

**VILLAGE GOVERNMENT PERFORMANCE TO IMPROVE  
POPULATION ADMINISTRATION SERVICES INWANGUN VILLAGE,  
PALANG-TUBAN DISTRICT**

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**ABSTRACT**

In Law Number 6 of 2014 it tries to return the concept and form of the Village as it originates, the Village or is called by another name, is a legal community unit that has the authority to regulate and administer the interests of the local community based on recognized local origins and customs in the national government system and are in the District Region. Villages can be formed, deleted, and/or merged with due observance of their origin at the initiative of the community with the approval of the Regency Government and DPRD. Substantively the Village Law This implies an effort to empower village government apparatus and also the community village. Village Government or in the form of other names such as Marga Government, its existence is dealing directly with the community, as the spearhead foremost government. Implementation of village autonomy characterized by good service either can provide satisfaction for people who need it because it's fast, easy, precise and at an affordable cost, therefore implementation in the field must be supported by the factors involved in the implementation of the village policy. Perception officials regarding their work depends on the level of intrinsic and extrinsic outcomes and how workers/employees view these outcomes and reflect attitudes toward them his job. Mental attitude is a mental condition that encourages someone to strive to achieve maximum work potential. The performance of the Wangun village government has not quite good in terms of productivity, service quality and service accountability from the aspect of mental attitude and behavior of village officials in the management of certificates towards society.

**Keywords:** *Village Government Performance, Population Administration Services*

**A. INTRODUCTION**

The village is a government entity that is directly related to the people, but geographically quite far from the center of power at the upper level. This causes the village to have an important meaning as a basis for organizing public services and facilitating the fulfillment of public rights for local people. In Law Number 6 of 2014, it attempts to restore the concept and form of the village as it was originally.

Village or called by another name, is a legal community unit that has the authority to regulate and manage the interests of the local community based on the origin and local customs that are recognized in the national government system

and are located in the Regency Area. Villages can be formed, abolished, and/or merged by considering their origins on the initiative of the community with the approval of the Regency Government and the DPR.

In government organizations, public service is the main objective that cannot be avoided because it is an obligation to provide services by creating the best service to the community, because it has become an obligation, the government should seek the best solution to the problems that are often faced, including internal obstacles, namely obstacles that originate from within the agency itself or external obstacles, namely obstacles that come from the community of service users in relation to the public services they handle, in addition, employees must always provide the best possible service to the community as a whole.

Performance can basically be seen from two aspects, namely individual employee performance and organizational performance. Employee performance is the result of individual work in an organization while organizational performance can be seen from the totality of the work results achieved. The performance of the organization that has been implemented with a certain level of achievement. It should be in accordance with the mission that has been set as a task that is carried out and the achievement of organizational goals cannot be separated from the resources that can be owned by the organization that is driven can be run by employees playing an active role as actors in pursuing organizational goals.

Research on the performance of the village government in improving population administration services was conducted because the community that is often faced by the Wangun village government is an obstacle regarding the performance of population administration services and the current problem is that residents want to make population administration products, namely KK, KTP, Birth Certificate, Marriage Certificate, Divorce Certificate, and Death Certificate, there are still residents who have not completed the requirements. To bring the requirements to make recommendations for KK or KTP and so on. The requirements are not complete due to the lack of information from the village government regarding the requirements that the community needs. Public service is one of the responsibilities of government agencies, both at the center, in the regions, and in the village. The implementation of this public service is one of the functions of the government in making it easier for the community to exercise their rights and obligations.

## **B. METHOD**

This research is a descriptive qualitative research, the data collected are in the form of text, words. Therefore, this study is intended to understand, explain, and obtain a picture (description) of the performance of the village government in Population Administration services in Wangun Palang-Tuban village. The focus of this study is the achievement of work results or performance of the Wangun village government in the process of Population Administration services to the community by analyzing problems, especially regarding the readiness and response of the village government in providing services, through performance indicators according to Agus Dwiyanto's concept, namely as follows:

1. Productivity
2. Service Quality
3. Accountability

This interview technique can be done using an interview guide, so that the questions that will be asked will be more structured and focused. In conducting this interview, the instrument used is a recording device and is equipped with small notes from the researcher. The purpose of the interview is to find out what is contained in the minds and hearts of others, how they view the world, namely things that we cannot know through observation to provide proper service.

This technique is used to collect data that can be used as information in the form of writing, pictures, or works from someone. Documents in the form of writing, for example, diaries, life history, stories, biographies, policy regulations. Documents in the form of images, for example, photos, moving pictures, films, videos, CDs, DVDs, cassettes. Documents in the form of works, for example, works of art, paintings, sculptures, manuscripts, writings, inscriptions. The data that can be used as information in this study is data related to Population Administration in Wangun Palang-Tuban Village.

Observation data is a factual, accurate and detailed description of field conditions, human activities and social situations and the context in which these activities occur. In qualitative research, it is direct observation of objects to determine the existence of objects, situations, conditions, spaces and their meanings in an effort to collect research data.

This data reduction means summarizing, choosing the main things, focusing on important things, looking for themes and patterns and discarding unnecessary ones. Data obtained in the field are written or typed in the form of detailed descriptions or reports. In this study, researchers select and select data according to aspects of village government performance in Population Administration services in Wangun village.

