

The Importance of Improving the Performance of Kampung Performance on Community Services at Kalisusu Office, Nabire District

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Abstract

In Development Planning in Dagouto Village, Paniai Timur District, Paniai Regency "The purpose of this study was to determine and find the relationship between variables, namely the Role of the Village Head (independent variable) and Village Development Planning (dependent variable), using descriptive methods. The research subjects were 50 people, namely village officials and community leaders from Dagouto Village. (1) The role of the Village Head with indicators of Motivation, Coordination, and Supervision has not gone well. Leadership, the village head has not been in accordance with what was expected by the Dagouto village community. (2) Village Development Planning with indicators, Meetings/Meetings, Timing and Targeting is also not as expected. These three indicators have not shown a good level of welfare for the people of Dagouto village. The low level of meetings, the low level of punctuality and low targeting shows that the level of the role of the Dagouto village head is still very low.

Keywords

Kalisusu Nabire Village;
development Papua



I. Introduction

Since its establishment, the central and local governments of the State of Indonesia have been thinking about the concept of village development. For example, at the beginning of its establishment, during the New Order government, it was self-sufficient in food, which in turn had a positive impact on the progress of people's lives in the village. In addition, in Papua Province, one of the governors emphasized the concept of village development, which is famous for the phrase "building from villages to cities." The concept of development starting from the village to the city continues to be enriched with various programs run by the Papua Regional government. During the leadership of President SBY, for example, there is a village development program, namely PNPM Mandiri which has one of the duties and responsibilities of carrying out labor-intensive activities in the village to answer basic problems in the village. This program is intended to open up the isolation of the village and help the village community to be able to build their village self-sufficiently and work together. With funds from the government, villagers are empowered to build their own villages. In addition, the government provides assistance so that the development of the village can be carried out in accordance with the goals and targets set by the government. Since the early period of Indonesian Independence in 1945, until this period under the administration of President Joko Widodo, village development has continued to be pursued. This is an advantage as well as a challenge for community services in the village. Village officials who are managers and servants of the village community are responsible for driving development in the village so that the qualifications

of their abilities and roles and functions must really be maximized. In order to build the village in a better direction, the performance of the village government must be boosted more effectively and efficiently, taking into account productivity and service quality, responsiveness and responsibility and accountability, so as to increase public trust. For this reason, autonomy and freedom are needed in making decisions on allocating resources, making service guidelines, budgets, goals, and clear and measurable performance targets. Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). The success of leadership is partly determined by the ability of leaders to develop their organizational culture. (Arif, 2019).

The village as a government organization that is closest and directly related to the community is the spearhead of the success of regional development, especially regional autonomy, where the village will be directly involved in planning and restoring development and services. It is said to be the spearhead because the village is directly dealing with the community, therefore the village must be able to become a place for the community to be resolved or forward the aspirations and desires to competent parties for follow-up. In addition, the role of the village above is to bridge government programs to be socialized to the community so that they can be understood and supported by the community. As for what has an effect on this problem, it is in terms of providing opportunities to increase capacity and giving authority proportionally so that it can determine the good or bad performance of the village government, especially Kalisusu Village. Therefore, the performance of the village apparatus must be supported by the intellectual abilities and creativity of the apparatus in achieving the results of carrying out their duties and in providing quality services to the community. In the current reform era, the government's performance has received sharp attention from the public. With the freedom to express opinions (aspirations), There were many scathing criticisms of the government's performance at all levels, including the Kalisusu Village government, either directly (through official forums) or indirectly (via letters from readers in the mass media). The criticism is without exception from the central government to the lowest government, namely the village government. From the results of the initial research conducted by the author in March and April, the services provided by the government of Kalisusu Village, Nabire District, show that there are still complaints submitted by the community, either directly or indirectly. This can be seen from the low work productivity and discipline of the village apparatus, as well as the lack of adequate work facilities.

