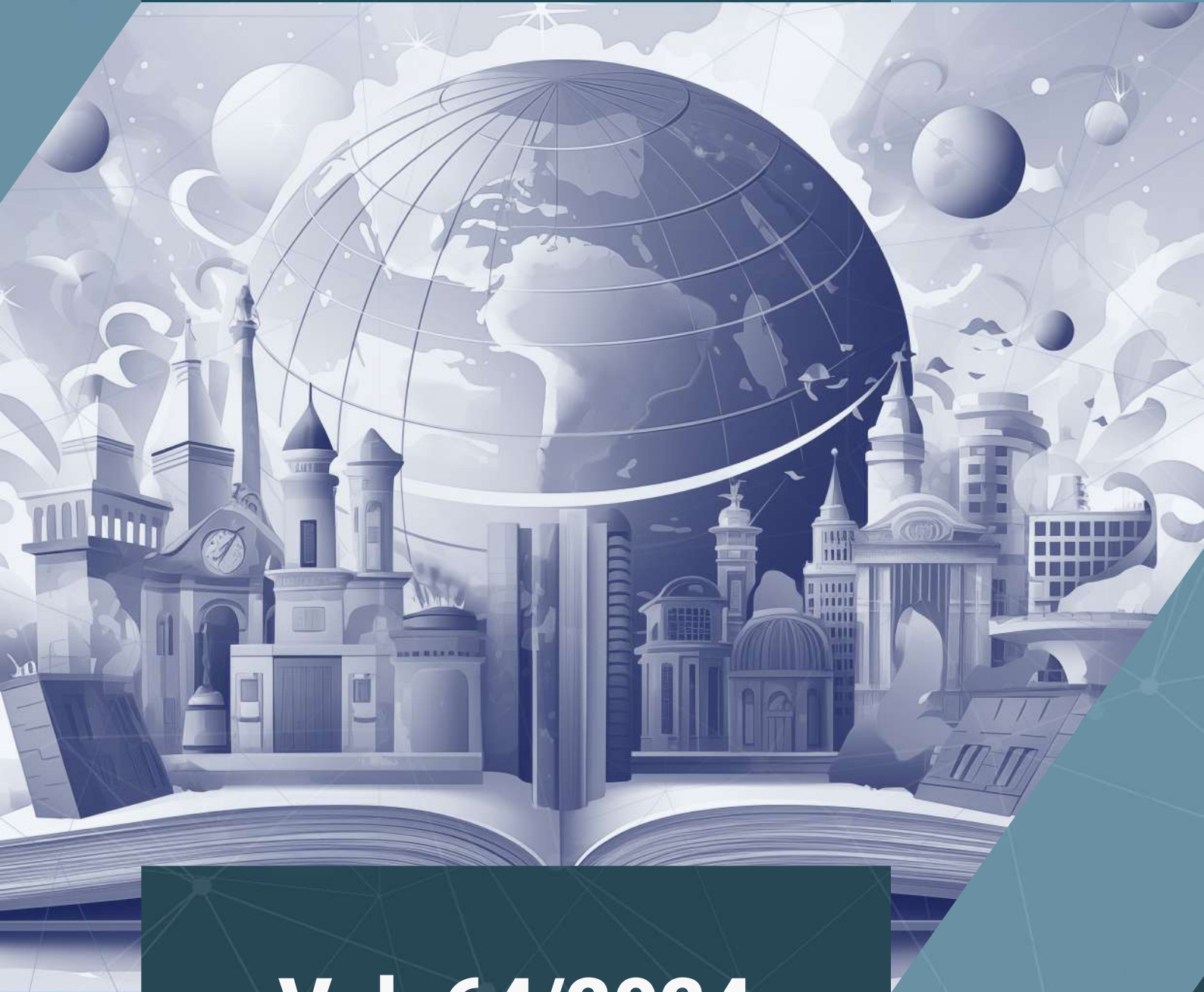




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# **Administrative Services in Ampreng Village, Langowan Barat Subdistrict, Minahasa Regency**

