



Apparatus Performance in E-KTP Services in Karang Taruna Village, Pelaihari District, Tanah Laut Regency

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Abstract

This research was conducted to determine the apparatus performance in providing e-KTP services in Karang Taruna Village, Pelaihari District, Tanah Laut Regency. The research method used a qualitative approach. This research was conducted in Karang Taruna Village, Pelaihari District, Tanah Laut Regency. The focus of the research determined from the existing problems was the apparatus performance in providing e-KTP services in Karang Taruna Village, Pelaihari District, Tanah Laut Regency. The research results showed that the apparatus performance in providing e-KTP services in Karang Taruna Village, Pelaihari District, Tanah Laut Regency, was quite high, this could be seen from productivity, service quality, responsiveness, responsibility, accountability according to Dwiyanto's theory and according to Ruky in Tangkilisan (2005: 180), factors that affected the apparatus performance. Factors that affected the performance of the Karang Taruna Village apparatus in providing services to the community which were considered influential and fulfilled in the apparatus performance were the quality of input, organizational culture, leadership, and human resource management.

Keywords: *Performance; Service; Organization; Leadership*

Introduction

Performance is an important aspect of the organizational success that aims to serve the community, public service is a forum to provide the community with legality from the government, to realize a maximum public service implementation, the professional apparatus is needed.

Performance cannot be separated from who runs the organization, namely humans. As an organizational element, humans have a very important role in carrying out their functions in the context of organizational progress. The potential of every individual in the organization must be utilized as well as possible so it can provide maximum results. The success of the organization depends on the role of

humans in it, because humans as a potential resource and a source of strength for the Village are the spearhead in providing services to the community.

Problems regarding the performance of the Civil Servant Apparatus that often occur are the limited facilities and infrastructure. This greatly affects the performance of the Civil Servant Apparatus. In addition, the lack of organizational apparatus also often hinders the process of completing the work as well as problems regarding the discipline of the Civil Servant Apparatus.

The Karang Taruna Village Office, Tanah Laut Regency is a public organization that is required to improve the performance of the organizational apparatus. Their performance is required to be optimal in achieving each of the goals that have been set. However, based on initial observations, in general the performance shown by the Civil Servant Apparatus in public services at the Karang Taruna Village, Tanah Laut Regency is not optimal, because there are several officers who are not aware of their duties and functions so the inequalities often arise in carrying out their duties. The following is a recapitulation of service complaints in Karang Taruna Village in 2019:

No	Complaint Media	Period											
		Jan-Mar			Apr-Jun			Jul-Sep			Oct-Des		
1.	Social Media	0	0	0	0	0	0	0	0	0	0	0	0
2.	Printed Media	0	0	0	0	0	0	0	0	0	0	0	0
3.	Lapor.go.id	0	0	0	0	0	0	0	0	0	0	0	0
4.	Written Letter	0	0	0	0	0	0	0	0	0	0	0	0
5.	Complaint Box	1	0	4	2	1	6	3	2	3	4	2	3
6.	Come Directly	0	0	0	0	1	2	0	0	0	0	0	0

Based on the table of public service complaints as above, in general, public complaints are submitted using the Complaint Letter media. On average, what the community complains is that the service of the State Civil Apparatus in Karang Taruna Village is related to the relatively slow duration of service. For example, the manufacture of e-KTP and the ability of the apparatus to operate technological equipment such as computers.

According to Dharma (2005:101) that performance assessment is based on understanding the knowledge, skills, expertise, and behavior needed to carry out a job well and an analysis of the attributes of a person's behavior according to the criteria specified for each job. It also describes that the criteria for performance assessment must be balanced among others, achievement in relation to various goals, behavior at work insofar as it affects performance improvement and day-to-day effectiveness.

Performance indicators vary widely according to the focus and context of the research being carried out. According to Lenvinne in Ratminto and Winarsi, the performance indicators are as follows: (1) The responsiveness measures the responsiveness of providers toward the expectations, desires and aspirations and demands of consumers; (2) The responsibility or is a measure that shows how far the process of providing public services was carried out without violating the provisions that have been set; (3) Accountability or accountability is a measure that shows how large the level of conformity between service providers and external measures that exist in the community and owned by stakeholders, such as values and norms that develop in the community. Performance assessment is very important because with it can be.

