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Analysis of Community Satisfaction Level with Administration Services at Salampe Village Office

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ABSTRACT

Service is an activity carried out by someone in an institution or group to help or facilitate the community in achieving certain goals. And administration is a process of cooperation between two or more people to achieve targets by utilizing certain facilities and infrastructure in an efficient and useful manner. This research is qualitative descriptive research that aims to determine the Level of Community Satisfaction with Administration Services at the Salampe Village Office. Data collection techniques use observation, interview, and documentation methods. Data analysis techniques in this study use data condensation techniques, data presentation, conclusion, and verification. The results showed that the level of Community Satisfaction with Administration Services at the Salampe Village Office, seen as a whole, was already in the satisfactory category. This can be seen from the fulfillment of eight indicators, namely simplicity is considered good, clarity and certainty have shown good, security is good enough, openness has been carried out well, efficient has been carried out well, economics has been implemented well, equitable justice has been implemented well. But in terms of punctuality, it is still less or not optimal. This research can be used as a reference in decision making in terms of improving customer service for community satisfaction at the village level because previous research focused on the district level.

INTRODUCTION

Salampe Village Office is an agency or public organization whose purpose is to provide services including administrative services for people living in the area. Public organizations in providing good services are required to be able to act accurately and quickly. Services are often used as a benchmark for the success of an organization or government agency, especially at the village level to meet the wishes of the community so that the level of community satisfaction with services, especially in administrative services, is a major priority for village governments (Sinambela, 2019). In Law Number 23 of 2014 concerning Regional Government, Village as a legal community unit that has territorial boundaries, which is authorized to regulate and take care of the interests of local communities based on local origins and customs that are recognized and respected in the unitary state government system of the Republic of Indonesia. Therefore, in developing the mandate of the law, the government needs support from government officials who are professional and able to carry out their main duties and functions properly.

Thus, in providing services to the community, it must be able to be done optimally because basically humans need services, even in human life cannot be separated from service. Humans at all times need quality public services from the government even though in reality it is not

always in accordance with what is expected. In order to realize excellent service to the community based on Decree of the Minister for Administrative Reform and Bureaucratic Reform Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services, which contains the criteria of excellent service, namely simplicity, clarity and certainty of service, security, openness, vision, economy, equitable justice, and time permanence. In this case, service to the community is the main goal that must be carried out because it is an obligation for the village government to provide services by creating good services to the community (Arhas et al., 2021; Juharni et al., 2023; Saleh, 2016).

Within the scope of village government, village officials who are part of the village government whose duties are to provide administrative services to the community are required to be able to work optimally to have an impact on the level of community satisfaction. Thus, the very important thing in community satisfaction in terms of service, especially administrative services in Salampe Village, Ponre District, Bone Regency is excellent service. Contentment is a condition in which desires, expectations are met. In simple terms, satisfaction can be interpreted as an effort to fulfill something or make something adequate (Darwis et al., 2021; Herman & Didin, 2020; Rahman et al., 2022). Satisfaction is the degree to which a person feels after comparing the performance of a product or service and the perceived results with expectations (Arhas et al., 2021; Susanti & Jasmani, 2020). Satisfaction is the degree to which a person feels after comparing perceived performance or results with expectations (Ombudsman, 2020). Satisfaction is the compatibility between desires (expectations) and reality.

Service is one of the important aspects in carrying out government functions is serving the community from various activities related to the government (Akib et al., 2022; Arhas et al., 2022; Nasrullah et al., 2020; Suprianto et al., 2023), For this reason, the government forms an administrative and bureaucratic system starting from the highest government to the lowest level of government. This is intended to provide more optimal services for the entire community and its function as a service Law Number 23 of 2014 concerning Regional Government. Service is an activity or series of activities that are invisible (invisible) that can occur as a result of an interaction between elements of consumers who need services with elements of employees who provide services or other things provided by the company by service providers intended to solve problems and meet the needs of consumers / customers (Ayu et al., 2019; Suprianto & Suci, 2024)

Service is essentially a series of activities, and is a process. As a process, service takes place regularly and continuously, covering the entire life of people in the community (Amir, 2019; Niswaty et al., 2022; Tunggul, 2021). Public services are all services provided by the government or private sector to the community in order to meet their needs. Supporting facilities in the work mechanism in the organization are systems, procedures, and methods that function as procedures or work procedures so that the implementation of work can. According to Moenir (2010), The coveted public service is the ease of caring for the importance of obtaining proper service, the same behavior without favoritism and honest and frank treatment.

