

ANALYSIS OF THE QUALITY OF PUBLIC SERVICES FOR THE VILLAGE OF TOROSIAJE VILLAGE, POPAYATO DISTRICT, POHUWATO REGENCY, GORONTALO PROVINCE

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ABSTRACT

Public Service Activities to the community carried out by public service providers see public service as the most important aspect in the village as a government, it is proper for village officials to pay attention to the quality of public services in the village. The village government regulates and also takes care of the interests of the community in the village itself so that the village apparatus as government must provide services that are in accordance with the expectations of the community to run well.

This study aims to determine the quality of public services in Torosiaje Village. This type of research is a descriptive study with a qualitative approach. The types of data used in this study are primary data and secondary data with data sourced from observations, interviews and documentation. The number of informants in this study was 5 (five) people who were the people of Torosiaje Village and the Head of Service. The results of the study show that the quality of public services in people's perceptions of the quality of public services is quite good, seen from the indicators of the quality of public services, although there are usually obstacles in service, but it does not reduce the village apparatus in public services. although there is usually a delay in other services because there are other needs that must be done but it will not reduce the public services of the Torosiaje village apparatus in providing public services for the community

Keywords: quality, public service, village apparatus

INTRODUCTION

Law 25 of 2009 formulates a policy of providing high quality public services based on facts obtained in accordance with the needs and changes in all fields of society [19] Public services are the organizers of the obligation to provide services with special treatment to the community with the rules of law, infrastructure and facilities [8]. Service activities have been regulated by the government with the aim of meeting the needs of the community and the welfare of the people in a village or government.

Relating to public services; 1). The government is obliged to provide services to citizens to realize their basic

rights and obligations; 2). Build trust in the community in the implementation of public services that must meet the expectations and directions of all citizens in public services; 3). Improving the quality and providing the quality of public services in accordance with what has been set by the government [19].

The village is the residence of a community that has its government in the area. The above definition of village refers to an area where many residents live as a community unit and have laws and organizations, and have the authority to arrange all the needs in the community that are recognized in the

government system. In a village, of course, there is a village government that has been formed and is responsible for the community in fulfilling all the services needed by the community itself. The village government in managing government affairs that regulates and takes care of the needs of the community, Seeing the role of the village government in taking care of the needs of the community contained in the village itself so that the village apparatus as government must provide appropriate services [10].

Quality is a dynamic condition that is also related to services, human resources, and services [18]. So that the definition of service quality is defined as an effort to fulfill human needs or to the community, service quality by comparing the perceptions of the community and within the company to the attributes/tools or services that exist in the place itself so that they expect the service that the community gets can be felt in accordance with what society expects. If the service is perceived as good for the service that the community feels, then the service is said to be good, otherwise if the service is not good then the service is perceived as bad.

Service is a series of activities to meet the needs of the community in its service to the community, of course the service must be in accordance with what the community wants. Services are those that provide public services and the provision of services to the community or customers who must pay attention to the principles of public quality [16].

- a) Transparency, namely
- b) Accountability is a public service that can be accounted for in accordance with the provisions that have been regulated by law.
- c) Conditional, namely the implementation of public services must meet the requirements and

capabilities, and must be easy and not complicated or convoluted.

- d) Service is an invisible activity that occurs because of the interaction of services and services provided by service providers in order to solve problems. There are several characteristics in service. Service [3].
- e) Service is untouchable and service is the main feature of the finished product
- f) Service is also seen from reality through actions that must be real because of the influence of social actions.
- g) The basics of public service and excellent service.

The purpose of excellent service is to provide services that can satisfy customers or the community, and focus on providing services to the community. Excellent service is based on service principles, namely the ability to provide services that are oriented to the public sector, and the quality of public sector services aims to meet the needs of the community in a good or optimal manner. The purpose of excellent service is to provide a service that can fulfill a need to provide satisfactory service to the community and customers [2]. The benefits of excellent service according to Suminar and in excellent service are useful for increasing the quality of government services to the community [13].

- 1 Improving the quality of the implementation of public services to the open, easy, and community
- 2 Become a reference for developing standards for the community
To improve basic knowledge in government administration in the field of tasks, in its organizational

culture to carry out the duties and roles of the government apparatus as a service to the community.