After completing data reduction, the next step is to present the data. By presenting data, it will be easier to understand what is happening, plan further work based on what has been understood. In this study, technically the data that has been organized into a data analysis matrix will be presented in the form of narrative text.

Analysis is an activity that continues from the beginning to the end of the study. Qualitative research recognizes the existence of data analysis in the field, although intensive analysis is only carried out after the end of data collection. With the guidance and direction of the research problem, researchers are led towards certain references that may or may not match the recorded data. In the process of data collection during field research, data must be analyzed immediately, after being collected and poured into a field report. This data analysis can reveal what data still needs to be searched for, what information must be proven, what questions must be answered, what methods must be used to find new information, what errors must be corrected.

## **C. RESULTS AND DISCUSSION**

From the results of the field research, it was revealed that the Wangun

Village Government apparatus already has the ability to carry out its duties, although not yet good enough. The data obtained shows that being a government apparatus is not enough to guarantee being able to work optimally, increasing high productivity and increasing professionalism in work will always be related to performance measures or standards. A public organization, especially as an institution, the output is the public service it provides. It remains how the quality of service is provided to the community. The wider community, as the party being served, of course, expects a service that is truly satisfying both in terms of quantity, especially in terms of quality. Services that truly realize the expected quality, of course, cannot be separated from government apparatus, especially in this case, namely village government apparatus in carrying out their duties as public services, where the assessment is determined at the time the public service occurs. Assessment of the quality of service is carried out at the time of the implementation of the service, when there is contact between the community and the party providing the service or officer. In the results of the research that has been carried out, to find out about the quality of service provided by the apparatus.

Wangun Village Government in the service process, in serving the community which includes five aspects of research that determine the efforts to provide quality services, namely as follows:

#### **Simplicity of Service**

The service procedure is carried out easily, smoothly, precisely, not complicated and easy to understand by the community. From this aspect after being analyzed based on the results of the interviews conducted, that the service carried out by the Wangun Village Government in the Population Administration service process has been carried out quite well, by providing services in accordance with existing provisions. The community in Wangun Village also has no difficulty in taking care of population documents, for example KTP, KK, Birth Certificates, etc.

#### **Skills and Reliability of Service Officers**

Service that is provided with quality is certainly determined by how skilled and reliable the officers are or can be said to master the skills and knowledge of the services needed, according to the type of service provided. The community is satisfied with the reliability of officers who can complete files on time. 3.

#### **Friendliness**

An important aspect also determines whether the service provided is of good quality or not, the attitude shown or how the treatment is in providing services to the community, both from patience in dealing with the community, full of attention, empathy and friendship, so as to create friendly services to the community so that the community feels comfortable with the things in its services.

#### **Clarity and Certainty of Service**

Regarding the cost, it is still at a reasonable rate without any levies or anything that must be paid by the community concerned. The community is usually given a cover letter to go to the Dukcapil or sub-district to complete files such as taking photos for KTP processing if the files are complete, the community

can pay directly to Dukcapil or through a village intermediary depending on the service party that recommends it.

### **Accountability**

Accountability is a measure that shows whether the activities of public bureaucracy or services carried out by the government are in accordance with the norms and values adopted by the people and whether the public service is able to accommodate the real needs of the people. The norms and ethics of service that have developed in society include transparency of service, principles of justice, guarantees of law enforcement, human rights, and orientation of services developed towards the community.

Based on the research results, problems were found in the field of public services, which have been implemented both at the national level and at the village government level, these problems include:

First, the productivity of the village government is not good enough, this can be seen from the mental attitude and behavior of village officials in processing letters of information to the community, there is still favoritism and officials are often not there when the community needs services.

Second, the quality of service from the aspect of simplicity of service is good enough, this is proven through statements from the community who say that the process of population administration services provided by the village government is in accordance with existing provisions, from the aspect of the skills and reliability of the village apparatus it is also good, skills and services are in accordance with what the community needs, where in the process of making letters of information the village apparatus knows all types of requirements needed, from the aspect of friendliness the village government has also shown a friendly and friendly attitude in providing services to the community. • Third, Accountability of services is seen from the village government policy in the implementation of service standards in the field of population administration which is still not good enough, this can be seen from the rules and norms as well as service ethics that have developed in society, including service transparency which is still unclear, accountability reports have not been received by the community, the principle of justice which has not been realized throughout society, guarantees of law enforcement, human rights, and village service orientation, need to be further developed towards the community.

### **D. CLOSING**

Productivity from the results of research and discussion, researchers can conclude that the productivity of Wangun village government officials is not good enough in providing population administration services, this can be seen from the fact that three aspects of substance as indicators of productivity have not been optimally achieved, including the mental attitude and behavior of village officials who often still apply unilateral service value or norm standards, inadequate village apparatus capabilities, and poor work spirit.

Service Quality, From the results of research and discussion, researchers can conclude that the quality of service from Wangun village government officials in providing population administration services, seen from the aspects of simplicity,

skill and reliability of officers, friendliness, and economy, is quite good, but when viewed from the aspects of clarity and certainty of service, it is not good enough, this is because there is no clarity and certainty of service regarding the completion time of the process of processing the certificates processed by the community

Accountability, Village government policies in implementing service standards in the field of population administration are still not good enough, this can be seen from the rules and norms as well as service ethics that have developed in society, including service transparency that is still unclear, the principle of justice that has not been realized for the entire village community, guarantees of law enforcement, human rights, and service orientation that needs to be developed towards the community.

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