

Professionalism of Village Apparatus in Implementing Public Services in Jatinom Village, Blitar District

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ABSTRACT

Jatinom Village apparatus is an apparatus that organizes village government public services in Blitar Regency. This study aims to analyze the professionalism of village officials in the Jatinom village office, Blitar Regency. This research method is a qualitative research with a case study approach. Collecting data in this study using observation, interviews, documentation with data collection techniques, data presentation, data condensation, and drawing conclusions. There are four indicators to measure the professionalism of the village apparatus, namely 1) Competence 2) Effectiveness 3) Efficiency 4) Responsibility. With six sub-indicators, namely Skills, Knowledge, Quantity, Quality, and Time. The results showed that the Professionalism of Village Apparatuses in Organizing Village Government Public Services. Village officials have good public speaking and are proficient in their field. However, there are four sub-indicators that are not professional, namely quantity, quality, time and responsibility. Village apparatus do not have a set time target, village apparatus have different work experiences that affect service quality, and apparatus do not comply with the working hours set by the village office.

Keywords: apparatus, professionalism, service, public

the abilities, skills and expertise of apparatus which can run effectively if it is supported by the suitability of the level of knowledge on the basis of educational background with the workload for which it is responsible and also as a reflection of the self-potential possessed by the apparatus, both from the aspect of ability, aspect of behavior which includes creativity, innovation, and responsiveness of the apparatus in carrying out their duties and functions (Tumangkeng, 2015). Professionalism is largely determined by a person's competence and skills in doing work according to their respective fields of work and levels (Junaidie, 2013).

The implementation of good and ideal village governance will be very influential in the sustainability of the village, moreover it has also been explained about village authority regarding the village budget and the provision of village community services to improve the welfare of village communities. Village administration can be described as a governmental organization, this organization has a function in formulating policies and coordinating the implementation of the tasks of the village work unit so that its existence has a fairly important role in administering government in a village. Village government is a subsystem of the regional government administration system, in an effort to realize good governance, fundamental elements are needed, including elements of professionalism from government actors and administrators.

Community service is a measure of government performance. The public can directly assess government performance based on the quality of public services received, because the quality of public services is in the interest of many people and the impact is directly felt by people from all walks of life, where success in building public service performance in a professional, effective, efficient and accountable manner will

I. INTRODUCTION

To realize good governance, the government must increase the professionalism of its officials in public services (Marlianti, 2013; Porajow et al., 2018). Therefore it is necessary to pay attention to and improve in public sector organizations to carry out each of their duties and responsibilities. According to (Oroh et al., 2017) employee professionalism is largely determined by the level of ability of employees which is reflected in daily behavior. Professionalism is a reflection of

raise a positive image of the government in the eyes of the people (Sutopo, 2014). In administering government, the existence of the government or often called the bureaucracy is none other than the party that is obliged to provide services, development and empowerment in the framework of meeting community needs.

To achieve a prosperous society requires continuous good governance. Efforts to realize good governance require an element of professionalism from government officials in carrying out government tasks. Especially on the problem of professionalism of village officials in carrying out government tasks. Professionalism according to Sedarmayanti in (Oroh et al., 2017) Professionalism is a pillar that will place the bureaucracy as an effective engine for the government and as a parameter of the skills of the apparatus in working well by measuring professionalism, namely competence, effectiveness, and efficiency and responsibility.

The existence of village officials who are also entrusted with tasks in the field of administration, including a very important position because they are the lowest government apparatus. Thus village officials in carrying out their daily duties, especially those related to the community directly to provide the presentation of the data and information needed, are increasingly required to be professional and have optimal capabilities in order to facilitate the implementation of government tasks, especially in public services that are directly related to the community. According to (Raharja et al., n.d.) village officials must have sufficient competence, especially knowledge competence and attitude competence.

The village as part of the District Government which deals directly with the community, of course, has a closer relationship with the community. In addition, the village has the authority to regulate and manage the interests of the community based on diversity, democracy and community empowerment. Listed in Law no. 6 of 2014 Article 49 concerning village apparatus, also in Permendagri No. 6 of 2016 concerning the main tasks and functions of the village secretary. Because of this, villages are expected to be able to improve public services, and community participation in the process of implementing village government in accordance with the Minimum Village Service Standards regulated in Permendagri No. 2 of 2017. With clarity regarding village administration rules and also clarity regarding village status, it can be assumed that the village has the authority to manage the sustainability of the village with all the potential and diversity

possessed by the village (Mahardika & Suseno, 2018).

The provision of public services by government officials to the community is actually an implication of the function of the state apparatus as a public servant. Therefore, the position of government apparatus in public services is very strategic because it will greatly determine the extent to which the government is able to provide the best possible service for the community, which will thus determine the extent to which the state has carried out its role properly in accordance with its founding goals.