Furthermore, Yuwono suggested that the dominant factors influencing the performance of an organization include management's efforts in translating and aligning organizational goals, organizational culture, the quality of the organization's human resources and effective leadership. Many factors affect the performance of both public and private organizations.

Based on this, this research was conducted to determine the apparatus performance in providing e-KTP services in the Karang Taruna Village, Pelaihari District, Tanah Laut Regency, and to determine the factors that influence the performance.

Method

This research used a qualitative approach, because the research process and understanding were based on a methodology that investigated a social phenomenon and human problem. The selection of a qualitative approach was based on the nature of the problem being studied and in order to reveal the problem examined so it was appropriate if we wanted to gain insight into something new. Qualitative methods could provide complex details about phenomena that were difficult to reveal by quantitative methods. A qualitative approach that was not rigid in nature was expected to present a clear picture of problems related to research.

This research was included in the type of qualitative descriptive research which intended to research intensively about the background of the problem the state and position of an event that was currently taking place, and environmental interactions of certain social units that were given.

The research subjects in this research were individuals, groups, institutions or communities, so what was displayed was the Village Head of Karang Taruna Village, Secretary of the Karang Taruna Village Office, Section Head, Staff and Society to describe more broadly and in depth about the apparatus performance in providing e-KTP services in Karang Taruna Village, Pelaihari District, Tanah Laut Regency.

Results and Discussion

The quality of public services is a condition where services meet or fulfil or even exceed what consumers expect with the actual performance system of service providers. The success of the public service process is highly dependent on two parties, namely the bureaucracy (servants) and the community (which are served). Thus, to see the quality of public services, two main aspects need to be considered and studied, namely aspects of the internal process of the bureaucratic organization (servants) and external aspects of the organization, namely the benefits felt by the customer community.

Service is a concern in carrying out the tasks of the Karang Taruna Village, because this is stated in one of the tasks and functions of the village led by the lurah in the Tanah Laut Regent Regulation Number 90 of 2016 concerning Village. This is stated in the regulation in CHAPTER III Article 5 regarding the Duties and Functions of the Lurah, which has the following duties: 1) Carrying out village government activities; 2) Empowering the community; 3) Carry out community services; 4) Maintaining peace and public order; 5) Maintain facilities and infrastructure as well as public service facilities; 6) Carry out other tasks assigned by the sub-district head; and 7) Carry out other duties in accordance with the provisions of the legislation.

Various service provided by the Karang Taruna Village Office certainly give hope to the community to be able to take advantage of these services. The service quality provided cannot be separated from the expectations of the community who want to be served well, quickly, and responsively, as well as other expectations addressed to public servants, which in this case is the Karang Taruna Village.

The Head of the Community Section and the Head of the Karang Taruna Urban Village Development Section, illustrate that the Village always tries to provide the best service to the community. This effort is carried out by trying to adjust to what the community wants which is accommodated in

writing through the suggestion and complaint boxes as well as direct submission of input on the services provided.

Karang Taruna Village in providing quality services can not only be assessed from the indicators of the presence or absence of complaints, but how the complaints are handled properly. Good handling also has an impact on improving the community quality and their knowledge as a form of education. The handling of complaints submitted is not only aimed at how the problem is resolved for the community as a service provider, but also how to resolve the problem to develop themselves for the Karang Taruna Village apparatus and develop the ability to provide better services.

In terms of productivity, Karang Taruna Village always tries to make improvements in services and human resources who provide services. Clear directions from superiors and delegation to process by not forgetting to carry out the checker maker process in practice to increase productivity with maximum service speed. This also fosters a form of participatory leadership in the Karang Taruna Village institution where the leaders in this case the village head, Secretary of the village head, and Section Heads are also mentors who guide and participate in the service process.

Karang Taruna Village is aware that the services provided given, continuous improvement is made to achieve as according to Tjiptono in Mansyur (2010: 189) it is a high level. So that the evaluation and improvement process is carried out continuously and consistently can help achieve this.

