

## Implementation of Village Governance on Public Services in Langensari Village

Emi Rachmawati<sup>1</sup>, Farid Arifin<sup>2</sup>, Rangga Muharram Adimanggala<sup>3</sup>, Hasan Abdul Malik Karim Amarullah<sup>4</sup>, Jesica Clarisa Amanda<sup>5</sup>, Valina Mutiara Tsabbat Al Bilqis<sup>6</sup>, Yulina Agisty<sup>7</sup>, Lenny Anggraeni<sup>8</sup>, Niswa Afifah Naura Sari<sup>9</sup>

Ilmu Pemerintahan, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Langlangbuana

---

### Article Info

#### Article history:

Received: 8 Agustus 2024

Published: 2 September 2024

---

#### Keywords:

Control, Election Supervisory Agency

---

### Abstract

The policies passed and stipulated by the government in the election to pay attention to the optimization of Bawaslu's policies in Law No.7 of 2017 concerning general elections as election organizers and the optimization of Bawaslu's policies regarding the control of campaign props in General Election Commission Regulation No. 20 of 2023 on the amendment of General Election Commission Regulation No. 15 of 2023 this regulation shows the government's attention so that the elections are held properly, in accordance with applicable regulations. The conceptual control model will make it easier for policy implementers to be on target, by realizing the control of campaign props in accordance with the targets, as well as zoning areas that have been set in Bandung City. The research used is based on the skinative method and descriptive analysis, through the Hasibuan theory including direct control, indirect control, and exception control related to the handling of campaign props by the Bandung City Bawaslu

This is an open access article under the [Lisensi Creative Commons Atribusi- BerbagiSerupa 4.0 Internasional](#)



---

#### Corresponding Author:

Rafih Sri Wulandari

Universitas Langlangbuana

Email : [rafihwulan12@gmail.com](mailto:rafihwulan12@gmail.com)

---

## 1. INTRODUCTION

In regional development, the government emphasizes the lowest level system *bottom up*, namely the village. The term village according to Widjaja H.A.W, (2010) is a legal community unit whose original structure is based on special initial rights. The basic ideas of village government are diversity, participation, true autonomy, democratization and community empowerment. According to Article 1 paragraph 12 of Law no. 32 of 2004 Villages are legal community units that have territorial boundaries that have the authority to regulate and manage the interests of local communities, based on local origins and customs that are recognized and respected in the Indonesian Government system.

The function of the village is to produce resources to meet basic needs and is also called a city development partner for the community. According to Solekhan Moch, (2021) explains that when viewed in terms of function, the village government has functions, namely; (1) Carrying out village household affairs; (2) Carrying out community development and development; (3) Carrying out community participation and mutual cooperation development; (4) Carrying out the promotion of public peace and order; (5) Carrying out village economic development; (6) Carrying out dispute resolution deliberations; (7) And so on.

Optimal service must always be provided by regional government officials, especially village governments. In accordance with Law Number 6 of 2014 concerning Villages, one of the objectives of village regulation is to improve public services for the best possible service delivery, which is one of the performance results that village governments can carry out to achieve the goals set out in national service standards. , namely the quality of service. The efforts made by the village government aim to accelerate the realization of good governance.

Optimal public services can create a village government that is professional, efficient and effective, open and responsible or good government (*good governance*). Thus, village governance is needed that can make it happen. This is through a program to improve public services at the village level. If this governance is realized, the specified goals can be achieved, namely improving the quality of public services, managing all village potential, making it easier for the community to receive information through the availability of data, encouraging community participation, transparency and accountability. Manifestation *good governance* at the village level is one of the accelerations in improving the quality of village governance to achieve the welfare of village communities (Sarihati et al., 2023).

Governance is a form of government administration in realizing development at the national, regional and village levels by involving the public, private and civil society sectors. According to Sadjijono (2007), *good governance* contains the meaning of the activities of a government institution which are carried out based on the interests of the people and applicable norms to realize the country's ideals (Riska Chyntia Dewi & Suparno Suparno, 2022).

Langensari Village is a village located in Lembang subdistrict, West Bandung Regency, West Java province with an area of 4.73 km<sup>2</sup>, and a population of around 15,020 people, of which 7,453 are men and 7,567 are women. There are a total of 4,430 family heads in Langensari Village and there are 205 poor families. Langensari Village is 13 Km from the center of Bandung City.

