

Evaluation of Public Services At Bodor Village Office, Nganjuk Regency

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Abstract

The village government has tasks including improving the welfare of the community, maintaining peace and order in the community, implementing the principles of village governance that are clean and free from collusion and nepotism (KKN), and organizing good government administration. This is also the task carried out by the Bodor Village Office apparatus in Nganjuk Regency in providing services to the community. In order to determine the quality of public services at the Bodor Village Office in Nganjuk Regency, it is necessary to conduct public service evaluation research. This research method uses a qualitative approach that describes the quality of providing services to the public through interviews with informants, observation and documentation. The results showed that public services at the Bodor Village Office, Nganjuk Regency are quite good, but the services provided need to be improved, especially in terms of supporting facilities and infrastructure, supported by qualified human resources, responsive public service officers of the Bodor Village Office has readiness in providing services, besides that the Bodor Village community feels trust in public service officers because of the guarantee of timeliness of services as delivered, for the form of empathy from public service officers can be seen from the way they pay attention to people who wants to get public services.

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1. INTRODUCTION

The function of village government officials in providing services to the community. Village officials must have tasks, including improving the welfare of the community, maintaining peace and order in the community, implementing the principles of good governance. Villages that are clean and free from collusion and nepotism (KKN), and also carry out good government administration.

Based on Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services, it is a series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident regarding goods, services and/or administrative services provided by public service providers. In article 2 The law on public services is intended to provide legal certainty in the relationship between the community and administrators of public services, and precisely in article 3 it is very clearly stated the purpose of the law in public services, namely:

1. That there are clear boundaries and relationships regarding the rights, responsibilities, authority and obligations of all parties related to the implementation of public services.
2. The implementation of a proper public service delivery system in accordance with the principles of good governance.
3. Fulfillment of the implementation of public services in accordance with statutory regulations.
4. Realizing legal protection and certainty for the community in the delivery of public services.

Based on the description of Law No. 25 of 2009, it truly explains the aims and purposes of public services regarding rights, providing good services, creating protection and legal certainty for the community.

Various forms of complaints from the community regarding the service provided are not in accordance with what is expected from the village office which is an important implementer in the bureaucracy which has duties and authority in the field of public services, including, services for making Family Card (KK) cover letters, Introduction Resident Identification Card (KTP), Introduction to Transfer Certificates, Introduction to Birth Certificates, Marriage Certificates, and Certificates of Incapacity.

At the Bodor Village office, Nganjuk Regency, there are still several complaints from the community regarding the provision of services that do not meet expectations, such as skills in providing services are part of the problems shown in the field, including the lack of optimal and optimal services provided by the Village government. This makes the process in administrative services not run well.

Based on the lack of synchronization between the rules and implementation carried out by village government officials, this is not a good thing to do as a government official who should understand the essential duties of an official, and village officials should carry out their duties in accordance with applicable regulations.

2. RESEARCH METHOD

The research design used in this research is descriptive with a qualitative approach, which aims to describe the quality of providing services to the public in accordance with the problems of this research topic, through interviews with informants, observations and documentation, which will later be collected to obtain data in the field. Start by reviewing all available data from various sources, namely the results of interviews, observations that have been written down in field notes, documents and so on using tools or instruments, namely mobile phones and writing instruments. After reading, studying and reviewing, the next step is to reduce the data, present the data and draw conclusions.

In this research, a research focus is used to limit the data so that it does not spread beyond the topic of the problem. This research focuses on evaluating public services which adopts the theory from Zeithaml, Berry and Parasuraman (1988) including: tangibles (physical evidence), reliability (reliability), responsiveness (responsiveness), assurance (guarantee), empathy (empathy).

3. RESEARCH RESULTS AND DISCUSSION

Based on Law no. 25 of 2009 concerning public services, that public service providers are state administration institutions, corporations, independent institutions formed based on law for public service activities, and other legal entities formed solely for public service activities. So this definition can be interpreted as public service activities that have been regulated based on government regulations with the main aim being to meet the basic needs and welfare of the community. In this case, the Bodor Village Office apparatus, Nganjuk Regency, which is the public service provider, has a responsibility to the service user community. In order to improve the quality of public services and village government management systems efficiently and effectively, it is deemed necessary to evaluate public services.

To make it easier to obtain research results, researchers used 5 indicators of service quality from theory Zeithaml, Berry and Parasuraman (1988), as follows:

3.1. *Tangibles*(Physical Evidence)

Based on research in the field, the results of interviews with community users of the Bodor Village Office services in Nganjuk Regency explained that physical

evidence such as infrastructure is quite complete, although there are several chairs and computers that need to be added to support maximum service implementation. However, in terms of other physical facilities, it is sufficient to provide comfort and satisfaction for the community.

3.2. Reliability (Reliability)

Human Resources are the parties who are the implementing factors for activities in the organization. HR must have the skills, knowledge and ability to carry out the wheels of government organizations, the quality of human resources in the organization will of course support the smooth implementation of activities. As from the results of interviews with the Head of Services at the Bodor Village Office, Nganjuk Regency, it shows that the public service officers at the Bodor Village Office have experience so they are quite reliable in providing services to the community. This is also supported by the community who believe in the ability of the Bodor Village Office apparatus to complete their tasks on time as promised.

3.3. Responsiveness (Responsiveness)

Responsiveness here is the response or ability to help and provide services quickly, precisely and responsively to the wishes of the service user community. It can be seen from the results of interviews with the community that the Bodor Village Office public service officers are prepared providing services, such as the desire to provide information quickly that is useful for the community, apart from being responsive in responding to people who have just come to the office to get services.

3.4. Assurance (Guarantee)

Public service standards in accordance with Law no. 25 of 2009 which was issued. This includes a service guarantee, it can be concluded that every organization should provide guarantees to its service users. Likewise, the Bodor Village Office provides guarantees to the community in the form of timely, reliable service, as stated by the Head of Services at the Bodor Village Office, Nganjuk Regency, that the preparation of the cover letter was carried out quickly and on time.

3.5. Empathy (Empathy)

Empathy is a form of ability to understand other people's feelings listen and pay attention. As the results of the researcher's observations show that public services in terms of empathy at the Bodor Village Office, Nganjuk Regency are quite good, this is proven by the service officers always providing attention and assistance to people who look confused when looking for information, even the officers directly ask what the people want in getting services. in the office.

4. CONCLUSION

From the results of the research that has been carried out, it can be concluded that public services at the Bodor Village Office, Nganjuk Regency are quite good, so far the authorities are trying to carry out service procedures in accordance with the provisions, but the services provided need to be improved, especially in terms of facilities and infrastructure that support services and are supported by human resources. quality. Likewise, the responsiveness of officer's service. The public of the Bodor Village Office is ready to provide services, such as the desire to provide information quickly that is useful for the community, apart from that also responsive in responding to people who have just come to the office to get services. To guarantee that the people of Bodor Village feel confident in public service officers because of the punctuality of services as delivered. Apart from that, the form of empathy from public service officers can be seen from the way they pay attention to people who want to receive public services.

5. BIBLIOGRAPHY

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