



The Quality of Public Services in Buniwangi Village Government, Cianjur District

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Abstract

This study aims to determine the extent to which the quality of public services implemented by the Buniwangi Village Government towards the local community. This research used a qualitative approach, with data collection techniques through in-depth interviews with the people of Buniwangi Village as the main informants. This method was chosen to obtain a more detailed and in-depth picture of the community's perceptions and experiences of the services provided. Based on the results of the research, it is known that in general the quality of public services implemented by the Buniwangi Village Government has been running quite well. This is reflected in the level of community satisfaction in several aspects of services such as population administration, social assistance, and village information services. However, there are still a number of obstacles, such as services that are not evenly distributed throughout the village area and less than optimal performance in certain service areas. Therefore, efforts are needed to improve and equalize the quality of services so that the entire community can benefit maximally from the public services that are organized.

Keywords: *Public Service Quality, Administration, Buniwangi Village*

1. INTRODUCTION

Public service provision is basically an activity carried out in order to meet public needs (Bazarah et al., 2021), public services run consistently and continuously, covering all aspects of organizational life in society, according to the large Indonesian dictionary there are three meanings that service has, namely, (1) how to service (2) service of one's needs (3) the convenience provided. Service is an activity carried out by a person or group on a certain basis where satisfaction can only be felt by two people between those who serve and are served, depending on the ability of service providers to fulfill the expectations served (Rahadian et al., 2019). According to Sinambela (2007) public service is the process of fulfilling the wishes of the community by the government. This public service can be translated as providing services to people who need services or needs. The government is obliged to organize services in accordance with the objectives of government formation. (Erlianti, 2019).

One of the problems that often occurs in public services at the village government level is the lack responsiveness of the government to the service needs of the community, this is illustrated by the large number of complaints from the community complaining about public services in the community (Tanjung, 2022), as in the village government of Buniwangi many residents reported that the needs of the village community such as the need for correspondence, population data and other complaint services were not responded quickly, for example in the process of population transfer services that should be resolved with but what happened was that it took the next few days (Fauziah, 2015).

Furthermore, service according to Barata (2003) is providing assistance to people or parties who need help. Public services in village government are not just about correspondence, but there are many aspects that must be fulfilled by the government to fulfill the needs of its citizens, such as sports facilities, art facilities and so on. This is considered important because to create a good government, all the needs of the community must be met without having to pay a large fee.



The above problems require the government to take a closer look at the state of society to take proactive, professional and responsive actions so that the government can adjust to the conditions (Kurniawan 2017) of changes that occur in society. The community as customers requires precise, fast and accurate services along with the development of existing technology if convoluted and slow procedures must be abandoned (Handayani & Nur 2019).

The reality that occurs is of course a challenge for the village government to realize the expectations of the community for the realization of excellent service quality. Government employees are needed who are capable of carrying out their duties and are also professional and responsible in organizing government and public service processes to the community.

2. METHOD

The research method in this journal uses qualitative research with a qualitative model with observation methods and interviews with community members (Creswell W. John, 2018), in this study the author in addition to defining the and public services that exist in village government, especially researchers also conduct interviews directly with the people of Buniwangi village, the purpose of this interview is to find out how the quality of public services that occur in the Buniwangi Village environment.

3. RESULTS AND DISCUSSION

Definition of public service

The origin of the word public service is "service as a process carried out by an individual or group that has a certain foundation this is inseparable from the service provider in meeting the expectations of service users (Souhoka, 2024). Service is a process of activities carried out by the government or the private sector with the aim of meeting the needs of the community, there are other terms in service, namely service and serving (Cahyadi, 2017), service is a form of effort to serve the needs of others while serving is someone who focuses on helping serve and prepare what others need. All services provided by government agencies, both central and regional, such as goods and / or services of BUMN / BUMD, both to meet community needs and those related to program implementation. legal regulations. According to Kurniawan (2017) the service consists of three main elements, namely as follows:

1. The cost should be relatively less
2. The time required for work is relatively fast, and
3. The quality offered is relatively better.

Type of service

Based on the service products produced, there are several points that can classify services based on their characteristics and characteristics, among others:

1. Administrative services. This administrative service is usually closely related to record-keeping research, decision-making and other administrative activities which as a whole produce the final product in the form of an archive of recording documents. In services in the village, this administrative service process can be in the form of government services to the community in making deeds, death certificates, domicile and so on.
2. Type of goods service. Namely in the form of service activities in the form of providing goods or processing goods, both physical and non-physical, in village government this service can be in the form of infrastructure for the needs of community members in need such as parks, fields, sports facilities and facilities for art studios and others.



3. Type of service. That is the provision of facilities and infrastructure along with its support such as operations based on a certain system that is certain then the end product is in the form of. In the village government, this service process can be in the form of providing access to health through emergency ambulances for residents who are in an emergency illness.

Service standard

Public service standards aim to provide maximum service for the government in serving its people according to Ridwan and Sudrajat (2019) each service provider must have its own SOP, the following are public service standards as follows (Kurniawan 2017).

1. Public service procedures. This procedure contains how public servants serve people who need either documents or other needs.
2. Standardization of implementation and completion time. To create fast and precise services, the public service process needs a grace period so that public servants can serve the community and the public can know the process in the service.
3. Service fees. Although the cost of this public service must exist to launch public services, the process of public services from the government to the community is without any ordinary.
4. Facilities and infrastructure. In this case, facilities and infrastructure will greatly support public services in order to create effective and efficient services.
5. Results of service. The output of this service must be clear and must be in accordance with what is needed by the community.
6. Competence and duties of service providers. To create good service, the competence of public servants is also very decisive, for this reason it is necessary to have competent services in public services.

