

## Evaluation of the Impact of Public Service Development Programs in Boliyohuto District, Gorontalo Regency

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### Abstract

*The purpose of this study is to ascertain the effects of public service development initiatives. The research methodology combines a descriptive research design with a qualitative approach. The community, the heads of Sidomulyo and Sidodadi villages, the district secretary, and the head of Boliyohuto district served as the main sources of data for this study. Methods for gathering research data include documentation, interviews, and observation. According to the research findings, two indicators—political and administrative feasibility—are optimal, while three indicators—effectiveness, efficiency, and justice—are not yet at their best because a number of elements still need to be improved. Though not yet completely functional, the development of publik services in Boliyohuto District has been executed well. Since the people are the ones who experience this influence, several things still need to be adjusted in order for the publik services development in Boliyohuto District to proceed smoothly. Based on the research results, it can be concluded that of the five evaluation indicators, researchers found three indicators that were not optimal, including effectiveness, efficiency, and justice. Then there are two indicators that have been running optimally, including political feasibility and administrative feasibility.*

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## 1. INTRODUCTION

### 1.1 Background

Public service development programs are a series of efforts made by the government or related institutions to improve the quality and effectiveness of services to the community. The main goal is to meet the needs of the community better, faster, and easier, while increasing their satisfaction with the services provided. Public services in Indonesia are regulated in Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, which states that the state is obliged to fulfill the basic rights and needs of the community within the framework of professional and effective public services.

However, the quality of public services in Indonesia still faces various challenges. According to the Ombudsman of the Republic of Indonesia, Indonesia's public service ranking is 129th out of 188 countries. This shows that there are still many things that need to be improved to achieve adequate service standards [1].

In Gorontalo Regency, especially in Boliyohuto District, the government has implemented various public service development programs, such as improving road access, health facilities, and education. However, the effectiveness and impact of these

programs need to be evaluated to ensure that the main objectives of the program are achieved **【2】** .

### 1.2 Problem Statement

Although various public service development programs have been implemented in Boliyohuto District, several problems are still found, such as:

1. Suboptimal accessibility of public services causes people to have difficulty obtaining fast and efficient services.
2. The quality of public services is not evenly distributed, especially regarding infrastructure and supporting facilities.
3. Lack of community participation in the planning and evaluation process of public service programs **【3】** .

### 1.3 Literature Review

Effective public services must meet the criteria of efficiency, effectiveness, justice, political feasibility, and administration as outlined by William N. Dunn (2016) **【4】** . In the context of evaluating public service development programs, participatory methods can be used to involve the community as the main stakeholders in planning and evaluation **【5】** .

Previous studies, such as by Shinta Nasution and Riny Kusumawati (2023), show that digital innovation can improve the quality of public services, but its effectiveness is highly dependent on the application of technology and public participation **【6】** . A study by Stephani Nora Tahaea (2022) highlights the importance of policy evaluation in the context of public services to ensure the relevance and impact of policies **【7】** .

### 1.4 Proposed Approach or Solution

This study uses a qualitative approach with a descriptive research type to evaluate the impact of public service development programs in Boliyohuto District. This approach involves interviews, observations, and documentation as data collection methods. The proposed solutions include:

- a. Increasing program socialization to the community.
- b. Increasing community participation in program planning and evaluation.
- c. Optimizing the use of technology to improve accessibility and transparency of public services **【8】**.

### 1.5 New Values of Research

This research is expected to provide innovative contributions in understanding the impact of public service development through a participatory approach that directly involves the community. The research findings can be a reference for local governments to improve development policies and programs, so as to provide real benefits to the community in Boliyohuto District **【9】** .

## 2. RESEARCH METHOD

This study uses a qualitative approach with a descriptive research type. The selection of this method is based on the purpose of the study which is to describe and understand in depth how the impact of the public service development program is felt by the community and how the implementation of the program takes place in Boliyohuto District. The qualitative approach was chosen because it is appropriate for exploring complex and contextual social realities. Evaluation of the impact of public service programs is not enough if only seen from quantitative data alone, but must be examined through perceptions, experiences, and direct assessments from the community and the parties

involved. Therefore, this approach allows researchers to gain a deeper understanding of social dynamics and policy implementation at the local level.

The data sources of this study consist of primary data and secondary data. The data sources selected in this study are the Head of the District, the Secretary of the District, the Head of Sidomulyo Village, the Head of Sidodadi Village and the Community. While the secondary data sources that are the references of researchers are all documents that can complement the results of this study. The data collection method used is interviews with the Head of the District, the Secretary of the District, the Head of Sidomulyo Village, the Head of Sidodadi Village and the Community.

