



**PUBLIC SERVICE MANAGEMENT IN THE NEW MONTA VILLAGE
OFFICE, LAMBU SUB-DISTRICT, BIMA DISTRICT**

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ABSTRACT

The implementation of the Indonesian government system, both at the state and regional levels, is always changing. Of course the change in question is for the sake of creating an effective and efficient state administration in an actual and factual way in a better direction in accordance with current developments. The dynamics of state administration are always changing. Public service standards become an important issue in state administration, closely related to the position of the bureaucracy as a public servant and protector. As a symbol of public trust, the bureaucracy has the authority to interpret what is best for society. The objectives are to determine the management of services and to determine the disclosure of information on public services at the new monta village office, with a descriptive quantitative research method with a population of 1,268 respondents and a sample of 39 respondents. Based on the responses of respondents, who said that 20 people or 51.28% answered according to 12 people or 30.77%, those who answered were not suitable for 7 people or 17.95%, and those who answered did not match 0 people or 0%. That the majority of respondents gave variable assessments according to the principles of public service or had been implemented with a percentage of 76, 92% or 30 respondents who gave choices that were appropriate

Keywords: Management, Service, Public

I. INTRODUCTION

Based on Law number 6 of 2014 concerning village article 1 paragraph 1, the village is a village and traditional village called by another name, hereinafter referred to as village is a legal community unit that has territorial boundaries that are authorized to regulate and manage government affairs, the interests of the local community are based on community initiatives, origins, and / or traditional rights that are recognized and respected in the government system of the Republic of Indonesia unitary state. One thing that is often still a problem in relation to the relationship between the people and the government in the regions is in the field of public service (public service), especially in terms of the quality or quality of government apparatus service to the community. The government as a service provider for the community is required to provide increasingly quality services. Moreover, in the face of competition in the era of globalization, the quality and service of government officials will be increasingly challenged to be more optimal and able to respond to increasingly high demands from the community, both in terms of quality and quantity of services. The purpose of public service or also said to be excellent service is to provide services that can meet and satisfy the public (customers) or society in general and provide a focus on customer service. Excellent service to the community is based on the determination that "Service is Empowerment".

In detail, public services include: infrastructure (roads and bridges), family education, health services, rehabilitation of village facilities, housing and administrative services and so on. So improving services in the public sector is clearly an urgent need in the framework of State Administration reform, improving services to the community is the key to its success, not empowering, so that it will foster public or public trust in the government. As for the formulation of the problem, namely the principle of simplicity in the new monta village office, lambu sub-district, bima district, the principle of clarity and certainty of service time, the principle of openness of service, and the principle of economical service. to find out the disclosure of information on public services at the village office of monta baru, lambu sub-district, bima district.

The trust in question is the beginning or capital of collaboration and community participation in development programs. Dwiyanto (2010: 18) states that "public service must be seen from its characteristics and the nature of the service itself, not from the characteristics of the organizing institution or the source of financing alone". The excellent service will be beneficial for improving government services to the community as customers and a reference for developing service standard formulation. Both servants and customers or stakeholders in service activities will have a reference, why, when, where, with whom and how the service is carried out.

Based on Law number 6 of 2014 concerning village article 24, the implementation of village government is based on the principles of: legal certainty, orderly administration of government, orderly public interest, openness, proportionality, professionalism, accountability, effectiveness and efficiency, local wisdom, diversity, and participation. Service is the main and essential task of the figure of the apparatus as a servant of the State and a servant of the community. This task has been clearly outlined in the preamble of the fourth paragraph of the 1945 constitution, which covers 4 (four) aspects of basic services for civil servants. Namely protecting the entire Indonesian nation and all the spilled Indonesian blood, advancing public welfare, educating the nation's life and implementing world order based on independence, eternal peace and social justice.

The scope of public services and services (Public Service) covers a very broad aspect of public life. Public services and services begin when a person is in the womb. Public services are examined by a doctor. The government or doctors who are educated at universities, take care of birth certificates of population documents, study at state universities, enjoy foodstuffs whose markets are managed by the government, occupy a government-subsidized house, obtain various permits related to the business world they are involved in until someone dies and requires a cover letter, as well as a death certificate to get a Public Cemetery (TPU). The breadth of the scope of public services tends to be very dependent on the ideology of a country's economic and political system. Countries that call themselves socialist countries tend to have a broader scope compared to capitalist countries.

