

Governance of Administrative Services In Wunut Village Porong District Sidoarjo District

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Abstract: This research discusses village governance, which is an important aspect of government administration at the village level. With a focus on Wunut Village, Porong District, Sidoarjo Regency, this research aims to initiate and improve the governance of village administrative services in order to improve the quality of public services at the local level. The research method used is qualitative with a descriptive approach, referring to the basic principles of effective administrative governance. Data collection was carried out through interviews, observation and documentation, with the selection of informants using the purposive sampling method. The research results show that although the village government has made efforts to organize village government management, there are still several obstacles that hinder its efficiency and effectiveness. These obstacles include a lack of transparency in providing information to the community, a lack of compliance with applicable regulations, and a lack of fairness in the distribution of tasks between village officials. Based on research analysis and conclusions, it is recommended that district and sub-district governments carry out regular outreach, training and assistance regarding village governance. Village officials also need to increase their professionalism and pay attention to the equipment needed to manage village government. Apart from that, it is necessary to implement a good village information system supported by electronic media to facilitate access to information for the community and increase the efficiency of data storage and management. In conclusion, improving the quality of village government is an important step in improving public services and community welfare at the local level.

Keywords: Governance, Service, Administration

Introduction

Village governance serves as the meeting point between the government and society, complete with all the necessary attributes. This is a manifestation of central government policy, which is highly vital given that the majority of Indonesia's population resides in rural areas. The function of village governance is crucial as it is responsible for administering government administration and local interests within the framework of Indonesia as a unitary state. Village governance is led by the Village Head or another appointed figure, supported by village officials to carry out these duties (Arcana et al,

2021). The Village Government, often abbreviated as PEMDES, is a governing body responsible for managing the village-level administration. This body is regulated under Government Regulation Number 11 of 2019 concerning village governance, issued in accordance with Article 216 paragraph (1) of Law Number 72 of 2019 on regional governance.

Leadership in village governance, as referred to in Article 14 paragraph (1) letter 2, is entrusted to the village head, who is tasked with carrying out government, development, and community functions. Administrative skills, particularly in managing village officials under the leadership of the village head, are crucial for overseeing village governance. Village officials assist and support the village head in administrative supervision and technical services and provide services to the community. Every village government is responsible for meeting community needs through the village administration process. The role of village officials in governance implementation is essential, as they are responsible for village administration, which serves as the foundation for public services. Therefore, the ability to manage administration is an important skill for village officials in providing services to the rural community. To manage village administration as a source of data and information for governance, development, and community empowerment, the government enforces Minister of Home Affairs Regulation Number 47 of 2016 on the implementation of village governance.

Administrative management in the village refers to the entire process of recording data and information related to village government activities. This data storage is documented in the Village Register Book. However, according to Syafie (2015), this definition falls within a limited administrative concept as it only considers data and information recording activities occurring in the village office (Wahyuli et al, 2023). The shift in the paradigm of regional autonomy from being development-oriented to focusing on regional development itself is one of the factors driving efforts to support and implement optimal service delivery in governance. Local governments, particularly at the village level, are expected to continuously provide optimal services to the community in accordance with the provisions of Law Number 6 of 2014 on Villages. This law stipulates that one of the objectives of village management is to improve public services for village residents to accelerate the achievement of general welfare (Undang - undang Nomor 6 Tahun 2014 Tentang Desa).

Regional autonomy plays a crucial role in a nation's progress, where a country's welfare level is often assessed based on progress at the provincial, district, and city levels. The central government's success in governance largely depends on the contribution of local governments, including village governments, which play a significant role in the

unitary state structure comprising various regions. Efforts are needed to enhance the efficiency and effectiveness of village governance by improving administrative management. The preparation of administration involves recording data and information that support village governance implementation, which then serves as a guide for village government in carrying out administrative activities. The primary role of the government is to provide services to the community. The government's purpose is not to fulfill its own needs but to serve the people and create an environment that supports growth and the achievement of common goals for every individual. The government is obligated to provide services to all citizens and residents to meet their fundamental rights and needs in the context of public services, as mandated by the 1945 Constitution of the Republic of Indonesia. The state must also build public trust in public services and strive to improve the quality and ensure the implementation of public services following the principles of good governance and corporate governance. To achieve this goal, Law Number 25 of 2009 on Public Services was enacted on July 18, 2009 (Wibawa, 2019).