The research location was conducted in Sidomulyo Village, Boliyohuto District, Gorontalo Regency for 1 month. Data analysis in qualitative research is continuous and developed throughout the research. Data validity analysis is carried out starting from the data collection stage, data reduction, data presentation and drawing conclusions.

### 3. RESEARCH RESULTS AND DISCUSSION (12 Pt)

#### 3.1. Research result

The results of this study are presented to provide a clear picture of the evaluation of the impact of public service development programs in Boliyohuto District. Data obtained through interviews, observations, and documentation are processed and analyzed to identify indicators of success and obstacles faced.

Table 1. Public Service Evaluation Indicators

Indicator	Status
Effectiveness	Not optimal yet
Efficiency	Needs improvement
Justice	Uneven
Political Qualifications	Pretty good
Administrative Eligibility	Adequate

#### 3.2. Discussion

Public policy evaluation is an important step to assess the extent to which a program is able to achieve its objectives effectively, efficiently, fairly, and politically and administratively feasible. This study examines the effectiveness of public service development in Boliyohuto District, Gorontalo Regency, by referring to five policy evaluation criteria according to William N. Dunn (2016), namely: effectiveness, efficiency, fairness, political feasibility, and administrative feasibility.

##### a. Effectiveness

Effectiveness is the utilization of resources, facilities and infrastructure in a certain amount that is consciously determined in advance to produce a number of goods for the services of the activities carried out. Effectiveness indicates success in terms of whether or not the targets that have been set are achieved. If the results of the activity are getting closer to the target, it means that the effectiveness is higher.

Effectiveness can also be interpreted as the extent of a program's efforts as a system with certain resources and means to meet its goals and means without paralyzing the means and resources and without putting unreasonable pressure on its implementation. Effectiveness can measure the extent to which a policy achieves its goals. This relates to the results of the policy and whether its initial goals have been met.

According to William N. Dunn (2016), Effectiveness (*Effectiveness*) is to measure the extent to which the policy achieves its objectives. This relates to the results of the policy

and whether its initial objectives have been met. Meanwhile, according to Mursid (2020), if the achievement of the organization's objectives is greater, then its effectiveness will be greater. If after the implementation of the program it turns out that the impact is not able to solve the problems being faced by the community, then it can be said that a program has failed, however, a program does not have an immediate impact, it can go through a certain process.

The research conducted by the researcher entitled Evaluation of the Impact of the Public Service Development Program in Boliyohuto District, Gorontalo Regency. The results of the study indicate that the development of public services in Boliyohuto District, the sub-district government has done its best but has not been fully effective. Because the impact is felt by the community, there are still some things that need to be fixed so that the development of public services in Boliyohuto District runs effectively.

#### **b. Efficiency**

Efficiency is broadly defined as an effort to achieve the best possible performance by using available materials and human resources in the shortest possible time, in real conditions (as long as the conditions can change) without disturbing the balance between the objective factors of tools, manpower and time. Efficiency is one of the ways used by companies in terms of managing financial resources, processes, materials, manpower, company equipment, and costs effectively. Efficiency can also be interpreted as where a sacrifice is achieved to obtain a benefit even though the sacrifice is as small as possible with the aim of focusing on relative costs to achieve policy results.

According to William N. Dunn (2016), Efficiency focuses more on the relative costs of achieving policy outcomes. That is, whether the policy achieves its goals at minimum or optimal cost. *efficiency(efficiency)* also concerns the amount of effort required to produce a certain level of effectiveness. Meanwhile, according to Musri (2020) Effectiveness and efficiency are closely related. When we talk about efficiency when we imagine the use of resources(*resources*)we optimally achieve a certain goal. What is meant is that efficiency will occur if the use of resources is empowered optimally so that a goal will be achieved.

The research conducted by the researcher entitled Evaluation of the Impact of Public Service Development Program in Boliyohuto District, Gorontalo Regency. The results of the study indicate that minimum budgeting or financing is said to be efficient but there are still some shortcomings to achieve policy results such as many potholes, lack of street lighting and so on.

#### **c. Justice**

Justice is an essential thing that must be maintained and implemented in individual and social life. Justice is putting something in its place, this means that justice is a moral attitude of someone who is willing to give or give something by considering whether something that is given is a right that should be given.

According to William N. Dunn (2016), Justice is related to the distribution of benefits and costs of policies among different groups in society. This evaluation looks at whether the policy is fair or not.