In order to prepare a quality service in accordance with expectations, it is necessary to be based on a system that has certain characteristics. Therefore, in this case, the approach taken by the Karang Taruna Village is to approach the community directly so the service quality built is a form of the expected results described through bottom-up input, which is then taken corrective action for service as a form of top-down service to the community in accordance with input from the community.

Karang Taruna Village also pays attention to how their responsiveness can be built, where this can be seen as according to Zeithaml et al in Hardiyansyah (2011: 46), responsiveness is translated into several indicators, such as including: 1) Responding to every customer/applicant who wants to get service. This indicator includes good attitude and communication from service providers; 2) Shows alertness which is a form of speed in acting accompanied by great enthusiasm; 3) provide reasonable service, even though it is not in accordance with the procedures, namely services that are in accordance with service SOPs; and 4) Kelurahan Karang Taruna has shown the needed focus in work, because a high level concentration and willingness can produce the best results.

Kelurahan Karang Taruna showed that they were trying to be responsible for all services provided. This was shown by fast work with a checker maker hierarchy to maintain the service quality results that showed high professionalism. Therefore, for certain processes that take more than one day, the Karang Taruna Village would ask for a contact number which also provided a person in charge (PIC) number in the service process as a form of responsibility and provides certainty and opens a way of communication to the related community services provided.

The realization of the obligation to account for the success or failure to implement the function of Karang Taruna Village in achieving goals that has been determined through the media of accountability carried out periodically is a form of accountability. Because it's a working system in services in Karang Taruna Village even though there was no related SOP yet services were provided, but there was direction and awareness that the services given was an undeniable form of accountability to public.

Factors Affecting Performance

factors that affect the performance of the Karang Taruna Village apparatus in providing e-KTP services to the community. According to Ruky in Tangkilisan (2005: 180), to see the factors that affect the performance of the apparatus, it is necessary to assess the following:

1. The technology used by the apparatus in Karang Taruna Village is still simple. The services are still provided conventionally, however, in service, the emphasis is on emotional relationships because it is better than services that are not directly provided. The working model in utilizing the latest technology has not been implemented due to funding and human resource constraints. However, communication technology has adapted by using telephone and Whatsapp for coordination regarding the service progress provided to the community.
2. Services provided by Karang Taruna Village see that the input quality is very important to be able to match the people expectations served with the services provided. Input in the form of suggestions and feedback also complaints will certainly be a compass and direct services for the better.
3. The behavior and work patterns formed were quite good. The service mindset is customer-oriented or in this case the community, was very supportive for services that were considered to be performing well in the eyes of the community.
4. The leadership of the Village Head and Section Head in directing all staff as a form of mentoring was relatively strong enough to influence the staff work culture so they can work as directed and are oriented to good service.
5. The human resources management carried out in the Karang Taruna Village institution was limited to coaching, because it was related to incentives and others is a higher authority than the village institution. However, the form of coaching is a character formation of the staff and all apparatus within the Karang Taruna Village institution so they participate and want to show the best service to the community.

Conclusion

Apparatus Performance to provide e-KTP Services in Karang Taruna Village, Pelaihari District, Tanah Laut Regency, Can Be Seen From 5 Indicators, i.e. Productivity is a comparison between the number of results and what is expected at one time. Service quality is the fulfillment of the needs and desires of the community as well as the accuracy of its delivery in balancing the expectations of the community. Responsiveness is the ability to recognize community needs, develop service agendas and priorities, and develop public service programs according to community needs and aspirations. Responsibility is the sense value of responsibility of the individual apparatus in the task of providing appropriate services to the community. Accountability is the value of the sense of responsibility of the apparatus as part of a public organization.

Factors that affect the performance of the Karang Taruna Village apparatus in providing services to the community which are considered influential and fulfilled in the performance of the apparatus, namely, technology which includes work equipment and work methods used, the quality of the input used. Physical Environment Quality which includes Work Safety, Room Arrangement, and Cleanliness. Organizational culture as a behavior and work patterns. Leadership as an effort to control the apparatus to work according to standards and goals. Human resource management which includes aspects of compensation, rewards, promotions, and others.

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