Data on the people who carry out public services from January to November are as many as 769 people, which on average every month there are 70 people who carry out public services. This is when compared to the number of employees in the Jatinom Village office, only 2 people who are in the public service section so that it is considered not optimal in carrying out public services in Jatinom village, Blitar Regency, it can be seen from the number of services completed that the professionalism of Jatinom village officials is still lacking responsible for completing public services, the Jatinom village apparatus still has deficiencies in administering village governance, especially in providing services to the community, it is found that administrative staff and the village head are often not present during working hours so that in providing services to the community such as making card certificates Resident identification (KTP), birth certificate certificates and so on are ineffective and not optimal, making it difficult for the community to take care of their interests.

In terms of existing services, there are often inaccuracies in working hours and time in managing letters, documents or other community affairs, which can actually be completed quickly but are slow due to village apparatus who are still irresponsible and also the human resources of village apparatus which is lacking is one of the causes of not optimal public services in Jatinom Village, Blitar Regency. The Village Office is the spearhead especially in providing services to the community and is inseparable from problems related to relatively unsatisfactory service conditions. The merits of the services provided are determined by professional government officials. The Village Office as a government agency organization that provides public services (E-KTP, KK, Birth/Death Certificates, Land Certificates/Heirs, and other needs) is also required to work professionally and be able to quickly respond to public aspirations and demands and other environmental changes. with a more

community-oriented bureaucratic way of working. The rapidly increasing demands of the community have become the obligation of the village apparatus to work in the administration of village government to increase professionalism.

Webster's dictionary in (Tumangkeng, 2015) The term professionalism comes from the word *professio*, in English profession has the following meaning: A vocation or occupation requiring advanced training in some liberal arts or science and usually involving mental rather than manual work, as teaching, engineering, writing, etc. (an occupation or occupation that requires in-depth training in either the arts or sciences and usually places greater emphasis on mental rather than physical abilities, such as teaching, engineering, writing, etc.

Professionalism here is more aimed at the ability of the apparatus to provide good, fair and inclusive services and not just the compatibility of expertise with the place of assignment. So that the apparatus is required to have the ability and expertise to understand and translate the aspirations and needs of the community into activities and service programs. Likewise, what is said by Korten & Alfonso in (Junaidie, 2013) what is meant by professionalism is fitness between bureaucratic competence and task requirements. According to Sedarmayanti in (Oroh et al., 2017) Professionalism is a pillar that will position the bureaucracy as an effective engine for the government and as a parameter of the skills of the apparatus to work well. Measures of professionalism are 1) competency, 2) effectiveness, and 3) efficiency and 4) responsibility.

Sianipar in (Fardhani, 2011) explains that "public services can be stated as all forms of public sector services carried out by government officials in the form of goods and services, which are in accordance with the needs of the community and the provisions of the applicable laws". Maria Eni Surasih in (Awaeh et al., 2018) Village Administration is part of the National Government whose implementation is aimed at the countryside.

Research methods

This study uses a qualitative method. According to Creswell in (Wahyuni et al., 2020) and a case study approach. According to (Creswell, 2010). With a research focus, namely: Competence (skills and knowledge), Effectiveness (quantity and quality), Efficiency (time), and Responsibility. The research location is at the Jatinom Village Office, Blitar Regency. The aims and objectives of the study were to conduct research at these locations to

determine the Professionalism of Village Officials in Organizing Public Services for Village Government Case Studies at the Jatinom Village Office, Blitar Regency, especially in serving the community. Subjects and sources of information, namely, Jatinom village apparatus in the public service section, Jatinom village secretary, Jatinom village community. Data collection techniques using observation, interviews and documentation. Data analysis techniques use 4 (four) paths, namely: data collection, data presentation, data condensation, and drawing conclusions (Miles & Huberman, 2014). The research instrument conducted field research by observing, interviewing informants using an interview guide.

II. RESULTS AND DISCUSSION

Analyzing findings in the field related to the Professionalism of Village Apparatuses in Organizing Village Government Public Services Case Study at the Jatinom Village Office, Blitar Regency. To see the Professionalism of Village Officials in Organizing Village Government Public Services Case Study at Jatinom Village Office, Blitar Regency, the author uses 4 (four) indicators of professionalism according to Sedarmayanti (Oroh et al., 2017), namely: Competence (skills and knowledge), Effectiveness (quantity and quality), Efficiency (time), and Responsible.

1. Competence

Competence is an ability to carry out or carry out a job or task that is based on skills and knowledge and is supported by the work attitude required by the job. (Wibowo, 2016) The ability of the Jatinom village apparatus shows that the skills or knowledge that is characterized by a profession in the field of public services are the most important, and good performance in the field of public services. In assessing the Professionalism of Village Apparatuses in Organizing Village Government Public Services, there are several indicators in measuring competency, namely skills and knowledge.

a. Skills

Jatinom Village Apparatus Skills in carrying out public services to achieve organizational goals, Jatinom Village Apparatuses have good skills in fulfilling obligations as public servants, it is very necessary to improve the skills needed and have the ability to communicate well in the community, the ability to provide an understanding of services society to carry out their duties properly. Serving and fulfilling community demands requires village officials who really have

high skills. The ability to provide understanding and direction for public services to the community using good public speaking is an important point for Jatinom village officials to provide understanding and direction regarding services through socialization to the community in Jatinom village.

b. Knowledge

Jatinom village officials seek to develop knowledge to organize village government public services, one of the efforts to develop knowledge for Jatinom village officials is by providing training or seminars related to public services that deal directly with the community. Therefore, the role of the Jatinom village apparatus in government organizations must have qualified knowledge in carrying out administrative tasks according to their position in the organization. Knowledge in this case is in the form of seminars or training regarding public services to the Jatinom village apparatus which have been provided and carried out properly and the knowledge gained from the training or seminars has been well applied to the community. This can be seen from the Jatinom village apparatus always answering questions well, which is often asked by people who are still confused about online services.