Based on initial observations that have been made, it was found that people who carry out administrative affairs in a day are erratic, sometimes 1-7 people and sometimes none, most of them come to take care of the Birth Certificate Cover Letter, Family Card Cover Letter, ID Card Introduction, Incapacity Statement, Business Statement, etc. Obstacles that are often faced by the Salampe village government in providing the first service, limited village office facilities and infrastructure such as computers or laptops, printers, ATK etc. Second, the process of making the required documents still uses a manual format so that it takes a relatively long time compared to using the application, especially in Salampe Village where there is still minimal internet coverage. Third, it often recognizes power outages in the region so that it can disrupt the smooth running of services. In addition, the condition of villages that are in remote areas and are still in the status of underdeveloped village categories so that there are still many things that need to be addressed. Thus, of course, these conditions have a negative impact on services and can affect the level of community satisfaction.

METHOD

This research will use qualitative methods that aim to understand or gain an understanding of the phenomenon or symptom raised to be investigated in depth, thus the method of meaning or interpretation of a phenomenon or symptom, both on the perpetrator and the product of his actions. Qualitative research methods are research methods based on the philosophy of postpositivism, used to examine natural object conditions, (as opposed to experiments) where researchers are the key instruments, sampling data sources is carried out purposively and snowball, collection techniques by trianggulation (combined), data analysis is inductive/ qualitative, and qualitative research results emphasize meaning rather than generalization (Suprianto, 2024).

Description The focus in this study is to determine the level of community satisfaction in administrative services, it is necessary to know several indicators of community satisfaction, namely simplicity; clarity and certainty; security; openness; efficient; economical; equitable justice; punctuality. Data sources in the research are primary data sources and secondary data sources. Primary data sources are data sources obtained directly from informants through observations and interviews related to the level of community satisfaction with administrative services at the Salampe Village Office, Pontre District, Bone Regency. There are 7 (seven) informants, including 1 (one) person as secretary of Salampe village and 6 (six) people are residents of Salamape Village. Secondary data sources are data sources collected directly by researchers from informants and compiled in the form of documents. Data analysis techniques used according to theory (Miles et al., 2014), namely data condensation, presenting display data, and drawing conclusions or verification.

RESULT AND DISCUSSION

The results of the research were obtained from the Salampe Village office, Ponre District, Bone Regency in the form of direct interviews from informants. Furthermore, the collected data is presented in the form of an explanation and provides an overview of the activity level of community satisfaction in administrative services at the Village Office. To determine the level of public satisfaction with administrative services at the Salampe Village Office, Ponte District, there are 8 (eight) dimensions in public services including simplicity, clarity and certainty, security, openness, efficiency, economy, equitable justice, and punctuality. For more details, the following is clearly described based on the results of interviews from each inficator, namely as follows:

Simplicity

Simplicity in community service is something that does not make it difficult for the community to manage anything. Simplification can be seen from the results of services that are easy to understand and the implementation that does not disappoint the community. With that, the community is very enthusiastic in managing any matter. Based on the results of interviews from all informants, it can be concluded that in providing administrative services to the community, the Salampe Village government has fulfilled the element of simplicity in service, this is evidenced by the community's statement that there are no difficulties they experience in handling documents or files and there are no community complaints related to administrative service procedures at the Salampe Village office, Ponre District, Bone Regency. Based on observations made at the Salampe Village Office, Ponre District, Bone Regency, researchers confirmed that, Salampe village officials implement services that do not make it difficult for the community to manage anything, provide good service and convenience and provide solutions for people who have difficulties, with that the community is enthusiastic in any management.

Simplicity means that service procedures or service procedures are carried out easily and do not make it difficult for people who request services. Simplicity is that service procedures are carried out easily, quickly, not complicated, easy to understand and easy to implement by customers (Akib & Ihsan, 2017; Lajas & Macário, 2020; Li Feng et al., 2021; Piao et al., 2021). Based

on the results of data analysis that has been carried out, the simplicity in administrative services carried out by the Salampe Village apparatus / apparatus is quite good, the service procedures are clear and not long-winded and not difficult. In providing administrative services, the Salampe village government of Ponte sub-district has SOPs that become a reference for village officials / officials in carrying out their main duties and functions so that both flows, procedures and service requirements are easily understood by people who want to take care of administration.

Clarity and Certainty

Kejelasan dan kepastian yang mengandung adanya kejelasan dan kepastian baik mengenai procedures procedures, service requirements, both technical requirements and administrative requirements and are responsible for providing services. Based on the overall information from the interviews of all informants, it can be concluded that clarity and certainty in services in the form of procedures and service requirements are quite good, even village officials who are providing services explain and direct to the community who are served regarding procedures and requirements that are less clear or poorly understood so that they are greatly helped. Based on the results of observations made at the Salampe Village Office, Ponre District, Bone Regency, researchers confirmed that providing procedures for service requirements was explained or informed by Salampe Village officials to the community who carried out administration and were responsible for providing services.