According to Moenir as quoted by Tangkilisan (2005), "service is the process of meeting needs directly through other people's activities". But the breadth of service coverage and public services is not identical with the quality of the service itself. Because public services and services are a way of allocating resources through political mechanics rather than through the market, the quality of these services is highly dependent on political democracy. The consequence of this is that countries whose pillars of democracy do not work optimally do not allow to achieve better quality public services, even so, public services without democratic political processes tend to open up space for corrupt practices.

Therefore, the services at the Monta Baru Village Office, Lambu Subdistrict, Bima Regency need to be developed again with new discoveries in local government management

practices, one of the opportunities that can be developed is the provision of services with several quality alternatives. According to Kotler in Sinambela (2006: 4) service comes from the word service which means activities that provide benefits to others. Providing convenience for the public to access data and speeding up the process of service to the community in other words, the government is helping the community in obtaining their rights and the community helping the government by not sacrificing the function of service as the main task of the government.

According to Vincent Gaspersz, improving service quality includes:

- a. Timeliness of service related to waiting times and processes;
- b. Accuracy and accuracy of service;
- c. Courtesy and friendliness of business people;
- d. Responsibility for handling customer complaints;
- e. More or less officers serving and other supporting facilities;
- f. In connection with the location, the room where the service is, the parking lot, the availability of information, and other instructions / guides;
- g. Relating to environmental conditions, cleanliness, waiting rooms, music facilities, air conditioning, communication tools, and others.

We all realize that public services have been like a jungle for many people. It is very difficult to understand the services provided by the government bureaucracy, people who use public services are always faced with so many uncertainties. or time is often not accessible to the community so that many people are reluctant to deal with the public bureaucracy.

All actions taken by state apparatus are inseparable from sustainable national development and cover all aspects of the life of the community, nation and state, both physical and non-physical development. Where through efforts to improve the quality of life of the community through various development actions and public services, all of which are expected to achieve the desired goals to realize the ideals of the nation, namely a just and prosperous society.

To avoid this negative impression, like it or not, public services at the new monta village office, lambu sub-district, bima district must be able to work professionally, in the sense that there is an additional bureaucratic chain, but the process of completing public services can be done more quickly with better quality. better anyway.

According to Kotler and Keller (2012: 358) service characteristics can be explained as follows: first, intangibility (intangibility) that public services cannot be seen, felt, heard, or smelled before they are purchased or consumed by users. Second, inseparability means that service activities cannot be separated from service providers, both individuals and organizations as well as machine tools or technology because services are generally produced and consumed at the same time. Third, variability means that services vary widely, depending on who provides, when and where, and to whom the servants are given. the fourth is perishability (can be destroyed) means that the service cannot be stored, so basically the service is consumed at that time. Basically, research on public service efforts is aimed at efforts to improve service quality, especially those carried out at the Monta Baru village office, Lambu sub-district, Bima regency. However, along the way, there are still many problems related to providing services to the community. In the concept of service, there are two types of service actors, namely service providers and service recipients, service providers or service providers (Barata, 2003: 11) are parties who can provide certain services to consumers, both in the form of services in the form of provision and delivery of goods. or services (services). Service recipients or service receivers are customers (customers) or consumers (consumers) who receive services from service providers.

In connection with this, it is necessary to improve services to the community so that it has a good impression, both improving the quality of service. In the new monta village office,

Lambu sub-district, Bima regency as a formal organization in its daily tasks of carrying out public interests, as well as working relationships with superiors and subordinates, among others. Subordinates and among superiors, as stated by Utomo in Abdul Khair Adrain (2009: 9) says as follows "The main functions and tasks of government, development and community service in implementation by local government components are not partially focused".

MENPAN Decree Number 63 of 2003 concerning the principles of public service is as follows:

- a. Simplicity
- b. Clarity
- c. Certainty of time
- d. Accuracy
- e. Security
- f. Responsible.
- g. Completeness of facilities and infrastructure.
- h. Ease of access.
- i. Discipline, politeness and friendliness.
- j. Convenience

Thus a more intensive and optimal quality of service is needed. In the new Monta village office, Lambu sub-district, Bima regency for the sake of optimization of the tasks it carries, the quality of service will be seen so that the level of achievement of the results will be seen so that it can be seen how far the tasks have been carried out through the tasks and authorities given. can be implemented real and maximally.]