The implementation of the quality of public services must be in accordance with what is expected by the community. It is one of the responsibilities in providing services to the community. Public services have become a benchmark for the work of the village apparatus government which is most visible to the community who can assess the work of the village government in the government apparatus [5].

Human resource management is an achievement in an agency or company. Human resource management is a resource that plays an active role in the operations and decision-making processes of the organization. Human resource management did not appear suddenly, because humans have long lived in organizations, and human resource management has actually been carried out, existing organizational life, such as in the economic and social fields, requires a department dedicated to human resource management. Human resource management, which is moving in an organization within a government or group, has a function as a driving force developed by human thinkers to achieve goals in an organization.

The word management is taken in ancient language which is interpreted as the art of managing all its implementation. Management is defined as planning, organizing, coordinating, and controlling all activities so that their implementation is more effective and efficient. According to Sarinah and Madaline (2017) Management is the process of achieving goals through collaboration between other people or groups. management is a process of using organizational resources by using

other people in achieving these goals effectively and efficiently. In general, management is an art, science and organization such as in planning, building organization and control, movement, and control. Meanwhile, according to Firmansyah (2018) Management is an art and planning, the arrangement of human resources in order to achieve the goals that have been planned in advance. Management of a process that specifically consists of an action planning to achieve goals to achieve human resources.

Human resources are human potential that can be developed in the production process. In order to develop potential. Human Resources (Human Resources) are different, so we need a unique management system called HR management (Human Resource Management).

Management is planning, implementing, organizing, supervising and coordinating the procurement and development of services, maintenance and separation of workers to achieve a goal within the organization. Meanwhile, according to Ardana and Kkw (2012), human resource management is the most important thing in an organization and company for the success of running by humans in achieving goals. Human resource management is part of the core activity process, because it is a series of systems to achieve goals. Thus, human resource management activities can run smoothly and management functions can be utilized. Edy Sutrisno (2012) said the function of human resource management is as follows:

- 1) Planning, the activity of estimating the state of labor activities in order to effectively and effectively meet the needs of the organization to achieve the realization of goals.
- 2) Organizing, organizing employee

activities by determining the division of labor, labor relations, licensing, integration and coordination in the form of an organizational chart.

- 3) Directing and procurement direction is an activity that provides guidance to employees so that employees want to work together and carry out their work effectively to achieve the realization of organizational goals. Procurement is the image selection process, and placement is to get employees to meet the needs of the organization.

Human Resource Management is very closely related to companies and organizations in Human Resources Management (HR) has a useful function to regulate, empower existing and planned human resources within the company or organization. The existing resources in the organization, management is divided into human resource management and financial management, operations/production and marketing. The management function will be related to the field of management

Public services are an important part of society because apart from government reform, public services are also directly related to the welfare of the people. Public services must be in accordance with performance with existing services so as to provide appropriate services to the local community, impressing the community with the services that have been provided. Because, service is very important in the government, especially in the village government to the village community in it [12].

Service refers to activities where a person or organization directly or indirectly fulfills their needs. Relevant service quality is quality is basically a

word that has a relative meaning. Quality can be used to evaluate or determine the level of adjustment of a matter to its requirements or specifics, in the quality of a service it is said to be good if the quality of service is good and can give an impression to the community if the quality of service is lacking in community assessment it will make the quality of community assessment not good or not. max [1]

Good governance is a form of government that is closely related to serving the community as a form of public service and must meet the needs of the community in providing services. Service is the main task of an apparatus who becomes a public servant, public service is also closely related to the ability of the apparatus, responsiveness, time, and available infrastructure. If the service that is provided is in accordance with the hope that the people so that it can be said the service is a good service or quality, and vice versa if the service does not match then the ministry said was not optimal [16]

Whereas the quality of service is tingkat utama / keunggulan to note that always expected service satisfaction level [3]

Torosiaje Village is a village located in the Popayato District, Pohuwato Regency. The village of Torosiaje is known or often named by the local community as the Bajo village which is known for its houses on the water, the majority of the people there are fishermen. Torosiaje comes from the word "Tara" which is interpreted in the Bajo language, namely Tanjung, and "Si Aje" which is the name of the Si Haji people who first lived in the area consisting of 4 (four) hamlets. Sengkang Hamlet, Mutiara Hamlet, Bahari Jaya Hamlet and Tanjung Karang Hamlet in the community, especially Torosiaje Village, certainly need services, which

must be in accordance with community expectations.

