

Village Government Efforts to Improve Public Services (Case Study of Poto Village)

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Abstract

The purpose of this study is to find out how the Village Government's Strategy in Improving the Quality of Public Services at the Poto Village Office. In this study, the author used a qualitative approach, namely to know or describe the reality of the events studied so as to make it easier for the author to obtain objective data in order to know and understand the strategies used in improving the quality of service in the poto village office. The results showed that the Village Government's Strategy in Improving the Quality of Public Service at the Poto Village Office, Moyo Hilir District, is in accordance with the village head's regulation Number 7 concerning the order and implementation of duties and services, regulation Number 8 of 2021 concerning village rules and regulations Number 3 of 2016 concerning the Medium-Term Development Plan (RPJM Desa) for 2021-2026 CHAPTER IV concerning the direction of development policies and strategies in improving quality Service. In an effort to improve the quality of public servants in the poto village office and all village officials provide the best service to provide the facilities needed by the community. Researchers expect the village government in carrying out its duties as a public service in order to maintain professionalism and carry out the rules that have been set in improving the quality of public services and the welfare of the community and with several obstacles in serving the community, it is hoped that the village government can face and find solutions so that they can answer the challenges of the community.

INTRODUCTION

Service is the essential main task of the figure of the apparatus as a servant of the State and a servant of the community, as a servant of the community it means that in carrying out their duties, they must always try to serve the interests of the community in expediting all the affairs of members of the community, to meet the demands of the community, government officials are expected to be able to provide services that are Good. The government is making improvements to the quality of services, which is done by increasing quality human, human plays a very important role in determining the good and bad of the services provided, responding to the phenomenon of government in the reform era with the implementation of regional autonomy which prioritizes the concept of decentralization which gives regions the opportunity to develop their regions in line with There are many demands from society for quality public services, even though there are variations in society's demands for fulfilling their desires and welfare.

In line with the emergence of views public against the low performance of the public service bureaucracy, especially the behavior of the apparatus in providing good services in accordance with moral values to the

community in various fields, this is related to the implementation of Law Number 25 of 2009 concerning public services, the government bureaucracy continues to carry out self-reform to support performance-based State apparatus management programs. Government bureaucratic reform that leads to improved governance manages excellent effective government in time future, since then bureaucratic reform has begun to be rolled out, especially the public service bureaucracy within departments/institutions. Public service management in the era of autonomy increasingly provides easier space for movement in each region to make efforts to improve services. The experience of several regions that have succeeded in utilizing and developing an integrated public service system is recognized as having had a significant impact on improving the quality of management service regional government public as well as increasing regional income and improving the quality of life of the community, on the other hand, the central government still has control over the sustainability of regional government in an integrated manner which will then be followed up in planning to improve the quality of national public services. Along widespread the

local government is active in encouraging it system service integrated, the government needs to make efforts system information standardized which can reach all regions, especially in national licensing services. Therefore, the central government, specifically The Ministry of State Apparatus Empowerment seeks to build an integrated public service system so that information on developments from the regional government can be integrated and accessible to all levels of society. Furthermore, the government is continuously trying to build a licensing service system in the economic sector as a national portal.

Based on Law of the Republic of Indonesia Number 6 of 2014 concerning Villages, states that villages have original rights and traditional rights in regulating and managing the interests of local communities and play a role in realizing the ideals of independence based on Law 1945; that in the course of the information of the Republic of Indonesia, villages have developed in various forms so that they need to be protected and empowered so that they become strong, advanced, independent and democratic so that they can create a strong foundation for implementing governance and development going to a just, prosperous and prosperous society. In this case, the people of Poto village who are customers of public services, also have needs and expectations for the performance of professional public service providers so that what is now the task of the Poto village government is how to provide public services that are able to satisfy the community itself, public services are a must for village government in providing the best service to its community, either directly or in stages.

From the descriptions above, the researcher formulated several reasons so that this problem is worth researching. First, some village officials are not yet fully adequate, both in terms of services for village administration and services in improving physical facilities and adequate equipment and infrastructure. Second, in the researcher's view, improving public services in Poto Village still has shortcomings, both the limited ability of the

village government in providing public services and the slow growth in working efficiently. Third, this research has never been studied by any researcher in Sumbawa Regency, especially in relation to the strategy of the village government in improving the quality of public services. I think this too becomes important because it can be used as a reference regarding public services in the space scope of village government.

RESEARCH METHOD

The method used in this research is a qualitative method with a descriptive approach, a qualitative approach with a method descriptive "Methodology is the process, principles and procedures that we use to approach problems and find answers" (Prasanti, 2018). The data collection techniques used by researchers are interviews, observation and documentation.