Around Langensari village there are various tourist attractions such as Bengonia Lembang Gardens, Maribaya waterfall and so on. According to data from Langensari Village in 2019, the average livelihood in Langensari Village is 850 people working as farm or livestock workers and the smallest is in the TNI/Polri profession with a number of 32 people. The average level of education in Langensari Village is 2,763 people who graduated from elementary school (SD) or equivalent. Domestic products in this village are mostly livestock, amounting to 2,995 heads.

The Langensari Village Government, Lembang District, West Bandung Regency is an example of an agency that carries out public services. As a service provider, the village government has the main task of carrying out activities, carrying out community services, carrying out community empowerment, protecting facilities and infrastructure or public service delivery institutions, increasing the efficiency of public services in the context of good governance and improving the quality of goods or services at a level of transparency and level. service.

If you look at it at a glance, the atmosphere of Langensari Village is one level more advanced and more modern. In the economic sector, on average, their basic needs are met, local residents also understand technology better in a sense *up-to-date* making it easier for people to access technology provided by the village government. Access to the village is also quite good.

## 2. RESEARCH METHOD

Research methodology is a data processing activity based on the results of the data collected in order to solve the problems in the research. As said by Sugiyono, (2013), research methods are a scientific way to collect data with the aim of describing, proving, developing and discovering knowledge and theories in order to understand, solve and anticipate problems in human life.

Research methodology plays a role in analyzing the data required in research. It can be said that this plays a role as a guide in carrying out research and how this research takes place. This research uses a descriptive analysis method with a qualitative approach, as stated by (Sukmadinata, 2017) who also states that descriptive research is a form of research

aimed at describing existing phenomena, both natural phenomena and man-made phenomena.

This method is carried out by analyzing surrounding conditions by collecting data, or explaining that as a problem-solving procedure that is investigated by describing the condition of the subject or object in research which can be people, institutions, society and others which are currently based on visible facts or as is. The process of writing this article uses a number of questions, specific data collection procedures, and carrying out data analysis.

Qualitative research through data collection, analysis, then interpretation, usually relates to interdisciplinary social and human problems, focusing on multimethod. Naturalistic and interpretive (in data collection, paradigms, and interpretation). Albi & Setiawan, (2018) This qualitative research is research that emphasizes understanding problems in social life based on holistic, complex and detailed conditions of reality or natural settings. In this research, we researchers use an Induction approach which has the aim of constructing a theory or hypothesis through revealing facts using a qualitative paradigm.

### **3. RESEARCH RESULTS AND DISCUSSION**

#### **3.1. Research result**

Based on data from the Ministry of Villages, Development of Disadvantaged Regions and Transmigration (2023), it is stated that Langensari Village is an Independent Village with a Developing Village Index (IDM) score of 0.8560, where if a village has an IDM greater than 0.8155 the village is declared as an independent village, and if the village has an IDM of less than 0.8155 the village is declared a developed village, and if the village has an IDM of less than 0.7072 the village is declared a developing village, and if the village has an IDM score of less than 0.5989 then the village is called a disadvantaged village. There are two indices that can be used as a reference to classify villages based on their level of development or progress, namely the Village Development Index (IPD) and the Village Development Index (IDM). IPD is a measure compiled by the Central Statistics Agency (BPS) based on data from Village Potential data collection (Podes). IPD consists of four main variables, namely availability of basic services, basic infrastructure, accessibility/transportation, and government administration. IPD has a value range between 0 and 1, with a higher value indicating a better level of village development. IDM is a measure compiled by the Ministry of Villages, Development of Disadvantaged Regions and Transmigration (Kemendes PDTT) based on data from the IDM survey. IDM consists of six main variables, namely health, education, housing and environment, community empowerment, socio-cultural and economic. IDM has a value range between 0 and 100, with a higher value indicating a better level of welfare for the village community. Langensari Village itself has an IDM value of 0.8560, where this value meets the standards for six main variables.