RESEARCH METHODS

In research, researchers use qualitative research methods in this problem related to analyzing events to phenomena that basically depend on observations or observations. Qualitative research is that qualitative research methods, methods based on philosophy, while in researchers on natural objects where researchers are as instruments in key techniques in data collection are carried out in a combined way (triangulation). The type of research that will be used in this research is descriptive [6].

There are 2 types of data used in this research, namely primary data and secondary data. Where primary data is data taken from interviews in the field under study or from data obtained in research in Torosiaje Village, Popayato District, Pohuwato Regency. Then after that the data will be analyzed and secondary data is data obtained from internet sites, journals and books that discuss related to public services. Sources of data obtained from the results of in-depth interviews with informants as well as observations and documentation using data collection methods through:

- a) Observations to obtain data and also information about the title of the research to be examined, namely the quality of village apparatus public services with the observation method, the researchers directly observed the phenomenon to be investigated after that it was analyzed and recorded the results of observations at the research location.
- b) Interview/ *Interview* seeking more in- depth information with

respondents consisting of village officials from the service division and the Torosiaje village community from the Torosiaje Village community. Interview techniques were used to reveal data about the quality of public services for the Torosiaje Village apparatus. The interview technique is carried out by asking questions that have been prepared by the researcher using tools during the interview process, namely note sheets, recordings and cameras.

- c) Documentation of data collection documents such as photos /*pictures* that will be evidence of completeness in data collection, interviews and observations.

Then from the results of data collection, it will be analyzed and conclusions will be drawn regarding the Quality of Public Service for the Torosiaje Village Apparatus. However, in the initial conclusions, the research stated in this study is still temporary and will change when the research process finds strong evidence in the following data collection process.

Data analysis is grouping based on research data, then selecting the data to be collected to find out which one to study. Qualitative data analysis is an effort made by data, selecting it as a unit that can be managed, searching for and finding and determining important things and determining what to tell others [8]. Data analysis carried out in this research is a qualitative method which data analysis can be carried out on data collection after completion of data collection. The data analysis describes the obstacles that occur in the quality process of village apparatus public services. Qualitative data analysis is carried out interactively and continues to completion so as to get saturated data, data analysis techniques are [18]

- a) Data Reduction
Data reduction means

summarizing, selecting the main points, and focusing on the main points to find themes and patterns. So that the reduced data will provide a clearer picture and facilitate researchers in the data collection process. Therefore, the reduced data will provide a clearer understanding and facilitate research in subsequent data collection [18]

b) Data Display

After reducing the data, the next step in analyzing this data is to display or provide data saying that the most frequently used in qualitative research methods is text that is relative. By displaying the data, it is easier for researchers to understand what is happening and plan work later based on what researchers know.

c) Data Verification

The third step of data verification from qualitative data is to draw conclusions and verify. Conclusions may be able to answer the identification of questions that were raised from the beginning of the researcher's observations. However, there may be no answer because the initial conclusion is that the question and identification of the problem is still temporary and will develop after the researcher enters the field. Supported by valid or correct and consistent evidence, from the time the researcher returned to the location to collect data, the researcher concluded that.

In qualitative research, the validity of the data is very necessary to determine the standard of correctness of the data from the results of research that has been carried out. Credibility Test Credibility A test is a test of confidence in a research data that has been processed by researchers so that the results of the research carried out

can be trusted and are not in doubt.

- a) Triangulation is a credibility test that is carried out by checking data obtained by researchers from various data sources at various times.
- b) Supporting Materials (References) References are used by researchers for supporting tools in proving the data obtained. Then the data obtained can be proven with supporting materials such as photographs during the research and other important documents.
- c) Checking Data In conducting research, researchers conduct member *checks* with the aim that the data obtained by researchers in the field is valid or in accordance with what is given by the resource person. So that the research results are adjusted to what is needed by the data source/informant.

