capabilities is very important to achieve. Companies can find out the quality of their human resources by looking at the performance of existing employees (Ananda & Hadi, 2023). Good employee performance shows that HR management is effective, so that it can support organizational achievements.

Community satisfaction is the result of their perception of the quality of services provided. According to (Barima et al., 2023) Satisfaction is a customer's positive or negative feelings that originate from expectations of certain performance. Several factors can influence community satisfaction, such as providing the best optimal performance for the community and providing good service which can increase community trust in the government authorities at the village office. When the quality of performance services provided meets or exceeds community expectations, community satisfaction will be high. And conversely, if the quality of the performance and services provided does not match the expectations desired by the community, the satisfaction obtained will be low.

What is also important in getting satisfaction from the community is effectiveness in providing services such as in the administrative sector at the village office. Service effectiveness is the level of success in achieving the service objectives that have been set. Effective services can provide real benefits to society. In determining whether a service is effective

or not, it is characterized by several indicators which are the characteristics of an effectiveness service, such as being fast and precise, satisfying the community, using minimal resources, providing useful results, and procedures that are not complicated. Basically, humans need service, in fact it can be said that service cannot be separated from human life. The public at all times always demands quality public services from the government, even though these demands are often not in line with expectations because empirically the public services that have occurred so far have been complicated, slow, expensive and tiring.

Some of the previous research that is a reference for this research is the first research conducted by Nur Islamiyah in 2021 with the title "Analysis of the performance of village office employees in providing administrative services to the community in the prosperous noble village of Satui sub-district (with the results showing that administrative services have no effect on employee performance, this is based on the results of the product moment coefficient of 0.220 obtained at a sig. value of 0.241 which means there is no significant influence)", The second research was conducted by Ragi Utami in 2023 with the title "Analysis of the performance of village office employees in providing administrative services to the community in Tanah Merah village, Perbaungan sub-district (stating that the performance of the Tanah Merah village government in Perbaungan District is stated to be not optimal).

According to (Fandy Tjiptono 2017) there are 3 (three) indicators for service effectiveness, such as service quality, efficiency and ease of service.

Ways to increase the effectiveness of admissions services include compiling and coordinating an orderly and neat administrative management concept, creating a data bank that can be accessed and displayed quickly, precisely and easily, conducting IT usage training for

employees, improving the quality of networks and applications, and finally adding tools to support the data management process.

Village officials are public officials who have duties and responsibilities for services to the community, and assist the Village Head in carrying out his duties to be able to provide services in accordance with the wishes of the community. Therefore, village officials are required to have commitment, ability and skills in carrying out their duties serving the community.

Based on the explanation that has been put forward, it is very important for researchers to prove and the aim of this research is whether employee performance and service effectiveness can have a positive and significant influence on community satisfaction, both directly and indirectly. Therefore, the author is interested in conducting research entitled "Performance Analysis of Village Office Employees in Providing Administrative Services to Village Communities A job".

### **1. Employee performance**

According to the Big Indonesian Dictionary, performance is something that is achieved, demonstrated achievements, and definitive work abilities. Employee performance is a result produced from a certain job function or an activity at a certain job during a certain period, which shows the quality and quantity of that work, (L. F. Simatupang, 2023). According to (Husna & Prasetya, 2024) states that employee performance is a behavior produced in a task that can be observed and can also be evaluated, where employee performance is a form of contribution made by an individual in achieving organizational goals.

Employee performance reflects the work results achieved by an employee both in terms of quality and quantity in carrying out their functions according to the responsibilities given (Tupti et al., 2022). Good organizations always try to improve the capabilities of their human

resources, because this is a key factor in improving employee performance (Latifah et al., 2020). Good performance from employees not only supports company operations but also contributes to the growth and sustainability of the company (S. Simatupang et al., 2023). Employee performance can be measured based on various indicators such as productivity, work quality and ability to collaborate.