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## **ABSTRACT**

This research aims to find out how to analyze and describe administrative services in the village of Ampreng, West Langowan district of Minahasa. The research method used is descriptive dermatative. The number of informants in this study is six. Data collection using observation, interview and documentation techniques. Data analysis through Data Reduction, Data Presentation and Conclusion Drawing. The results of the research show that the transparency of administrative services in the village of Ampreng district of West Langowan has not been maximized due to the lack of information boards on the conditions sto be met by the community. The village government is not open about the duration of service so the village people have to go back and forth to check whether the necessary letters have been completed or not 2. The accountability of the services provided is not maximum because the village government has no responsibility in running because often the government of the village is not in place when the farmers need services 3. The service products provided are not maximum this is because the facilities available in the village office are not sufficient to support the implementation of administrative services.

**Keywords:** *Administrative Services*

## **1. INTRODUCTION**

In Law Number 6 of 2014 concerning Villages [1] states that the village government has an obligation to provide and improve services to the community, then in carrying out its duties the village government also has an obligation to organize government administration properly. Of course, in the implementation of good governance and the implementation of good services, the village is equipped with facilities or infrastructure that support the implementation of services in the village.

In the implementation of service delivery in the village, of course, in addition to supporting facilities, the most important and fundamental thing for the implementation of services to the community is the completeness of the organizational structure where the existence of village organizational structures with their respective duties aims to carry out the functions of village government organizations in this case providing services to the community.

In Law Number 25 of 2009 [2] concerning Public Services, it is an activity carried out to meet the needs of the community in accordance with the regulations that have been stated so that the community feels satisfaction in receiving these services. As the law states, public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services, and administrative services provided by public service providers, in this case the government itself. [3] And also in Government Regulation of the Republic of Indonesia Number 96 of 2012 concerning the Implementation of Public Services [4] that the state apparatus, namely government officials, should provide the best possible service and then be oriented towards the satisfaction and needs of the community as service recipients which of course are expected to improve service quality. In addition, this regulation sets service standards, which serve as benchmarks used as guidelines in service provision and as a reference for assessing service quality. Community obligations and promises to provide quality, easy, fast, measurable and affordable services. Community service is the main goal

of government organizations, and they must provide the best service to the community. [5]

As individuals who want good and satisfying services, people expect services that are fast, reasonable, fair, indiscriminate, and honest and straightforward. In addition, people want good service and administration, which means fast, precise, cheap, and friendly. They also want services that are excellent and non-discriminatory. As consumers of services, we expect fair and populist services [6].

The demands of the community for service quality while changes in public service delivery have not been maximized, the government must prioritize improving the quality of public services. The quality of public services in the administrative field has often been complained about by the public, so that the organization's ability to carry out administrative services must be in accordance with the wishes of the community so that the community will feel satisfied with the services that have been provided to it.

According to [7] Excellent service is good service and satisfies customers, the community, or other stakeholders; efforts to meet needs or requests; and prepare and take care of what is needed in an excellent manner so that customers get something beyond their expectations.

The extent of the difference between reality and customer expectations about the services they receive can be defined as service quality. Service quality can be measured by comparing customers' perceptions of the service they actually receive. "The level of excellence expected and control over that level of excellence to meet consumers" is the definition of service quality, according to other sources. If the quality of service is as expected and exceeds customer expectations, then the quality is considered good and satisfying, if it is lower than expected, then the quality is considered poor. So it can be concluded that how far a company can meet the expectations of its customers is the quality of its service.

The implementation of government organizations, always makes targets that must be achieved in each performance plan, the targets that have been made must be realized or implemented as much as possible properly and in accordance with existing rules. Realization with targets that are in accordance with a predetermined performance is a picture of an organization that has succeeded in achieving its goals.