RESEARCH RESULTS

The research was conducted on September 28, 2021 after the research permit was submitted to the research location by conducting research to completion in Torosiaje Village with the interview method which included the main points of the topics to be discussed at the time of the interview which would serve as a guide for researchers to understand more about everything necessary information. In this case, the point in the discussion of the researcher's characteristics is the informant, and then explains the results of the study. Table of the characteristics of the informants totaling 5 people, consisting of 1 person (Informant 1), the Torosiaje village community, Dusun Mutiara (Informant 2), Torosiaje village community Sengkang hamlet (Informant 3), Torosiaje village community Bahari Jaya hamlet (Informant 4), Torosiaje village community, Tanjung Karang

sub-village (Informant 5). Topics of this interview covers:

- 1) *Tangible* (Tangible)
- 2) *Reliability* (reliability)
- 3) *Responsiveness* (Ketanggapan)
- 4) *Asuransi* (Guarantee)
- 5) *Empathy* (Sympathy)
- 6) Service inhibiting factors

In this case, the point in the discussion by researchers of the quality of public services is seen from the indicators of public services [7]. namely: *Tangible* (Tangible), *Reliability* (Reliability), *Responsiveness* (Responsiveness), *Asuransi* (Guarantee) *Empathy* (Sympathy), the inhibiting factor of service. From the indicators of the quality of public services, the Torosiaje village community states:

1) *Tangible* (Tangible)

In terms of facilities and infrastructure in the village of Torosiaje, in terms of facilities, they are still under repair, so that the apparatus is still not fixed to be used as a permanent village office so that the village apparatus of Torosiaje improves the existing facilities and infrastructure.

2) *Reliability* (Reliability)

In the process of public service, this is good, it can be seen from the service process and it is emphasized that in the community service in Torosiaje Village, it is mandatory to have a Vaksin card which is a reference for the apparatus to accept the community to perform public services, this is based on the services provided to the community from the dimensions of reliability is good enough.

3) *Responsiveness*

In public services, the service division provides the best for the community, in public services it is confirmed to have a vaccine letter in

order to receive services, this is based on the statement of the informant and the dimensions of the responsiveness of the Torosiaje village community based on the results obtained from the informant that the service is good.

4) *Guarantee* (insurance)

Torosiaje village public services are carried out in a timely manner when the community asks for services to the Torosiaje village officials

5) *Sympathy* (empathy)

Public services in Torosiaje Village do not choose the community when providing services to the community, those who ask for service first will receive the service first.

DISCUSSION

The following are the results of the research using service indicators that are used to see the quality of public services in the Torosiaje Village office, Popayato District, Pohuwato Regency, Gorontalo Province. With indicators of the quality of public services as follows:

a) *Tangible*

Tangible in this case is an important thing in the quality of public services to carry out all service activities to the community so that the service process can run well with ease in accessing existing facilities. in the service process. research results *Tangible* in this indicator related to the public service of the Torosiaje Village apparatus, Popayato District, Pohuwato Regency, Gorontalo Province are quite good by looking at the facilities or infrastructure that have been provided by the Torosiaje Village office that supports public services by paying attention to The convenience of the village office

community can be improved so that they provide satisfaction in service, the use of facilities or technology is easily accessed from some of the people who will carry out services so that management will run well.

b) Reliability (Reliability)

Reliability is the ability and reliability in providing public service processes that are trusted by the community and provide accurate services, in knowing the quality of public services that can be felt by the community, the apparatus provides public services that can be trusted by the community [5].

Based on the results of the study that *Reliability*, the reliability of employees at the Torosiaje Village office, Popayato District, Pohuwato Regency, Gorontalo Province in providing public services is quite accurate and satisfying the community in every public service, this can be seen in providing services to the people of Torosiaje Village. in every service needed in the time needed to perform public services so quickly the response to the people of Torosiaje Village who need public services.

a) Responsiveness

Responsiveness is the ability of the apparatus as recipients of public services to provide services accurately and quickly in accordance with what the community wants. *The responsiveness* of the public services of the Torosiaje Village office in providing services to the Torosiaje Village community is quite good and appropriate. It can be seen from the readiness of the Torosiaje Village Office employees in serving the Torosiaje Village community for every available service, employees should always provide direction so that they pay attention to the speed

in providing services to meet community satisfaction.

1) Insurance (Guarantee)

Insurance (Guarantee) is the ability of village officials to serve the community in convincing the community in the process of public service to the community [7]. Based on the results of research in the indicators of guaranteeing the ability of Torosiaje Village office employees in providing their services to the community, it is quite good in the knowledge of Torosiaje Village office employees it can be seen from the ability of Torosiaje Village officials in serving people who need services and always answering those who need good service. Torosiaje still has to pay attention to the provisions in time in order to achieve community satisfaction.