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RESEARCH RESULTS AND DISCUSSION

1. Village Government Strategy in Improving the Quality of Public Services at the Poto Village Office, Moyo Hilir District, Sumbawa Regency. Poto Village has an internal strategy that they have created, including village head regulation number 7 of 2021 concerning rules for carrying out duties. territoriality and Poto village head regulation Number 8 of 2021 concerning rules and regulations. Where the Poto village government strategy is also contained in the derivative village RPJM (Medium Term Plan) for 2021-2026

CHAPTER IV About direction policy and strategy village development in improving the quality of public services, meanwhile strategy-strategy which are used among others:

- a) Core strategy: Regarding the strategy used to achieve the core goals or achievements that must be made

- regarding the vision and mission, there is good cooperation between fellow staff, from the village head to other staff. In the RPJM (Term Development Plan). Secondary) and RKPDes which are prepared jointly and carried out jointly so as to achieve the desired goals, apart from that, the village apparatus here must be wise in building good relationships between fellow employees and with the local community, so that the vision and mission that has been prepared can run in accordance with the provisions Which has been designed in the RPJM (Medium Term Plan) and other provisions that are prepared jointly.
- b) Strategy consequence (customer strategy) To facilitate leadership as an organization, a well-structured structure is needed. The Poto village government also has a mission as stated by the Village Head above and must be carried out and remembered continuously by fellow staff when they start to lose direction in carrying out their duties. Sesame officers must have good cooperation, even though sometimes there are differences in leadership duties, this is where the village head must be wise in building good relationships between people and fellow staff. Apart from that, the Poto village government, in carrying out its duties and functions, upholds the value of integrity which has been agreed upon by all village officials.
 - c)) Strategy Customer Service levels in society will run well if suitability opinions and also cooperation between fellow staff. Empowerment of apparatus resources existing apparatus resources at the Poto village office are not yet fully effective. This is because part The quality of work from village officials is not optimal in providing services, therefore there is a need for peer coordination meetings officer to improve knowledge knowledge in providing public services, apart from that, the Poto village government is also required not only to control inside just the office but more must be done master outside the office when people need them outside of working hours.
 - d) Control Strategy (Supervision Strategy) Poto Village Government as organizer existing public services in the office Poto village runs effectively in terms of decision making and presentation information is very open to the community, they really respect their citizens, not only information that is of a nature external Pu internal information they will still convey.
 - e) The cultural strategy in Poto Village, Moyo Hilir District has been effective, this is influenced by insight from officials who are open to the community and general in providing services to the community, apart from that, the community is also given the freedom to obtain information at the Poto village office.
2. Factors Influencing the Poto Village Government in Efforts to Improve the Quality of Public Services at the Poto Village Office, Moyo Hilir District, Sumbawa Regency. The village government, in providing satisfaction with its services to the community, is trying to fulfill indicator quality of service consisting of.
 - a) Direct Evidence (tangible) The village government is very concerned about physical facilities and cleanliness in the office village because this will really support the birth of satisfaction from the community. Apart from that, the community also recognizes the seriousness of the village government in improving their services related to the completeness of the facilities and cleanliness of the office itself as a community service center, of course this supports that the facilities and cleanliness have an impact on satisfaction. to the community itself with village government services.
 - b) Reliability, the accuracy and fulfillment of promises from village

officials is good, village officials have tried to provide services that are fast, precise and satisfying and in accordance with community expectations, the village government of Poto is also a service provider responsible full so that the community gets satisfaction with the promises delivered by the village officials themselves

- c) Responsiveness (responsiveness) is related to the willingness or willingness of public services to provide appropriate and fast services. This is certainly related also with professionalism work, responding and carrying out requests from the community as quickly as possible according to expertise is proof professional in working.
- d) Guarantee (assurance) Village government photo too as service providers already have polite and gentle attitudes and pay attention to ethics in communicating with the people, they serve in order to create satisfactory service for service recipients/public. The community as recipients of services must act the same way with village officials, have ethics in language, good manners and respect for each other.
- e) Empathy. The village government as a policy maker has a sense of concern for what is needed public responsiveness to service providers and service recipients.

CONCLUSION

Based on the results of research on the Village Government's Strategy for Improving the Quality of Public Services at the Poto Village Office, Moyo Hilir District in 2021 withdrawn conclusion as follows:

1. First, what is the Village Government's Strategy for Improving the Quality of Public Services at the Poto Village Office, Moyo Hilir District in 2021, namely: implementing village head regulations Number 7 of 2021 concerning the rules for carrying out duties and territoriality,

village head regulation Number 8 of 2021 concerning Village rules and regulations Number 3 of 2016 concerning the Medium Term Development Plan (RPJM Desa) for 2021-2026 CHAPTER IV Regarding direction policy And strategy village development in improving the quality of public services.

2. Second, factors Which influence inner village government increase the quality of public services at the Poto Village Office, the professionalism of the staff and the solidarity between government members, and the completeness of the equipment at the Village Office are sufficient. Third, to improve services, you need the ability and work professional Poto Village government for the sake of smoothness and comfort for people who want to take care of their personal needs inside office or outside office.

SUGGESTION

From the results of the research above, researchers can provide the following suggestions:

1. We expect the village government to carry out its duties and functions as a public service so that it maintains professionalism and carries out the rules that have been established to improve the quality of service and community welfare.
2. With the obstacles in serving the community, we hope that the village government can face them and find a way out so that they can answer the challenges of the community

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