Clarity and certainty that contains clarity and certainty both regarding procedures, service requirements, both technical requirements and administrative requirements and is responsible for providing services. Based on the results of data analysis that has been carried out at the Salampe Village Office, it shows that the services provided by the Salampe Village officials/officials have applied the principle of clarity and certainty, this can be seen from the compatibility between service requirements and types of services. Clarity and certainty include in terms of technical and administrative requirements of public services, work units of officials who are authorized and responsible for providing services and resolving complaints in the implementation of public services, detailing the cost of public services, settlement and implementation of services can be completed within a specified period (Akib et al., 2016; Lajas & Macário, 2020).

Security

Process security and service results can provide security, comfort, and can provide legal certainty for the community. Based on information from the interview results of all informants, it can be concluded that security can be said to be quite safe. However, the problem of convenience in the service process from some informants feels uncomfortable because sometimes the documents taken care of need to be taken for some time and can only be taken because they have not been signed by the village head because at the time the community is handling documents, it happens that the village head is not in the office. Based on the results of observations made at the Salampe Village office, Ponre District, Bone Regency, researchers confirmed that not all documents or files must be published or transposed for those who are not interested so that Salampe village officials provide security, comfort and can provide legal certainty for the community and Salampe village officials are always required to be responsible so that service security is always maintained.

Security means that service processes and results can provide security, comfort, and can provide legal certainty for the community. Security which means that in the process and results of public services can provide legal certainty (Ishak et al., 2020; Nur & Fritantus, 2021; Sharma et al., 2021). Based on the results of data analysis that has been carried out, in providing services the village apparatus / officials have applied security principles both in the process and in the results of the services provided, this is evidenced by the information addressed by the informant who said that during the document management everything went smoothly, there were no obstacles at all faced. However, in terms of comfort felt by service users, in this case, people who often

come to take care of administration at the Salampe Village Office according to what was conveyed by informants show that they are not comfortable because sometimes they have to wait for some time to complete the documents they need. The problem is because the document has not been signed because the village head is not in the office during service hours.

Openness

Openness of matters related to the service process must be informed openly so that it is easily known and understood by the public, both requested and unsolicited. Based on the results of interviews that have been conducted to all formants, it can be concluded that openness in administrative services at the Salampe Village Office is quite good, all information related to administrative services in the form of requirements, procedures, fees charged and service time can be seen clearly and village officials also always convey information related to administrative services directly to the community who come to take care of paperwork. Based on observations made in Salampe Village, Ponre District, Bone District, researchers confirmed that in addition to information boards related to services, Salampe village officials explained in detail the service procedures, informed openly so that the community easily understood and knew the things that must be applied in conducting administration.

Openness means that procedures or procedures, requirements, work units / officials in charge of providing services, completion times, details of costs / rates and matters related to the service process must be informed openly so that it is easily known and understood by the public, whether requested or unsolicited. The results of data analysis that have been carried out show that the principle of openness has been applied by Salampe village officials / officials. All information related to services has been informed by the Salampe Village government, both posted at the Village Office and submitted directly when providing services to the community. Judging from similar previous research by Usman (2016), regarding accountability and transparency in public services (driver's license making study) in Makassar Satlantas, the results of the study show that there is still a long service time and there are still extra costs that must be incurred by the community and have also been provided and services are still descriptive. Based on the results of the above research in accordance with the opinions expressed by Dwiyanto (2014), where in the openness of the public service process can be seen from the increasing speed of service time and clear costs, the service can be considered to have high transparency.

Efficient

Efficient service requirements are only limited to matters that are directly related to the achievement of service objectives while still paying attention to the integration of requirements with good products provided services. Based on the results of interviews that have been conducted with all informants, it can be concluded that the efficiency in administrative services at the Salampe Village Office is quite good, there are no difficulties experienced by the community in handling the documents they need, all feel easy and smooth because there are no requirements that cannot be met. It's just that the community itself often neglects to bring the required documents such as a copy of the exit card and a copy of the ID card. Based on observations made in Salampe Village, Ponre District, Bone Regency, researchers confirmed that the Salampe village aprat has provided efficient services so that the community does not experience any difficulties in managing files or documents.

Efficient means that service requirements are only limited to matters that are directly related to the achievement of service objectives while still paying attention to the integration of requirements with good products provided. The results of data analysis that have been carried out that the services provided by the Salampe Village apparatus / apparatus are quite efficient, this is evidenced by what was conveyed by informants who said that there were no difficulties faced regarding the administrative requirements needed. Everything is easy to fulfill, especially the village officials / officials who are serving provide explanations to the community being served regarding what requirements must be met. Efficiency is an essential element of good public service. Efficient service is one of the ways that can provide the highest possible quality

and quantity of service from the level of resources used (Arhas & Suprianto, 2024; Koren et al., 2016; Wang Mengli & Song Lipeng, 2021).