2) Empathy (Sympathy)

Empathy (Sympathy) is the attitude of the village apparatus who is firm and attentive to the community, prior to the interests of asking for public services [7].

In every organization, there will definitely be obstacles in a situation, both looking good and bad in the eyes of the community, so that there is a public perception, thus it can be seen from the various opinions obtained when performing services, not always the services provided in public services are carried out well, of course there are obstacles obtained in the service so that it is less than optimal. The following are things that can hinder the quality of public services for the apparatus of Torosiaje Village, Popayato District, Pohuwato Regency, Gorontalo Province, namely:

a) There are other duties of service employees that must be carried

out from outside the Torosiaje Village office.

- b) Usually in the service facilities section, especially the electronics section, there is still damage that occurs.
- c) Some of the apparatus are still learning to use facilities such as computers.

From the results of the study, *Empathy* (Sympathy) was obtained, seen from the way employees received public services well, employees always understood what the community wanted by communicating to the community so that they were fluent in public services in service to the community the service always responded well [7].

In every organization, there will definitely be obstacles in a situation, both looking good and bad in the eyes of the community, so that there is a public perception, thus it can be seen from the various opinions obtained when performing services, not always the services provided in public services are carried out well, of course there are obstacles obtained in the service so that it is less than optimal. The following are things that can hinder the quality of public services for the apparatus of Torosiaje Village, Popayato District, Pohuwato Regency, Gorontalo Province, namely:

- a) There are other duties of service employees that must be carried out from outside the Torosiaje Village office.
- b) Usually in the service facilities section, especially the electronics section, there is still damage that occurs.
- c) Some of the apparatus are still learning to use facilities such as computers.
- d) Incomplete requirements of the community to receive public service apparatus such as vaccine

cards.

- e) There is a network/wifi, and the electricity goes out so that the operation is disrupted in public services.

The obstacles from the public service of the Torosiaje Village office: In every organization there will definitely be obstacles in a good condition that looks good and bad in the eyes of the community so that there is a public perception so that it can be seen from the various opinions obtained when performing services that are not always the services provided. In public services that are done well, of course there are obstacles that are obtained in the service so that it is not optimal. The following are things that can hinder the quality of public services for the apparatus of Torosiaje Village, Popayato District, Pohuwato Regency, Gorontalo Province, namely:

- a) There are other duties of service employees that must be carried out from outside the Torosiaje Village office.
- b) Usually in the service facilities section, especially the electronics section, there is still damage that occurs.
- c) Some of the apparatus are still learning to use facilities such as computers.
- d) Incomplete requirements of the community to receive public service apparatus such as vaccine cards.
- e) There is a network/wifi, and the electricity goes out so that the operation is disrupted in public services.

CONCLUSION

Based on the research results in the perception of the public on the quality of service in view of the indicator

pelayanan publik Tagbible, Reliability, Responsiveness, Assurance, *Empathy* the Is already quite in serving the villagers torosiaje of punctuality and facilities which although there is usually a delay in other services because there are other needs that must be done but will not reduce the public service of the village apparatus in providing public services for the community and judging from the results of the study there are several indicators of public services, namely:

- a) Tangible with relating to public services at the Torosiaje village office, Popayato District, Pohuwato Regency, Gorontalo Province, it is quite good in the process of carrying out public services.
- b) The reliability of the apparatus of Torosiaje Village, Popayato District, Pohuwato District, Gorontalo Province in providing public services to the community is sufficient to satisfy the community in public services.
- c) The response of the Torosiaje Village apparatus, Popayato District, Pohuwato Regency, Gorontalo Province in providing services is quite good from the service process.
- d) The security of the Torosiaje Village apparatus, Popayato District, Popayato District, Pohuwato Regency, Gorontalo Province is quite good.
- e) Attention the officials of Torosiaje Village, Popayato District, Pohuwato Regency, Gorontalo Province in providing good public services and serving the community well in public services.
- f) Obstacles in public services at the Torosiaje Village office, Popayato

District, Pohuwato Regency, Gorontalo Province, namely the damage to existing facilities in the public service process, other duties of

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