II. Research Method

2.1 Limitation and Problem Formulation

a. Restricting the problem

Based on the description of the background of the problem above and also faced with the availability of less time, limited manpower and minimal costs, the author limits the writing of this thesis to the following problems:

1. Village Apparatus Performance in service.
2. Factors that affect performance.
3. Efforts to improve performance.

b. Formulation of the problem

Starting from the background described above, the writer can formulate the problem in this research as follows:

1. How far is the performance of the Kalisusu Village Apparatus in serving the Kalisusu Village community, Nabire District?
2. What are the factors that influence the performance of the village apparatus in serving the people of Kalisusu Village, Nabire District?
3. What efforts are made by the Kalisusu Village Apparatus to improve their performance in services to the people of Kalisusu Village, Nabire District?

2.1 Research Objectives and Uses

a. Research purposes

Based on the background and problem formulation that the authors have mentioned above, the objectives of this research are:

1. To find out the extent to which the performance of the Kalisusu Village Apparatus in serving the Kalisusu Village community, Nabire District?
2. To find out what factors influence the performance of the village apparatus in serving the people of Kalisusu Village, Nabire District?
3. To find out what efforts are made by the Kalisusu Village Apparatus to improve their performance in services to the people of Kalisusu Village, Nabire District?

b. Research Use

In accordance with the purpose of this study, the authors can mention, that as for the benefits that can be obtained from this research, namely:

a. Practical Use

1. It is for the Government that the results to be achieved from this research can be used as a contribution of thoughts and input for the government of Kalisusu Village, Nabire District to further improve its performance in services to the people of Kalisusu Village to achieve a just and prosperous society.
2. As one of the guidelines and references to further improve the performance of the apparatus in the future.

b. Theoretical Uses

1. Through this research, the author realizes that this research can enrich knowledge, add insight into thinking and encourage writers to learn continuously. Through this research, the author hopes that the results of his research can be used as information for various parties to increase knowledge and increase the insight of readers and can be used as a reference for further researchers.

III. Result and Discussion

3.1 Data Presentation

a. Performance (Independent Variable)

1. Productivity

Table 1. Respondents' Responses About Targets At Work

No	Answer Category	Respondent	Percentage (%)
1	Always	21	46,67 %
2	Sometimes	16	35.55%
3	Never	8	17.78%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 1 above, the authors can know that about 21 respondents or approximately 46.67% of respondents who chose the category always in working village officials always had targets, and as many as 16 respondents or 35.55% of respondents who choosing the category of sometimes working village officials has a target, while only 8 respondents or approximately 17.78% of respondents who choose the category of never working village officials have a target.

Table 2. Respondents' Responses About Measurable Work Productivity

No	Answer Category	Respondent	Percentage (%)
1	Always	8	13.33%
2	Sometimes	16	37.78%
3	Never	21	48.89%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 2 above, the author can know that there are as many as 8 respondents or approximately 13.33% of respondents who choose the category always that work productivity that has been targeted in service can be measured, and as many as 16 respondents or approximately 37, 78% of respondents who choose the category of sometimes work productivity can be measured, and as many as 21 respondents or approximately 48.89% of respondents who choose the category of never work productivity that has been targeted in services can be measured.

2. Responsiveness

Table 3. Respondents' Responses About the Ability of Village Officials to Respond to Community Requests

No	Answer Category	Respondent	Percentage (%)
1	Always	10	22.22%
2	Sometimes	16	35.56%
3	Never	19	42.22%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 3 above, the author can see that in fact there were only 10 respondents or approximately 22.22% of respondents who chose the category always that village officials responded quickly to requests or requests from the community, and there were 16 respondents or more or less. 35.56% of respondents who chose the category of occasional village officials responded quickly to requests or requests from the community, and as many as 16 respondents or approximately 42.22% of respondents who chose the category of never village officials responded quickly to requests or requests from the community.

Table 4. Respondents' Responses About Reprimand If They Are Slow to Respond to Public Requests

No	Answer Category	Respondent	Percentage (%)
1	Always	8	17.78%
2	Sometimes	15	33.33%
3	Never	22	48.89%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 4. above, the author can see that as many as 8 respondents or approximately 17.78% of respondents who chose the category always officers received a warning from their superiors if they were late in responding to public complaints, and as many as 15 respondents or approximately 33, 33% of respondents who chose the category of sometimes officers received a warning from their superiors if they were late in responding to public complaints, and as many as 22 respondents or approximately 48.89% of respondents from the total respondents who were asked for their responses chose the category of never having officers receive a warning from their superiors if they were late in responding to complaints.