Research conducted by researchers entitled Evaluation of the Impact of Public Service Development Programs in Boliyohuto District, Gorontalo Regency. The results of the study indicate that justice in public services for marginalized groups has not been fully achieved, especially in areas that are difficult to reach. This indicates that although there are efforts to provide equal public services, there are still gaps and challenges in

their implementation, especially for marginalized groups living in remote areas. Therefore, it is important to pay special attention to marginalized groups, especially in remote areas, and the affordability of public services such as health, education, and social. Likewise in the evaluation: that the evaluation of this policy is carried out objectively and transparently, namely by involving the community more in this evaluation. Because objectivity and transparency in policy evaluation are crucial to ensure that policies run according to their objectives and provide maximum benefits to the community. Policy evaluations need to be carried out periodically with clear, measurable, and relevant criteria, and are mutually agreed upon and published. The results of the evaluation must be followed up with concrete actions, such as improvements or adjustments to policies if deficiencies are found. Thus, policy evaluations can be carried out objectively and transparently, so that the results can be accounted for and beneficial to the community.

#### **d. Political Qualifications**

Political feasibility is a condition in which a policy, program, or action is considered acceptable and supported by political actors who are in power or have significant influence in a political system. Political feasibility also reflects the level of support or resistance from various community groups towards a policy. Political feasibility also includes the extent to which a policy is in line with the values and norms prevailing in society. Policies that are in line with community values and norms tend to be more easily accepted and supported, while policies that conflict with community values and norms may face resistance.

Political feasibility can also be defined as the ability of a policy to gain support from parties with power or influence in the political system. This involves considering how the policy may affect the interests and power of different political actors.

According to William N. Dunn (2016), Political Feasibility is a measure of how likely the policy is to be accepted and supported by political actors and the public. This takes into account political power and public opinion factors.

The research conducted by the researcher entitled Evaluation of the Impact of Public Service Development Program in Boliyohuto District, Gorontalo Regency. The results of the study indicate that efforts to improve socio-economic conditions and facilitate good communication are important steps to achieve this stability. In addition, the challenges of Political Feasibility such as differences in political views and lack of political support need to be overcome through constructive dialogue and effective communication. With good cooperation and coordination between all parties, including the sub-district government, the community, political actors, and the mass media, community stability can be maintained and development at the sub-district level can run successfully.

#### **e. Administrative Eligibility**

Administrative feasibility is an assessment of the extent to which a plan, program, or policy can be implemented using available administrative resources. This includes the availability and adequacy of human resources, budget, equipment, technology, and systems and procedures needed to support the implementation of activities.

Administrative feasibility can also be interpreted as an important factor that needs to be considered in every planning and implementation of activities. By conducting a comprehensive administrative feasibility assessment, we can ensure that the activity can run successfully and achieve the expected goals.

According to William N. Dunn (2016), Administrative Feasibility Focuses on the ability of the institutions involved to implement the policy. This evaluation looks at

whether the policy can be implemented with existing resources, capacity, and organizational structure.

Research conducted by researchers with the title Evaluation of the Impact of Public Service Development Programs in Boliyohuto District, Gorontalo Regency. The results of the study indicate that the feasibility of public facilities has helped the minimum service standards, justice by ensuring that the sub-district government always strives for good facilities for the community in Boliyohuto District. But not in remote areas where there are still many public facilities that are in inadequate conditions, such as damaged roads and non-functioning public street lighting. And on the capacity of Human Resources (HR) in the development of public services, the importance of Human Resources (HR) capacity in the development of public services. They realize that investment in HR is very important to provide quality public services. Therefore, the sub-district government continues to strive to improve HR capacity through various programs and activities, including the use of technology and related training. Because increasing HR capacity is the key to improving the quality of public services, and the sub-district government has taken steps to realize this.

#### 4. CONCLUSION

Based on the discussion of the evaluation of the impact of the public service development program above, it can be concluded that of the five evaluation indicators, researchers found three indicators that were not optimal, including effectiveness, public service development in Boliyohuto District has done its best but is not fully effective, Efficiency: minimum budgeting or financing is said to be efficient but there are still some shortcomings to achieve policy results such as there are still many potholes that need to be repaired, Justice, that justice by ensuring that the evaluation of this policy is carried out objectively and transparently, namely by involving the community more in this evaluation and there are two indicators that are optimal, namely Political feasibility, Efforts in Boliyohuto District to improve socio-economic conditions and facilitate good communication are important steps to achieve stability that have been running optimally and Administrative feasibility, the sub-district government has made efforts to provide good public facilities and increase human resource capacity.

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