According to (S. Simatupang et al., 2023) There are several things that are indicators of employee performance, such as target achievement, level of productivity, quality of work results, ability to collaborate with a team, quality of work, quantity of work, implementation of duties and responsibilities. In achieving optimal results, of course there are factors that influence employee performance, such as work motivation, work environment, bonuses and the skills possessed by employees. There are several points contained in employee performance, namely:

1. Speed of Service. Is a measure of the time needed to serve the community from start to finish, speed in providing service is one of the important factors that can influence community satisfaction.

Based on the results of interviews with people who have gone through the service process at the Kareke Village Office, it is very effective because the speed of service is exactly 3 minutes.

2. Employee Competency. Is a work ability that includes knowledge, skills and work attitudes according to the standards at the Kareke Village Office. Competency itself is important for improving employee performance.
3. Facilities and Infrastructure. Are facilities or tools used to support activities at the village office. Facilities at the village office include

tools used directly to achieve goals and activities in the village, while infrastructure at the village office includes facilities used to achieve goals and activities at the village office.

The conclusion from several opinions above regarding employee performance is that it is a component that will be a target in work that can be completed on time or if not beyond the specified time, so that the targeted goals can be in accordance with the morals and ethics of the village office. In this way, employee performance is expected to make a contribution to the Kareke Village Office.

## 2. Public Administration Services

In general, public administration services are services that produce official documents needed by the public. This service is a form of public service provided by the government. Examples of public administration services provided include citizenship status, competency certificates, property ownership certificates.

According to Sinambela (2010: 128) in administrative theory, public administration services are activities carried out by the government for the number of people who have every profitable activity in a group or unit, and offer satisfaction to society.

The aim of public services is to meet the needs of the community, prosper the community, and provide services that the community needs. Properly state to the public their options and how to access them.

There are 3 (three) indicators for service effectiveness, such as service quality, efficiency and ease of service. (Sinambela 2010:128)

## 3. Community Satisfaction

In general, Community Satisfaction is the level of community feelings towards service performance,

community satisfaction can be measured through community decision surveys, community satisfaction can increase community trust in village government, satisfied customers will be loyal longer, less sensitive to prices, and give good comments.

To increase community satisfaction, the government can improve the quality of the service system, provide quality services, and fulfill the desires and expectations of the community.

According to (Sulistiyowati et al., 2022), public satisfaction with this public organization is considered very important because of the relationship between public trust. In this case, the better the governance and quality of services provided by officers, the higher the public's trust will be. In line with the previous opinion, satisfaction according to (Nalendra, Aloysius Ranga Aditya, Slamet Heri, 2022) is a person's feeling of happiness or disappointment that arises after comparing the perception of the performance (results) of a product obtained and his or her hopes.

According to (Pratama, 2023) there are several indicators used in customer or community satisfaction, namely.

1. Performance, namely when performance is at the level of customer expectations.
2. Price, namely when a company or agency increases satisfaction by reducing prices and increasing quality.
3. Expectations, namely customer feelings from previous experiences or information from friends.

There are several things that are indicators of community satisfaction, namely: Ease of procedures, clarity of requirements, quality of service, timeliness, speed of service, fairness, comfort, security, responsibility and competence. According to (Sulaiman et al., 2023)

## RESEARCH METHOD

This research uses a qualitative descriptive approach which aims to understand in depth the social phenomena that occur at the Kareke Village Office, especially regarding employee performance, public administration services and community satisfaction. This approach is not oriented to numbers, but to verbal descriptions of the experiences, views and social interactions of research subjects.

The type of data used is qualitative data collected in the form of words, not numbers. Data sources consist of primary data obtained directly from observations and interviews with village heads and village staff, as well as secondary data originating from relevant literature, books, official documents and archives.

Data collection was carried out using three techniques, namely: (1) direct observation in the field to obtain a real picture of the condition of the research object; (2) face-to-face interviews with key informants to gain in-depth information; and (3) documentation to collect written data to support analysis.

Data analysis was carried out in three stages according to Sugiyono (2017): data reduction, data presentation, and drawing conclusions. This stage is used to systematically filter, summarize and describe field findings in order to answer the research focus.