Based on observations made by researchers in Ampreg Village, West Langowan District, Minahasa Regency, it shows that administrative services provided by the village government have not been running optimally. This is reflected in community complaints, such as the fact that some people still do not receive services according to schedule. Administrative services

in Ampreg village are held from 08:00 to 16:00 but often when people need services the village government is often not there so people are told to come back the next day. There is also a lack of information from the village government about the requirements that must be met in order for the community to be served. For example, a community wants to obtain documents such as KK, KTP, domicile letter, and others at the village office. However, the community did not know the requirements, so they had to repeatedly collect the documents. In addition, the facilities and infrastructure at the Hukum Tua office are also inadequate to support administrative services in Ampreg Village. Ampreg Village, Langowan Barat Sub-district, Minahasa Regency is responsible for safeguarding the rights of its citizens as part of the lower-level government in the Unitary State of the Republic of Indonesia. [8]. Little things like this should get more attention so that everyone is satisfied. The current public service still has many weaknesses that make it not meet the expected standards of society. [9]

Which of course affects the community's assessment of the services provided to the community, especially when the service in question is the lowest service in the government structure, namely government services in the village.

Based on the problems that occur in Ampreg Village, West Langowan District, Minahasa Regency, the researcher is interested in conducting research with the title "Administrative Services in Ampreg Village, West Langowan District, Minahasa Regency".

## **2. RESEARCH METHOD**

The method used in this research is descriptive qualitative method [10] with the background of Administrative Services in Ampreg Village, Langowan Barat District, Minahas Regency.

By using indicators, namely transparency, accountability, service products.

The main research instrument in this study is the research itself, for others the author himself goes down to make observations, interviews, data collection, and analyze data [11]. Some of the tools used are notes, field notes, recording devices and cameras for documentation. There are two types of data used in this research, namely primary data and secondary data. Primary data is data obtained from the results of fieldwork such as observations and interviews of several respondents and informants related to the problem under study. Meanwhile, secondary data is data obtained from other supporting sources such as books, journals, draft laws and websites. Data collection techniques through direct observation, interviews, and documentation. The data analysis technique used in this study is to use the

following figures: Data Reduction, Reducing data means summarizing and selecting key or important things in order to provide a clear picture and facilitate research. Data reduction is a sensitive thinking process that requires intelligence, breadth and depth of interviews and discussions with other researchers to develop significant insights and theories. Data presentation, Presentation of data or data display is intended to make it easier for researchers to see the overall picture or certain parts of the research. Conclusion drawing, is still temporary and will change if no strong evidence is found that supports the next data collection stage. But if the conclusions put forward at an early stage are supported by valid and consistent evidence when researchers return to the field to collect data, then the conclusions put forward are credible conclusions. Data validity is a standard of validity of the data obtained. To determine the validity of data, inspection techniques are needed. [12].

### 3. RESULTS AND DISCUSSION

#### 3.1. Transparency

Based on the results of researcher interviews on August 22, 2023, in Administrative Services in Ampreg Village, West Langowan District, Minahasa Regency, on the Transparency indicator, it can be concluded that Administrative Services in Ampreg Village, West Langowan District are not optimal, this is because there is no information board about the requirements that must be met by the community.

The village government only conveyed it verbally so that there were some people who did not understand so they had to go back and forth, which made the service period longer. The village government was also not open about the service timeframe, so villagers had to go back and forth to check whether the required letter had been completed or not.

Smith (2004: 66) [13], found that the transparency process includes:

- 1) Standard procedure requirements, which state that the rule-making process should involve public participation and consider the needs of the community.
- 2) Consultation process: There is a discussion between the government and the community.
- 3) Permit application rights, also known as license application rights, provide key safeguards in the regulatory process. Standardized and unbound, transparent to prevent corruption.

Transparency means that people should be able to find out about the decision-making process and its implementation freely and easily. [14]. In general, public accountability will not occur without

transparency and clarity of the rule of law. Transparency is one of the principles of good governance [15]. Transparency here means that all decisions made and their implementation are carried out in accordance with applicable laws and regulations. It also means that information is freely available and easily accessible.