The complaints in Langensari Village are very complex, starting from economic, social, political and other issues. The dominant thing that people most often complain about is the economic system. Infrastructure is not the only problem in Langensari Village, so it will be discussed first, for example which routes you want to prioritize in the work plan. Langensari Village has no plans until 2024 because it is only the beginning of the month to make development plans. The development of Langensari Village in 2023 or the previous year has been planned in terms of infrastructure, including drainage, uninhabitable houses (RUTILAHU), and posyandu. So, it's not just about infrastructure,

but about increasing opportunities for impact and avoiding delays, as well as increasing human resources.

Langensari Village provides education to the community, whether in each neighborhood there are children suffering from stunting or not, and it's not just from the village, but there is a team of nutritionists and midwives who educate, so this is about collaboration between sectors. And in Langensari Village there are people who are economically capable, but pretend they are not, because they want to get help. This problem has existed since Covid-19 occurred. If the community complains about a problem, the initial stage is for the community to first report the problem through the RT and RW, each of which already has a group platform in the application via WhatsApp and after the reporting is complete, it will be followed up by Langensari Village.

If the community complains about security, the village community can be directly handled by the Babinsa (Village Guidance Officer) which is a TNI territorial unit that has direct contact with the community at the village or sub-district level. Meanwhile, Bhabinkamtibmas is a community police officer in the village/sub-district whose task is to carry out community development which includes community counseling activities, empowering Community Policing (Polmas), carrying out coordination, and collaborating activities with organizations, institutions, agencies or community leaders to increase community awareness and obedience. to the laws and provisions of legislation as well as maintaining security and public order. For example, there are public complaints in negative comments regarding social assistance where social assistance is managed directly by officers who manage integrated social welfare data (DTKS).

In preparing public services, Langensari Village formed a Village Government Work Plan team (RKPDES). (Sofyani et al., 2018) In Langensari Village, village meetings are a form of public service that provides accountability and transparency. During the deliberation, it was explained what programs and financing had been carried out over the past year and what the village currently needed. Every year Langensari Village reports on public services in the form of a banner or large banner regarding the Responsibility Report (LPJ) which contains physical development, empowerment and guidance. In terms of implementing E-Government, Langensari Village has not yet reached the digitalization stage.

The quality of service in Langensari Village is quite open in handling complaints from the local community, such as domestic violence (KDRT), theft and so on. According to data from the Langensari Village Office, the majority of people's livelihoods in Langensari Village are laborers, both farm laborers and casual daily laborers. As for those who work as ASN, POLRI and TNI, the number is only small.

### **3.2. Discussion**

Public service is a way to help overcome problems complained about by the public by using the principles of public service. These activities are carried out by state officials. Based on the Ministry of Bureaucratic Empowerment and Reform No. 63 of 2003, it consists of; (1) Transparency; (2) Accountability; (3) Conditional; (4) Participation; (5) Equal rights and; (6) Balance of rights and obligations.

Public service is a series of action efforts to meet service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by public service providers, namely every state administration institution, corporation, independent institution that formed based on law for public service activities, and other legal entities formed solely for public service activities. These activities are carried out by officials, employees, officials and everyone

who works in the organizing organization who is tasked with carrying out an action or series of public service actions (Hajar, 2021).

The principles of public service transparency and accountability in Langensari Village are good. Before making development plans, Langensari Village first formed a team and held a Village Deliberation (Musdes) where at the Musdes event, the village invited the RT, RW, sub-district head, religious experts, young leaders and other communities. This meeting accommodates all the complaints and hopes of village residents for what the future will be like. This meeting also discussed what village budgets would be used in the future. Community participation in Langensari Village is quite good, meaning that in political processes, such as the election of the Village Head and various village activities, the community is always involved in them, for example community service, development of village infrastructure (roads, villages, etc.).

Community participation means that all community members have a voice in decision making, either directly or through legitimate representative institutions that represent their interests. This comprehensive participation is built on freedom of assembly and expression, as well as the capacity to participate constructively. The Langensari Village Government always involves community participation in the implementation of Village Government. The forms of participation of the Langensari Village community are participation in village development planning, political participation, empowerment, coaching, participation in various village activities or programs.