## RESULTS AND DISCUSSION

### 1. General Description of Research Objects

This research was carried out at the Kareke Village Office, Dompu Regency. This research will provide some information related to employee performance in providing administrative services to the community. The informants needed are informants from internal human resources (HR) from the Kareke Village Office.

### 2. Research result

Analysis of the performance of village office employees in providing administrative services to the people of Kareke village, Dompu district. In the results of this research, the Kareke Village Office shows several components that are indicators in providing administrative services to the community, so that they can find out what actions are taken from year to year by the village government to provide competent administrative services to the community.

In interviews with information, the community responded to the Kareke Village Office's service to the community quite positively and quickly. There were several interviewees with different responses to the services of the Kareke Village Office.

According to Samsudin, as a member of the community, "The services provided by the Kareke Village Office are very, very fast, friendly in service to the community and do not take time." According to Sukirman, "The services provided by the Kareke Village Office are in accordance with the SOP and are fast.

#### **a. Speed of service**

Service speed is the ability to complete services quickly and on time, service speed is one of the factors that determines service quality. The researcher asked Mr. M. Arsyad A. Salam, S, sos a question about how fast the service is at the Kareke Village Office? As per the results of the interview, he answered:

"In providing services it only takes 3 minutes to write a letter"

From the statement given by Mr. M. Arsyad A. Salam, S, sos, it can be concluded that writing correspondence takes a long time and the fastest is minutes

before the process of writing a correspondence is finished. The researcher asked Mr. Muh a question. Ikbal about Aopa being the type of service needed by the people of Kareke Village? as a result of the interview, he answered:

"Make statements and correspondence that are really needed by the community"

From the statement given by Mr. Muh. From the results above, it can be concluded that the administrative services provided are in the form of correspondence that the community needs, such as certificates of incapacity and other certificates. Researchers asked Mrs. Utari Nurul Yaputri questions about how service discipline is in Kareke village? as a result of the interview, he answered:

"The service discipline at the Kareke Village Office can be seen from the discipline of village officials in carrying out their duties. Results are on time and neatly dressed."

From the statement given by Mrs. Utari Nurul Yaputri, it can be concluded that the level of discipline of the Kareke Village Office in providing administrative services can be seen from the disciplinary attitude applied by employees who have so far arrived on time and the neat way they dress is an example of the discipline of the Kareke Village Office. The researcher asked Mr. Arifuddin questions about what is your opinion regarding services at the Kareke village government? as a result of the interview, he answered:

" Good and still running smoothly "

The village government provides services optimally to get satisfaction from the Kareke village community. From the results of the statement given by Mr. Arifuddin above, it can be seen that the services provided are good and timely.

### 3. Employee competency

Employee competency is the ability, knowledge, skills and attitudes that employees have to carry out work effectively. Employee competencies must be relevant to their duties and positions. The researcher asked Mr. Arifuddin a question about what is the level of knowledge of Kareke Village officials? as a result of the interview, he answered:

"In accordance with the abilities and experience of each Village apparatus"

From the statement given by Mr. Arifuddin, it can be concluded that measuring the level of knowledge possessed by village officials can be seen from the abilities possessed by each employee in accordance with their knowledge. Researchers asked Mrs. Yuyu Astuti, S.pd questions about what is the skill level of Kareke Village officials? as a result of the interview, he answered:

"Very skilled"

From the results of the statement submitted by Mrs. Yuyu Astuti, S.pd, it can be concluded that the skills possessed by the employees at the Kareke Village Office are very skilled so they can provide optimal service. The researcher asked Mrs. Arie Fitrianti S.pd a question about what work attitudes are applied in Kareke Village? as a result of the interview, he answered:

" Good "

The government at the Kareke Village Office, Dompu Regency, shows that the attitude applied to the community in terms of services, both administrative and other services, is in the good category.