2. Effectiveness

Work effectiveness is influenced by the ability of Jatinom village officials to achieve their goals. The success of an organization in achieving its goals is inseparable from the quality and quantity of the Jatinom village apparatus so that each village apparatus can carry out its duties effectively. The effectiveness of village administration tasks in implementing public services lies in achieving clear and measurable goals. In the village government environment, it is hoped that when the village head and all village officials carry out government duties in the village, they can effectively carry out village government tasks to realize the welfare of the village community. In assessing the effectiveness of the Jatinom Village Apparatus, there are two indicators to measure competency, namely the quantity of work and quality of work.

a. Working Quantity

The quantity of work is a factor that can describe the amount of work that can be completed by Jatinom village officials in a certain period of time. The ability in carrying out their duties, Jatinom village apparatus prioritizes the interests and needs of the community and is seen by other

apparatus who are determined to achieve common goals.

Jatinom village officials have not been able to complete public services within one day because the previous work had not been completed, so in one day the Jatinom village officials completed their work only half of the services needed by the community.

b. Work quality

As a government institution in public service, how do village officials provide the quality of services provided to the community. As the party being served, of course, we expect a service that is truly satisfying both in terms of quantity and quality. Services that really have the quality as expected, of course, cannot be without village officials who serve the community, especially government agencies in the village who carry out their duties as community servants. The quality of the Jatinom village apparatus is seen from the factors of education level and work experience, as well as the facilities and infrastructure owned at the Jatinom Village Office.

The level of education and length of work experience are also one of the supporting factors for the quality of service in the professionalism of the village apparatus. Seen from the difference in work experience which is a difference of two years, so that there is a difference in serving the community, it can be seen from the village officials who have worked longer, they seem to be better at handling the character of the Jatinom village community who provide services.

3. Efficiency

According to Mulyadi (Mulyadi, 2007) argues that: "Efficiency is the accuracy of the way (effort, work) in doing something without wasting time, effort and money. Efficiency in the use of time to a minimum to achieve optimal results and avoid excessive use of time in serving the community. The importance of the professionalism of village officials in serving the community is related to the efficient use of time to relieve the people who will provide services.

Timeliness in public services is the implementation of public services that can be completed within a predetermined time. The provision of services at the village office must be efficient in using time so that the community gets maximum and satisfactory service, the community does not feel that they are getting services that tend to drag on time in service. The efficient use of time by the Jatinom village apparatus in serving the community can be seen from the Jatinom village

apparatus in completing tasks on time. Jatinom village officials' punctuality at the Jatinom village office is still not optimal due to waiting for the village head's signature for the finished files so they don't complete the work on time, on the other hand Jatinom village officials often have meetings outside the office so they are often not at the village office if there are people who will do the service.

4. Be Responsible

As public servants, village officials are needed who are truly capable and able to cooperate in carrying out their duties and have responsibilities, the existence of village officials who are also entrusted with tasks in the field of administration, occupy very important positions. The implementation of public services is a moral responsibility of a government agency to carry out services to people who need services. Seeing the importance of the role of the village apparatus, indirectly the good or bad services provided to the community are determined by how the village officials carry out their responsibilities as public servants.

Jatinom village officials have not been able to take responsibility for organizing Public Services for the Jatinom Village Government. It can be concluded that Jatinom village officials, in terms of attendance at the village office, are still not able to fully comply with the applicable SPM, because they are often outside during working hours.

III. CONCLUSION

Based on the results of the study, the Professionalism of Village Officials in Organizing Village Government Public Services The case study at the Jatinom Village Office, Blitar Regency, was not yet professional. In this study, there are six indicators of the four variables of village apparatus professionalism, namely skills, knowledge, quantity, quality, time, and responsibility. Indicators that support the professionalism of the village apparatus are the skills that can be seen from the service of the Jatinom village apparatus in providing directions and outreach using good public speaking. The next indicator that supports professionalism is knowledge that can be seen from Jatinom village officials in mastering their fields so that they can answer questions that are often asked by the community.

However, there are several indicators that are not yet professional in providing services to the community. Of the six indicators of

professionalism taken from four variables, there are four indicators that are not yet professional, namely quantity, quality, time and responsibility. The quantity indicator is that the Jatinom village officials have not been able to complete the services requested by the community within the allotted time. Quality indicators, namely Jatinom village officials have differences in work experience so that it affects service quality. The time indicator, namely the timeliness of the Jatinom village apparatus, is still not optimal so that it takes quite a long time to complete public services. The indicator is responsible, that is, village officials are not yet responsible for adhering to office working hours because they are often not in the office during working hours.

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