Aspects of public services in the Village

1. Administrative services. In the village government there are several management staff, in the field of public services in the village, especially in Buniwangi Village, there is a Kaur for General Services and Community Services, the task of this staff is to serve the needs of the community regarding correspondence, population documents and other documents that will support services to the community, for example such as, making land titles, population administration and moving or domicile letters. (Yunanto, 2023).

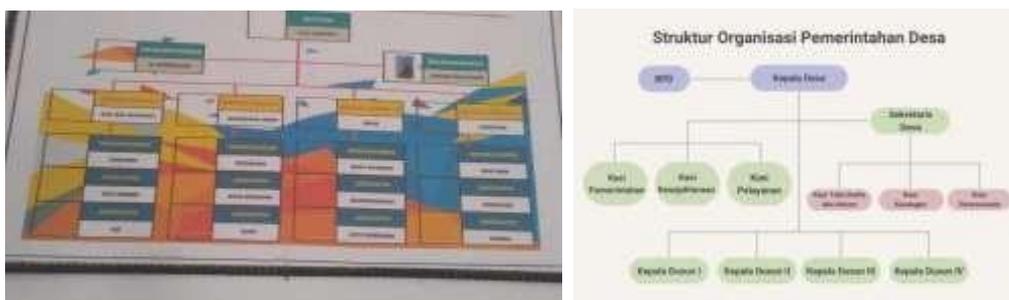


Figure 1. Example of Village Government Organizational Structure

2. Socio-economic services. These services include services in the development of facilities that support the needs of the community, such as study groups, including youth organizations and Bumdes.
3. Infrastructure services. These services include services on infrastructure that supports village governance, such as village roads, village roads, alleyways, as well as other supports such as access to clean water, as well as facilities that support village community activities for a better quality of life for village communities.
4. Health services. This health service includes the procurement of goods that support the needs of



residents in terms of health, the village government must provide services such as the procurement of health posts or the procurement of ambulances to take residents in an emergency.

5. Education services. These educational services include the provision and development of education for early childhood or PAUD and the provision of learning centers for residents to develop the potential of these residents.

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The challenge that will be faced by the Village Government in implementing public services in the Village is the lack of human resources in the Village, besides that the second factor is the source of facilities and infrastructure as well as community participation in overseeing the service process is also very influential on the quality of service in the village.

To find out the quality of public services in Buniwangi Village, Pagelaran Subdistrict, Cianjur Kaputen, the authors in this journal review several dimensions through the results of interviews with residents of Buniwangi Village, among which the dimensions are

1. Tangible.

Based on observations and interviews with the Village community regarding Tangible, it can be seen that the quality of public services in Buniwangi Village is running well as evidenced by the existence of good service and being served in a friendly manner as in the picture below



Figure 2. Public Service Process

2. Reliability

In the public services carried out by the Buniwangi Village government, it appears that the government has provided services in accordance with the operational standards (SOP). (Hoffman n.d.) In accordance with Permendagri No. 2 of 2017 concerning minimum standards of village services, the indicators of depth in this service include the ability of employees to use digital technology tools in public services to the community and provide fast and precise services. As in the picture



Figure 3. Reliability of public service officers



3. Responsiveness

Based on the results of interviews with the community in Buniwangi Village, Pagelaran Subdistrict, Cianjur Regency, there are still many citizens who are dissatisfied with the services carried out by the government, the background of the community's dissatisfaction is the delay in the process of correspondence services and other documents that should be completed in short time and apparently cannot be implemented quickly due to various reasons, then the second point of community dissatisfaction with public services carried out by the village government is due to the provision of inadequate public service rooms and also the unavailability of suggestion boxes for the community to the village government.

Although they already have digital electronic devices such as PC laptops and others, services are still hampered due to several factors, including the difficulty of internet access in the village. However, researchers argue that even though this still exists, other facilities are sufficient to support the public services carried out.

4. Assurance

Based on the results of interviews with the community, regarding assurance, researchers argue that the community has now begun to care and participate in creating better public services. Although this public service must prioritize the community, the community must also participate in creating a harmonious government and more effective public services.

5. Empathy

Based on observations and interviews conducted by researchers, it can be concluded that the empathy carried out by public service employees is good as evidenced by the fact that some people are quite satisfied with the services provided, researchers also see service respondents who are polite to the people who are being served and officers have also directed people who are in need of services.



Figure 4. Interview Process With Community Members

CONCLUSION

The research above can be concluded that the quality of public services in Buniwangi Village, Pagelaran sub-district, is already running well, although it is not running optimally. As in the provision of facilities and infrastructure by the government, the results of interviews show that there are still some people who are not satisfied with the facilities that support public services. Basically, public services will run



optimally if all stakeholders work together to provide maximum public services, community participation must also be emphasized again so that the community and government are harmonious.

Public services in Buniwangi Village, Pagelaran Sub-district, are already supported by good digital facilities but that is not enough because digitization must be fully supported by the internet, for this reason it is necessary to have the support of the government, the community and the relevant parties to help public services in the village to use supporting digital services.

Of the 5 indicators studied, namely, tangible, reliability, responsiveness, assurance, and empathy all show things that are good enough but it turns out that one thing that needs to be improved is the service process that is free of charge at all, because what happens in the field is that when public servants work they expect compensation for the services they do.

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