### 4. Facilities and Infrastructure

Suggestions can be interpreted as direct tools used to achieve goals, while infrastructure are tools that are not directly used to achieve goals. Creation of facilities and infrastructure tailored to the needs of an institution or company. The researcher asked Mr. Syafruddin questions about the availability of service facilities in Kareke Village? as a result of the interview, he answered:

"Quite available"

Taking the above statement, it can be concluded that the availability of facilities and infrastructure at the Kareke Village Office, Dompu Regency is not yet optimal because there are still some things that are lacking so that several components are still needed so that what was initially still quite available becomes everything available. The researcher asked Mrs. Arie Fitrianti, S.Pd. What are the advantages of the service facilities in Kareke Village? as a result of the interview, he answered:

"Reliable because it is not a manual service but uses computer facilities"

From the results of the statement given by Mrs. Arie Fitrianti, S.pd above, it can be concluded that the Kareke Village Office has advantages in the availability of service facilities carried out non-manually or using IT (computer) for writing correspondence. The researcher asked Mrs. Utari Nurul Yaputri a question about what are the advantages of the facilities and infrastructure at the Kareke Village Office? As a result of the interview, he answered:

"Can quickly serve community needs, information is open via website, Facebook and Instagram"

Social media is one of the places to get information provided by the Kareke Village Office government. From the results of the statement above it can be concluded that what is an advantage for the village government in serving the community is speed and accuracy according to what the community needs. The researcher asked Mr. Arifudin a question about what are the supporting factors in making the activities at the Kareke Village Office a success? as a result of the interview, he answered:

"The supporting factor is the participation of the local community and all existing elements"

Community participation in activities at the village office is an important part because carrying out a vision and mission certainly requires encouragement from all parties, not just from the level of employees in the Kareke Village Office government. From the results of the statements presented above, it can be concluded that the supporting factor for the success of an activity is participation from the local community.

## DISCUSSION

### Performance of Kareke Village Office Employees in Administrative Services

Based on the results of observations, interviews and documentation, the performance of employees at the Kareke Village Office has generally shown quite good results in providing administrative services to the community. Service speed is one of the most prominent indicators, where the average service time only takes around 3 minutes, so people feel satisfied with this speed. This shows that village employees have a high commitment to serving the community effectively and efficiently. Apart from that, employee competency, which includes ability,

knowledge and work attitudes, is sufficient although improvement is still needed through routine training.

### Factors that Influence Service Performance

In the administrative service process, several supporting and inhibiting factors for employee performance were also found. Supporting factors include solid working relationships between employees and a high spirit of service to the community. However, inhibiting factors such as limited number of employees, lack of facilities and infrastructure, and lack of training are serious obstacles in optimizing services. Inadequate facilities and infrastructure, such as limited computer equipment or limited service space, mean that the service process is sometimes hampered at certain times, especially when the volume of service applicants increases.

### Administrative Services and Community Satisfaction

Effective administrative services have a direct impact on the level of community satisfaction in Kareke Village. Based on interviews with the public, many are satisfied with the speed and friendliness of employees in providing services. However, some residents also complained about the lack of clarity in service procedures for certain types of administration. For this reason, it is important for the Kareke Village Office to increase the clarity of information, improve existing service procedures, and provide better facilities. By improving service quality, it will not only increase community satisfaction, but also strengthen public trust in the performance of village government.

## CONCLUSION

Based on the results of research conducted by researchers in the field related to the performance analysis of Kareke Village Office employees in providing administrative services to the community in Kareke Village, Dompu Regency, there are several things that serve as benchmarks in determining employee

performance regarding administrative services provided by village officials. There are 3 things that are important points, namely the first is the speed of service provided by the Kareke Village Office Government, the second is the competence of employees which must be appropriate in their respective fields and in accordance with the SOP (Standard Operating Procedures) and the last is in terms of the existence of facilities and infrastructure available at the Kareke Village Office which are still inadequate. Then as suggestions and criticism, I hope that the services provided by the Kareke Village Office apparatus will have a good impact so that the community is more satisfied with the services provided and can hear the complaints that the community is experiencing so that the role of the Village apparatus is to provide good and wise solutions to the local community. Facilities and infrastructure can be further improved so that they do not become obstacles or factors that are lacking at the Kareke Village Office. The supporting factor in the success of an activity is the involvement of the local community because it is impossible for an activity to run well if it is not carried out together.

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