Economy

The economical costs charged to the community for the services provided can be affordable in accordance with the limits of reasonableness and the limits of the community's ability by considering the conditions and conditions of the community after the establishment in accordance with applicable rules and regulations. Based on the results of interviews that have been conducted with all informants, it can be concluded that in administrative services at the Salampe Village Office it can be said that services are economical, that is, there are no fees charged to the community. The village government never asks for payment or fees for making documents / administration needed by the requesting community. Because all the needs of the village government have been budgeted in the Village Revenue and Expenditure Budget (APBDesa). Based on observations made at the Salampe Village Office, Ponre District, Bone Regency, researchers confirmed that the Salampe Village Office has a village government operational budget that is used for village purposes, including operations, administrative services, and budgets sourced from the allocation of village funds from the regional government.

Economic means that the imposition of service delivery costs must be determined reasonably by considering the value of goods or services of the community and not demanding costs that are too high beyond reasonable; conditions and ability of the community to pay; applicable laws and regulations. The results of data analysis that have been carried out that the services provided by the Salampe Village apparatus have applied economic principles, this is evidenced by the absence of fees charged to the community related to administrative costs in managing documents at the Salampe Village office. The imposition of fees in the provision of services must be determined reasonably by considering the value of goods or services of public services and not demanding costs that are too high beyond the reasonableness, conditions, and ability of the community to pay, the provisions of applicable laws and regulations (Andi et al., 2018; Hasyim et al., 2021; Niswaty, Seha, et al., 2020)

Equal justice

Equal justice can mean that all forms of services must be provided fairly to all levels of society without having to discriminate against status and background. Based on the results of interviews that have been conducted by all informants, it can be concluded that the Salampe Village Government, in providing administrative services, applies the principle of equitable justice to all service user communities. All people who come to take care of documents are well served without distinction. Based on observations made in Salampe Village, Ponre District, Bone Regency, researchers confirmed that Salampe village officials provide services fairly to all levels of society without discriminating status and background, as well as the age/ease of the community who perform services.

Equitable justice, this principle means that the scope or range of services must be sought as widely as possible with equal distribution and given fairly to all levels of society. The results of data analysis that have been carried out that the services provided by the Salampe Village apparatusapparatus have applied the principle of equitable justice, in providing administrative services the village officials / officials do not discriminate with each other, all are served well regardless of status and position. Equitable justice emphasizes that in the implementation of public services there are several things that need to be considered, namely the coverage of groups of people who receive services, should include all equal social classes, not discriminate in the treatment of service delivery (Kumar & Dada, 2020; Niswaty, Maualana, et al., 2020; Palma et al., 2021)misalanya Fees or requirements imposed on the community, the order of not providing services must be in accordance with the registration sequence number and the speed of smooth implementation of services for certain groups of people.

Timeliness

The timeliness of the implementation of general services can be completed within predetermined time brackets. Based on the results of interviews that have been developed by all informants, it can be concluded that the punctuality in completing services by village officials can be said to be quite good, but sometimes there are certain times when the village head is unable to enter the office so that the documents that must be signed by the village head must wait until the document has been signed. Based on observations made at the Salampe Village Office, Ponre District, Bone Regency, the researcher confirmed that not always the leaders of the Salampe village office apply positive habits such as still found employees or leaders of the Salampe Village office who often arrive late even though in the Salampe village office there are rules that regulate that employees are required to arrive on time or leaders must be in the office during working hours but these rules have not been implemented well. So sometimes this becomes a public complaint.

Punctuality of this principle means that the implementation of public services can be completed within predetermined time brackets. The results of data analysis that have been carried out that the Salampe Village government in serving the community still has not fully applied the principle of punctuality, this is because sometimes there are still documents that should be completed faster, they must be delayed because when the village head is not at the Village Office so, the documents that must be signed must wait until they are signed. Punctuality in providing services needs to maintain consistency in the implementation of the service delivery time schedule. For this reason, in compiling the schedule of time for the implementation of public services, it should really be calculated realistically the work costs (Istianto & Maulamin, 2019).

CONCLUSION

Based on the results of research and discussion on the analysis of the level of community satisfaction with administrative services at the Salampe Village Office, Ponre District, Bone Regency which has been described based on eight performance indicators, namely simplicity, clarity and certainty of security, openness, efficiency, economy, equitable justice, punctuality. The conclusions that can be drawn in this study regarding the Analysis of the Level of Community Satisfaction with Administrative Services at the Salampe Village Office, Ponre District, Bone Regency show quite good / quite satisfactory results on indicators of simplicity, clarity and certainty, security, openness, efficiency, economy, equitable justice. But on the punctuality indicator is considered still less than optimal.

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