Transparency means that in running the government, the government routinely provides material information to interested parties, in this case the general public. The concept of openness allows the general public to know and obtain information widely about regional finances.

According to Krina (2003) [16] transparency can be measured by various indicators, such as the following:

- 1) Mechanisms that facilitate public inquiries about public service policies and processes;
- 2) Mechanisms that facilitate the reporting and dissemination of information about irregularities in the actions of public officials in service activities; and;
- 3) Mechanisms that ensure a system of standardization and openness of all public service processes.

#### 3.2. Accountability

Based on the results of researcher interviews on August 22, 2023, in Administrative Services in Ampreg Village, West Langowan District, Minahasa Regency, on the Accountability indicator, it can be concluded that Administrative Services in Ampreg Village, West Langowan District are not optimal, this is because the village government is not responsible for carrying out its duties, especially in administrative services because the village government is often not there when the community needs services because in addition to being a village government they also have other jobs, therefore they often leave their responsibilities at the village office.

Administrative services are also very important for the community, because administration includes various kinds of services, such as making certificates and so on. The use of administration through the village office is very much, so the government must really improve the quality of service properly.

The village government must carry out or carry out service tasks in an accountable manner, which is fully responsible for the interests of the people who receive services.

Accountability is divided into two, namely external accountability and internal accountability, each of which has its own duties such as internal accountability, which refers to accountability that applies within the system of a particular organization and of course involves direct reporting from subordinates to superiors who hold

power. And external accountability, which refers to indirect accountability that involves reporting to parties outside the organization. This external accountability refers to the community, where the community needs services with this external accountability.

Providing information on every implementation of service delivery by state administrators to the community, starting from the planning process, then the implementation process, to the process that has been achieved for every activity that will be carried out and also those that have been carried out, thus ensuring that the activities needed are open to all parties, including the most important thing is the community.

### **3.3. Service Products**

Based on the results of researcher interviews on August 22, 2023, in Administrative Services in Ampreg Village, West Langowan District, Minahasa Regency, on the Service Product indicator, it can be concluded that Administrative Services in Ampreg Village, West Langowan District are not optimal, this is because the facilities at the village office are not adequate to support the implementation of administrative services.

Product quality, according to Kotler and Armstrong, is the product's ability to perform certain functions such as durability, reliability, accuracy, and ease of use. [17]. Customer perception of product quality based on customer needs and wants is known as service quality. If the customer (customer) feels satisfied or dissatisfied by using the product, then the customer can assess the quality of the product. [18].

Therefore, the level of product quality produced will increase customer satisfaction. Results from studies [19]; [20] have shown that there is a significant relationship between customer satisfaction and increased product quality linkage.

The community must certainly receive good service, both administratively and physically, which is through the availability of appropriate facilities and infrastructure in accordance with the expectations of the community itself. The demands of the community to receive good service are not only limited to receiving services for making letters, processing letters and so on. But the service must also be received with the condition of the infrastructure in the place where the community receives good service. The availability of facilities and infrastructure, such as available seating, clean waiting rooms will certainly have an impact on the community's assessment of the government organization line, including also applying to the Ampreg Village Office, West Langowan District, Minahasa Regency.

## **4. CONCLUSION**

Based on the data and discussion of the research results as described and explained in the previous chapter, the researcher concludes that Administrative Services in Ampreg Village, Langowan Barat Subdistrict, Minahasa Regency are still not optimal or have not run properly, supported by information data that researchers get that:

### 1) Transparency

Transparency provided by the village government has not been properly implemented, for example, there is no information board about the requirements that must be fulfilled by the community when they want to take care of letters.

### 2) Accountability

Accountability carried out by existing government employees has not been properly implemented because the government is not responsible for carrying out its duties. Because when the community needs services, government officials are not in place, or often leave their responsibilities at the village office.

### 3) Service Products

The existing service products at the Ampreg village office are not yet said to be adequate, because the existing service products in this case the facilities and infrastructure are not sufficient to support administrative services or can be said to be incomplete.

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