3. Accountability

Table 5. Respondents' Responses About Accountability After the Implementation of Community Services Takes Place

No	Answer Category	Respondent	Percentage (%)
1	Always	11	24.44%
2	Sometimes	20	44,44 %
3	Never	14	31.12%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 5 above, the author can know that there are 11 respondents or approximately 24.44% of respondents who choose the category always that the apparatus is responsible for what has been done in community service and as many as 20 respondents or approximately 44, 44% of respondents who chose the category of sometimes officers being responsible for what had been done in community service, and as many as 14 respondents or about 31.12% of respondents who chose the category of never being responsible for what had been done in public service.

Table 6. Respondents' Responses About Sanctions If They Don't Account for the Services That Have Been Executed

No	Answer Category	Respondent	Percentage (%)
1	Always	3	6.67%
2	Sometimes	7	15.56%
3	Never	35	77.77%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 6 above, the author can know that only 3 respondents or only about 6.67% of respondents who choose the category there are always sanctions given by superiors if the apparatus cannot account for the services provided, and as many as 7 respondents or approximately 15.56% of respondents who choose the category sometimes there are sanctions given by superiors if the apparatus cannot account for the services provided, and more than 50% of the total respondents who were asked for their responses, namely as many as 35 respondents or approximately 77.77% of respondents who chose the category of never having sanctions given by superiors if officials cannot be held accountable for the services provided.

b. Community Service (Bound Variable)

1. Openness

Table 7. Respondents' Responses About Ease of Public Access to Information at the Village Office

No	Answer Category	Respondent	Percentage (%)
1	Always	5	11.11%
2	Sometimes	12	26.67%
3	Never	28	62.22%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 7 above, the author can know that only 5 respondents or about 11.11% of respondents who chose the category always officers made it easier for the public to access information in the office, and as many as 12 respondents or approximately 26.67% of respondents Those who choose the category sometimes that officers make it easier for the public to access information at the office, as well as 28 respondents or approximately 62.22% of respondents who choose the category of never having officers make it easier for the public to access information at the office.

Table 8. Respondents' Responses About Payments By The Community In Accessing Information

No	Answer Category	Respondent	Percentage (%)
1	Always	8	17.78%
2	Sometimes	20	44,44 %
3	Never	17	37.78%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 8 above, the author can know that only about 8 people or approximately 17.78% of respondents who choose the category always people pay to the authorities to get information on public services, and as many as 20 people or more or less as many as 44, 44 % of respondents who chose the category sometimes people pay to the apparatus to get information on public services, and as many as 17 respondents or approximately 37.78% of respondents who choose the category that the public never pays to the apparatus to get information on public services.

2. Efficiency

Table 9. Respondents' Responses About Scheduled Work

No	Answer Category	Respondent	Percentage (%)
1	Always	22	48.89%
2	Sometimes	20	44,44 %
3	Never	3	6.67%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 9 above, the author can know that there are as many as 22 respondents or approximately 48.89% of respondents who choose the category always that the work carried out by village officials is well-scheduled, and as many as 20 respondents or approximately 44.44 % of respondents who chose the category of sometimes the work carried out by village officials was well scheduled, while only about 3 respondents or at least 6.67% of respondents who chose the category of never had work carried out by village officials well scheduled.

Table 10. Respondents' Responses About There Is A Match Between Service And Schedule

No	Answer Category	Respondent	Percentage (%)
1	Always	6	13.33%
2	Sometimes	22	48.89%
3	Never	17	37.78%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 10 above, the author can see that only 6 respondents or approximately 13.33% of respondents chose the category always village officials when working according to the agreed schedule, and as many as 22 respondents or more or less. as many as 48.89% of respondents who chose the category of occasional village officials when working according to the agreed schedule, and as many as 17 respondents or approximately 37.78% of respondents who chose the category of never village officials when working according to the schedule set. agreed.

3. Punctuality

Table 11. Respondents' Responses About Timeliness of Work Completion

No	Answer Category	Respondent	Percentage (%)
1	Always	7	15.56%
2	Sometimes	16	35.56%
3	Never	22	48.89%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 11 above, the author can know that about 7 respondents or approximately only about 15.56% of respondents who choose the category always village officials finish their work on time, and as many as 16 respondents or approximately 35.56% respondents who chose the category of sometimes village officials completed their work on time, and as many as 22 respondents or more than 48.89% of respondents who chose the category of never village officials completed their work on time.