The principle of equality of rights and balance of rights and obligations in Langensari Village is quite good, this is proven by joint deliberations between the community to find the right solution so that from the results of these deliberations the village community can make decisions that prioritize common interests. For example, complaints in Langensari Village are very complex, starting from economic, social, political and other issues. The dominant thing that people most often complain about is the economic system. Infrastructure is not the only problem in Langensari Village, so it will be discussed first, for example which infrastructure on the route will be prioritized in the work plan.

The development of Langensari Village in 2023 or the previous year has been planned in terms of infrastructure, including drainage, uninhabitable houses (RUTILAHU), and posyandu. So, this is not just about infrastructure, but about increasing opportunities for impact and avoiding delays, as well as increasing human resources.

Apart from the principles, the dimensions of the quality of public services in Langensari Village involve the following issues: (1). Tangibles, (2). Reliability, in overcoming obstacles to measuring service reliability (accurate, zero defects) (3). Responsiveness, measuring the speed of service time (4). Assurance, measuring service trust (friendliness, competence, reputation, security). (5). Empathy, measuring personality/ knowing personal service public behavior towards public information services. Meanwhile, public behavior towards public services has the following characteristics; (1) Acceptance of public information services is a process of understanding the contents of the black box of public behavior, (2) The level of public confidence in information is determined by the public's subjective evaluation, (3) The quality (accuracy) aspect of information is the main ingredient for critical public evaluation, (4) The level of confidence The public receives information influenced by their regional location and social economic layer, (5) The public's interest in receiving information is based more on accuracy, ease of access, and understanding of the content of the information, (6) The public prefers accurate information content that is "close" to themselves rather than information packaging. , (7) The public tends to access information that does not require

"other supporting costs" for example buying a computer for internet access, computer application courses, or providing a telephone line, (8). Publics in disadvantaged areas and lower social-economic levels tend to be more influenced by personal channels (rather than media) in the communication process and receiving information (Sofyani et al., 2018).

Tangible services in Langensari village from one of the Head of Government resource persons named Neng Ririn Marlina who serves in the Langensari village office are very good, safe and prosperous, judging from the existing problems, the residents around the village can be said to be quite prosperous, because Langensari village is an independent village which has the availability of and access to adequate basic services, adequate infrastructure, easy access to transportation, good public services, and excellent government administration.

The reliability of the Langensari Village government can be relied on in carrying out programs and services. This can be proven when making letters that are required by the local community, such as a certificate of school/public incapacity, a certificate of opening a business, a certificate of introduction of livestock, these letters can be guaranteed to be original and the data/identity is not leaked or misused for any reason. There are rules for this. An example can also be taken from the assistance given to Langensari Village, all assistance is given as is according to the budget or nominal amount given and is aimed at less fortunate people. From this, it can be proven that the Langensari Village management can be relied on because they are responsible for what they do.

Responsiveness measures the speed of service time in Langensari village, where the employees there are responsive in handling various problems or complaints expressed by the community. For example, the village administrators there provide a forum in the form of a Whatsapp group for the community to inform about existing obstacles. Langensari Village also often holds outreach, for example in the health sector they hold a stunting prevention outreach program. This can prove that the management in Langensari Village is responsive in handling various existing problems. Langensari Village also provides education to the community, whether in each neighborhood there are children suffering from stunting or not, and it's not just from the village, but there is a team of nutritionists and midwives who educate, so this is about collaboration between sectors.

Assurance in terms of service measures service trust (friendliness, competence, reputation, security). For example, with security in Langensari village, if the community complains about the security, the village community can immediately report it and it will be handled by the Babinsa (Village Guidance Officer) which is a TNI territorial unit that has direct contact with the community at the village or sub-district level. It can also be reported and handled by Bhabinkamtibmas, where Bhabinkamtibmas is the community police officer in the village/subdistrict who is tasked with carrying out community development which includes community counseling activities, empowering Community Policing (Polmas), carrying out coordination, as well as collaborative activities with organizations, institutions, agencies, or community leaders in order to increase public awareness and obedience to laws and statutory provisions as well as maintain security and public order.