RESEARCH METHODS

- a. The research design is descriptive quantitative.
- b. Where the research was conducted In the village office of Monta Baru, Lambu sub-district, Bima regency. The time of the research was March 2020.
- c. Data collection techniques using questionnaires, documentation observation.
- d. Population and screening 100 and sample 39 respondents random sampling.
- e. Data analysis techniques with SPS version 16.0

I. RESEARCH RESULTS AND DISCUSSION

1. Implementation of Public Services in Principle of Simplicity at the monta baru village office, lambu sub-district, bima district

In connection with the simplicity of the public service system, the community requires services and is simple and straightforward in all respects, namely demanding simplicity of service procedures so that they do not feel boring in receiving and waiting for services provided by public service officers at the village office of monta baru, lambu sub-district, bima district. Public service according to Rohman, et al: 2010 is a service or provision to the community in the form of the use of public facilities, both services and non-services carried out by public organizations in this case is a government. The researcher asks for the respondent's response as in the following table:

Table 1: Respondents' Responses on the simplicity of public services

No	Research Criteria	Frequency (N)	Percentage (%)
1	Very Simple	20	51.28%

2	Simple	12	30.77%
3	Quite Simple	7	17.95%
4	Very Uncommon	0	0%
Total		39	100%

Data source: processed questionnaire, 2020

Based on the responses of the respondents above, who said that 20 people or 51.28% answered accordingly, 12 people or 30.77% answered accordingly, 7 people or 17.95% who answered were not suitable, and those who answered did not match 0 people or 0% . For the variety of simplicity of public services, which means that the service is carried out in an easy, fast, precise, straightforward, straight forward manner, easily understood by the community who performs the service.

Table: Simplicity of Service at the village office monta baru kec. Kab nets. Bima

No	Research Criteria	Frequency (N)	Percentage (%)
1	Very Simple	60	64.00%
2	Simple	12	30.05%
3	Quite Simple	8	5.95%
4	Very Uncommon	0	0%
Total		80	100%

Data source: processed data, 2019

The data above illustrates that the simplicity of services at the new monta village office, kec. Kab nets. Bima, namely very simple respondents answered 64.00%, simple respondents answered 30.05%, then quite simply respondents answered 5.95%, and not simple respondents answered 0%. Thus the simplicity of service at the new monta village office, kec. Kab nets. Bima can be said to be very simple.

2. Implementation of Public Services In the principle of service clarity

Then related to the clarity and certainty of time for public services, in the village office, monta baru, lambu sub-district, bima district is very much needed by entrepreneurs in general because it does not require too much time, energy and costs, based on Kepmenpan number 25 of 2004 letter C service: the existence and certainty of the officer who gives (name, position and authority and responsibility). To find out about public services At the monta baru village office, lambu sub-district, bima district, is there clarity and certainty on the time given to the people who use this office service. The following researchers describe in the table below.

Table 2: Respondents' responses related to the clarity of public services

No	Research Criteria	Frequency (N)	Percentage (%)
1	Very clear	28	71.79%
2	clear	9	23.08%

3	Less clear	2	5.13%
4	Unclear	0	0%
	Total	39	100%

Data source: processed questionnaire, 2020

In connection with the results of the questionnaire processed above, respondents who answered very clearly were 71.79%, respondents who said it was clear 23.08%, while respondents who answered less clearly were 5.13%. the answers given by the majority of respondents stated that the clarity of service had been carried out properly by the officers.

Table2: certainty of service time at the monta baru village office, lambu sub-district, bima district

No	Research Criteria	Frequency (N)	Percentage (%)
1	Very fast	56	60.00%
2	fast	14	32.10%
3	Quite fast	9	6.90%
4	Not fast	1	1%
	Total	80	100%

Data source: processed data, 2019

Based on the data above, 56 respondents answered very quickly 60.00%, then respondents answered quickly 32.10%, then respondents who answered fast enough 6.90%, and respondents who answered not quickly were 1%. As for the speed of service and time certainty given that the service time is very fast and certain.