Table 12. Respondents' Responses About A Reprimand When Work Completion Is Late

No	Answer Category	Respondent	Percentage (%)
1	Always	4	8.89%
2	Sometimes	17	37.78%
3	Never	24	53.33%
Amount		45	100%

Source: Primary Data Processing Results, 2020

From the data in table 12 above, the author can know that only 4 respondents or only about 8.89% of respondents who chose the category always officers received a warning from their superiors for being late in completing work according to the agreed schedule, and as many as 17 respondents or approximately 37.78% of respondents who chose the category sometimes the apparatus received a warning from their superiors for being late in completing work according to the agreed schedule, and more than half a percent, namely 53.33% of respondents or as many as 24 respondents who chose the category the officers have never received a warning from their superiors for being late in completing the work according to the agreed schedule

3.2 Data analysis

a. Performance (Free Variable)

1. Productivity

Based on the results of this study, the author can say that in actual work the village officials always have certain targets. This is evidenced by the number of respondents who choose the category always, namely as many as 21 respondents or about 46.67% of respondents who choose the category of always having a target at work.

It's just the fact that every activity that is made already has targets, goals and objectives, but in practice it is quite the opposite. Each target is often not realized properly. Many times the results achieved are not in accordance with the activity targets that have been previously determined, even worse, the productivity of the work that has been produced is very often not measurable. This is evidenced by the support of 21 respondents or about 48.89% of respondents who chose the category of never having the resulting productivity can be measured. Based on the two descriptions, the author can say that the actual productivity indicators in measuring the performance of the Kalisusu Village apparatus are still very lacking.

2. Responsiveness

Based on the results of the processed data in table 4.3 regarding the ability of village officials to respond to community requests for services, the authors can say that the actual ability of these officers is still not very good in responding to community requests. The village apparatus is still not sufficiently competent in responding to various requests from the community for services in the village. This means that the ability of village officials to respond to community requests is relatively poor, because of the total 45 respondents who were asked for their responses, it turns out that there were about 35.56% of respondents who chose the category of occasional and as many as 10 respondents or about 22.22%. respondents choose the category always that village officials have the ability to respond to community requests, and more than three quarters of respondents who chose the never category, namely 19 respondents or about 42.22% of respondents. Moreover, this is not well supported by the attitude of the leadership, where it seems that the village leader only allows the weakness of the village apparatus in responding to community requests to take place. The head of Kalisusu Village is considered to lack motivation and encouragement or, if necessary, to give a warning to increase the capacity of his apparatus, so that they can respond quickly to community requests. From this study, it is known that there are as many as 22 respondents or about 48.89% of respondents who have never received a warning from the leadership if the village apparatus is slow to respond to community requests.

Based on these two guiding questions, the author can say that the actual responsiveness of the Kalisusu Village apparatus is quite low, because from each question for this responsiveness indicator, the respondents' assessments in the never category are on

average twenty people or around 40 percent of respondents. Where for the ability of village officials to respond to community requests, there were 19 people or about 42% of respondents who chose the never category and for the question of a leadership warning if it was known that the officers were slow in responding to community requests supported by 22 respondents or about 48.89% of respondents chose category never.

3. Accountability

From the results of this study, the authors can say that the actual accountability of the performance of the village apparatus is quite good. The apparatus is quite responsible in providing reporting on every activity or work that has been carried out. This means that from every activity that has been carried out by the Kalisusu Village office apparatus, it is enough to have a report as a step for the responsibility of the apparatus to the community. From the results of this study, it is known that there are as many as 20 respondents or about 44.44% of respondents who choose the category sometimes there is accountability after the implementation of services is carried out for the community.