Emphatic in terms of measuring personality/known personal services, public behavior towards public information services, the Langensari village office has carried out reporting information in the form of banners or large banners regarding Responsibility Reports (LPJ) which contain physical development, empowerment and guidance every year. That way, people in the village can see the available information directly by coming to the village office. However, providing information in the form of banners or banners is not the right thing for local residents to find out information. The right thing for local residents to know and receive information is to hold e-government or electronic

government, because in e-government all information and village government activities can be accessed online. The public can submit requests for certificates, report complaints, provide suggestions and input as well as access information about development and village government programs digitally without having to come to the village office to make it efficient and effective in saving time and costs.

#### 4. CONCLUSION

From the results of this research, it can be concluded that Langensari Village is an Independent Village with a Village Development Index (IDM) of 0.8560. Before planning development, Langensari Village first formed a team and held a Mudes (Village Conference).

The complaints in Langensari Village start from social, economic, political and others. But what people complain about most often is the economic system. Infrastructure is not the only problem in Langensari Village because in terms of infrastructure, Langensari Village has planned development in 2023 or the previous year, including drainage, uninhabitable houses (RUTILAHU), and posyandu. Apart from that, Langensari Village also provides education to the community in the form of prevention, management and data collection on every individual affected by stunting with assistance from health authorities, both nutritionists and midwives.

In preparing public services, Langensari Village created a Village Government Work Plan team (RKPDES). The Village Deliberation is a form of public service that provides accountability and transparency. In this deliberation, reports are presented on programs and financing that have been carried out over the past year, as well as plans for needs that will be prioritized in Langensari Village. Every year Langensari Village reports on public services in the form of banners or large banners placed at certain points regarding the Accountability Report (LPJ) which contains data on physical development, empowerment and community development.

#### 5. ACKNOWLEDGEMENT

The author would like to thank Langlangbuana University for giving us the opportunity to carry out this research and help all process activities run smoothly. Thank you also to *stakeholder* and the people of Langensari Village for their time and for receiving us well so that this research activity could run well and smoothly.

#### 6. BIBLIOGRAPHY

Ali, G. A., Radjak, K. D., & Mokodompit, N. (2023). *Pelanggaran Pemasangan Alat Peraga Kampanye Pada Pemilihan Kepala Daerah Kab. Bone Bolango*. 1.

Badan, K., Pemilihan, P., & Republik, U. (2022). PERBAWASLU No.7 Tahun 2022. 1–73.

Bloom, N., & Reenen, J. Van. (2013). *Strategi Komunikasi Bawaslu Kota Tangerang Dalam Upaya Penindakan Pelanggaran Alat Peraga Kampanye Pada Pemilu 2019*. NBER Working Papers, 12(01), 89. <http://www.nber.org/papers/w16019>

Daerah, P. (2017). dalam Republik.

Fajarwati, A., Gandi, C. G., Ilmu, F., Dan, S., Politik, I., Bandung, U. L., Fungsi, A., & Berkelanjutan, L. (2007). *THE EFFECT OF CONTROL ON THE EFFECTIVENESS OF PROTECTION OF FOOD FARMLAND FUNCTION IN SOLOKAN JERUK SUB-DISTRICT*. 107–121.

Hasibuan, M. S. (2007). *Manajemen Sumber Daya Manusia (Revisi)*. Bumi Aksara.

Keputusan Komisi Pemilihan Umum No.260 Tahun 2023. (n.d.).

Permenkes 9 tahun 2014. (2014). *Undang Undang No. 23 Tahun 2014*. Lincoln Arsyad, 3(2), 1–46. <http://journal.stainkudus.ac.id/index.php/equilibrium/article/view/1268/1127>

PKPU No 15 Tahun 2023. (n.d.). [jdih.kpu.go.id](http://jdih.kpu.go.id).

Setiawan, A. (2020). *PEMILIHAN UMUM SERENTAK*. 3, 322–340.

Tiwuk Puji Hariyanti, & Ahmad Sony Suharsono. (2022). *Analisis Sistem Pengendalian Internal Persediaan Barang Dagang*. *JAT: Journal Of Accounting and Tax*, 1(1), 56–66. <https://doi.org/10.36563/jat.v1i1.600>

Wahdini, M. (2022). *The Effectiveness of Simultaneous Election 2019: Evaluation Through the Simultaneous Election 2024*. *Jurnal Bina Praja*, 14(1), 123–134. <https://doi.org/10.21787/jbp.14.2022.123-134>