3. Implementation of Public Services in the principle of openness of services

Public service procedures at the new monta village office, lambu sub-district, bima district, correct and valid accuracy is needed so that it can provide satisfaction to the community being served. According to Kasmir (2006), the characteristics of good public service are cost transparency, service costs must be kept to a minimum and as transparent as possible. For this reason, the researcher asked the respondent about the openness of public services as part of the implementation of public services at the new monta village office, lambu sub-district, bima district and along with that the researcher asked for answers from a number of existing respondents as in the following table:

Table 3: Respondents Responses on the openness of public services.

No	Research Criteria	Frequency (N)	Percentage (%)
1	. Very open	26	66.66%
2	open	13	33.34%
3	Fairly open	0	0%
4	Not open	0	0%

Total	39	100%
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Data source: 2020 questionnaire results

In connection with the results of the questionnaire processed above, the respondents who answered very well were 26 people or 66.66%, who said that 13 people or 33.34% said that the respondents who answered were not suitable and did not fit. Openness of service has been done, it means that it shows that the principle of openness has been seriously applied. The majority of respondents / samples gave an assessment of this variable in accordance with the principles of public service or has been implemented well.

Table3: certainty of service time at the new monta village office, lambu sub-district, bima district

No	Research Criteria	Frequency (N)	Percentage (%)
1	Very certain	62	62.00%
2	Certainty	10	32.10%
3	Sufficiently certain	8	5.90%
4	Uncertain	0	0%
	Total	80	100%

Data source: processed data, 2019

Based on the data above, the respondent answered very certain to 62.00%, then the respondent answered definitely 32.10%, then the respondent who answered was quite certain, 5.90%, and the respondent who answered uncertainly was 0%. As for the speed of service and time certainty given that time certainty in service is very fast and certain.

4. Implementation of Public Services in Economic Principles

Whether this economic principle has been applied as part of the implementation of good public service, according to Kasmir (2006), the characteristics of good public service are cost transparency, service costs must be kept to a minimum and as transparent as possible the researcher will present the results of respondents' answers to this variable, and here are the results.

Table 4: Respondents' Responses on economic principles

No	Research Criteria	Frequency (N)	Percentage (%)
1	Very economical	30	76.92
2	Quite economical	9	23.08
3	Less economical	0	0%
4	Not economic	0	0%
	Total	39	100%

Data source: processed questionnaire, 2020

Listening to the results of the questionnaire processed above, the respondents who answered very well were 30 people or 76.92%, who said that 9 people or 23.08% said that according to objections to paying fees that have been set by the government as the retribution rate. In connection with the economic principle variable, it can be concluded that the majority of respondents / samples gave an assessment of this variable in accordance with the principles of public service or had been implemented properly.

Table 4: Respondents' Responses on the principle of cost in the village office of Monta Baru, Lambu sub-district, Bima regency

No	Research Criteria	Frequency (N)	Percentage (%)
1	Very affordable	52	66.00%
2	Affordable	22	29.00%
3	Quite affordable	6	5.00%
4	Unreachable	0	0%
Total		80	100%

Data source: processed data, 2019

Based on the answers from the respondents, that those who answered were very affordable 66.00%, respondents who answered were affordable 29.00%. Then those who answered were quite affordable, 5.00%, and those who answered were not affordable for 0%.

II. CONCLUSIONS

Based on the formulation of the problem, namely the principle of simplicity in the new monta village office, lambu sub-district, bima district, the principle of clarity and certainty of service time, the principle of openness of service, and the principle of economical service. to find out the disclosure of information on public services at the village office of monta baru, lambu sub-district, bima district. The majority of respondents gave variable assessments in accordance with the formulation of this problem in accordance with the principles of public service or had been implemented properly. by percentage 51.28% or 20 respondents gave the appropriate choice. Respondents / samples gave an assessment of this variable in accordance with the principles of public service or has been implemented well. with a percentage of 71.79% or 26 respondents giving the appropriate choice. Whereas the majority of respondents / samples gave an assessment of this variable in accordance with the principles of public service or had been implemented well, with a percentage of 66.66% or 26 respondents giving the appropriate choice. Whereas the majority of respondents / samples gave an assessment of this variable in accordance with the principles of public service or had been implemented with a percentage of 76, 92% or 30 respondents who gave the appropriate choice.

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