On the other hand, the level of accountability of the village apparatus is not supported by the village leadership, namely the village head so that the accountability of the apparatus for every activity that has been carried out has not reached a better level in accordance with the goals and objectives that have been formulated and seems to be a responsibility of the apparatus for the implementation of these activities. This means that village leaders have not been able to give administrative penalties or sanctions, for example to officers who do not take responsibility for the services that have been carried out so that every responsibility for every activity that has been carried out by the original community is done.

b. Community Service (Bound Variable)

1. Openness

Meanwhile, in terms of community services, indicators of open access to information are known, in fact at the Kalisusu Village office, it turns out that the level of community convenience in accessing information at the village office is very less. From the results of research conducted by the author, it is known that from 45 respondents who were asked for their responses, it turned out that there were as many as 28 respondents or around 62.22 % of respondents who chose the category there was never any convenience for the public to access information at the Kalisusu village office, and as many as 12 respondents or about 26.67% of respondents who chose the category sometimes, while for the always category, only 5 respondents or approx. 11.11% of respondents.

On the other hand, for the question of whether the public pays to the authorities to obtain information on public services, it turns out from the results of research conducted by the author, that there are still fees or payments made by the community if they want to obtain information at the Kalisusu Village Office. The results showed that from 45 respondents who were asked for their responses, there were 20 respondents or about 44.44 % of respondents who chose the category sometimes, while only 8 respondents or about 17.78% of respondents who chose the category always and as many as 17 respondents or about 37.78% of respondents who chose the category never having been paid by the community in accessing information at the village office. In this case,

2. Efficiency

From the results of this study, it is known that at the Kalisusu Village Office there is a well-scheduled work schedule. Efficiency indicators seen from the existence of scheduled work are quite good, because of the 45 respondents who were asked for their responses, it turned out that there were as many as 22 respondents or 48.89% of respondents who chose the always category and as many as 20 respondents or around 44.44 % of respondents who chose the category sometimes that the work carried out by village officials had been well scheduled, while only about 3 respondents or about 6.67% of respondents who chose the category never. Meanwhile, on the other hand, the scheduling of every work in the Office is not supported by the results of the service or the results of the completion of the work, because the schedule and results do not have a good match. This means that there are still many work results that do not have conformity with the schedule that has been set. The results showed that from 45 respondents who were asked for their responses, there were 22 respondents or about 48.89% of respondents who chose the occasional category and as many as 17 respondents or 37.78% of respondents who chose there was never a match between the service and the schedule that had been set, while only 6 respondents or about 13.33% of respondents chose the always category. Therefore, in general, the author can say that in terms of efficiency, the level of service for the village apparatus is still relatively good and needs to be continuously improved.

3. Punctuality

From the results of this study, it is known that the actual timeliness in completing work is still very low. The Kalisusu Village Office apparatus is still not very precise in every service job or in terms of attendance in various activities carried out. The results showed that of the 45 respondents who were asked for their responses, only 7 respondents or about 15.56% of respondents chose the always category, while there were as many as 22 respondents or around 48.89% of respondents who chose the never-timed completion of work. by village officials and as many as 16 respondents or about 35.56% of respondents who chose the category sometimes there was a punctuality in completing work by village officials. In the context of the timely completion of work by the village apparatus, This is exacerbated by weak sanctions or reprimands from the village leadership for officials who are not on time for completing work. More than half a percent of all respondents who were asked for their responses chose the category of never receiving a warning if the officers were late in completing work, namely as many as 24 respondents or about 53.33% of respondents who chose the never category and those who chose the category sometimes were supported by 17 respondents or about 37.78% of respondents and only 4 respondents or about 8.89% chose the category there is always a warning if the apparatus is late in completing work. This means that the actual community service seen from the timeliness indicator is very low or very lacking.

IV. Conclusion

1. The productivity of the Kalisusu Village apparatus is still very low.
2. The responsiveness of the Kalisusu Village apparatus is quite low, because the ability of the village apparatus and the Village Head is still not good enough to provide motivation and encouragement to the apparatus.
3. The level of accountability of the village apparatus is not supported by the village head so that the accountability of the apparatus for every activity that has been carried out has not reached a better level in accordance with the goals and objectives that have been

formulated and seems to be the origin of the responsibility of the apparatus for the implementation of these activities.

4. The level of information disclosure in services to the community at the Kalisusus Village Office is still relatively poor, because this is due to the existence of boarding houses or payments provided by the community if they want to access information at the village office.
5. In general, the author can say that in terms of efficiency, the service level of the village apparatus is still relatively good and needs to be continuously improved.
6. Punctuality in work or activities to support services for the community is very low or very lacking.

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