Based on Minister of Home Affairs Regulation (PERMENDAGRI) Number 32 of 2006, district/city governments and sub-district heads are responsible for directing and overseeing village governance. This includes drafting regulations related to village administration, providing technical guidance in village administration implementation, evaluating and supervising village administration execution, as well as offering guidance, supervision, and consultation on village administration. The importance of village governance management lies in its significant role in implementing policies at the village level. Effective village governance management will support rural development and community welfare, while poor management can hinder village progress. Therefore, district/city governments and sub-district heads hold key roles in providing guidance and supervision over village governance implementation. This responsibility must be carried out earnestly and sustainably so that village governments, including village heads, village officials, and the Village Consultative Body, can implement policies aimed at village community welfare (Mais, 2015).

Effective village governance is the administration of village government that upholds the principles of transparency, accountability, responsibility, independence, and equality while adhering to applicable regulations and procedures. Therefore, understanding and mastering village governance by village government administrators is essential to realizing orderly village administration. By understanding and mastering village governance, village administrators can help lighten the workload of village heads and officials in implementing village governance. In this way, village governance implementation, including actions taken by the village head, village officials, and the

Village Consultative Body (BPD), can minimize errors in administrative reporting and accountability checks. The effectiveness of village governance plays a primary role in supporting development and welfare in rural areas. Conversely, poor village governance can hinder village progress. To achieve efficiency in village governance implementation, clear task distribution among village government officials and a high level of awareness among them to optimally perform their duties are required. However, in practice, cooperation among village government officials in Tutumaloleo Village has not been optimal, meaning that village governance management is still lacking in efficiency and effectiveness (Pilo et al, 2022).

With the implementation of an administrative service application via Android mobile phones in Wunut Village, Porong District, public services can be optimized, potentially bringing significant changes to village governance. One impact is the increased access to public information for the community, fostering a more transparent government. Tanjung and Hajar (2015:15) emphasize that village governance must be based on proper and good public service principles to ensure well-functioning village governance (Hajar et al, 2022). In relation to the background described, previous researchers' results first led the author to formulate the main research question as follows: how is the governance of public services in the Semarang City Civil Registry Office? As a supporting research question, considerations include the implementation of accountability, equality, participation, and responsiveness principles in public service governance (Fauzan, 2022).

The title of this study is "Governance of Administrative Services in Wunut Village, Porong District, Sidoarjo Regency." The purpose of this study is to evaluate the village government's ability to provide services to the community and to assess the effectiveness of administrative service governance in Wunut Village in improving public services in the area.

Methodology

This study employs a qualitative method with a descriptive approach, as outlined by Nurwega (2015). The qualitative method is used to gain an in-depth understanding of the phenomena experienced by research subjects, such as behavior, perception, motivation, actions, and so on, by describing them in words and language, as well as exploring them in a natural context using various natural research techniques (Nurwega, 2015). In this study, the researcher chose to use a descriptive approach with a qualitative research method because it allows for the depiction and analysis of village administrative service governance in Wunut, Porong District. The research location serves as the point where data is obtained to achieve the research objectives (Moleong, 2015). This study focuses on

Wunut Village, Porong District, Sidoarjo Regency, as the research site. The process of selecting informants was carried out using the purposive sampling method, where informants were chosen based on their knowledge and relevant experience related to the research context, as explained by Tanriono (2015). The researcher selected informants deemed to have sufficient understanding of the issue under study and the capacity to provide useful data for the research (Miles et al, 2014). In data collection, the researcher used interview, observation, and documentation techniques. The data analysis method applied in this study is the interactive analysis method (Sugiyono, 2012).

Result and Discussion

The research findings obtained are structured based on observations and the application of theory according to the basic principles provided by Daniri (2005) regarding effective administrative management. These guidelines serve as indicators to evaluate governance performance, whether it is running smoothly or still not optimal, which includes:

1. Transparency

Transparency provides an opportunity for the public to express their desires regarding the services provided (Sedarmayanti, 2004). According to Government Regulation Number 24 of 2005, transparency is defined as the provision of financial information openly and honestly to the public, considering the public's right to know, and the government being fully responsible for managing the resources entrusted to them in compliance with regulations and laws (Ricky et al, 2022). It can be concluded that transparency in administrative services is implemented by creating posters/banners about service procedures, which are displayed in front of the village hall office. This action aligns with the provisions of the law, which states that the true form of transparency is the obligation to publish annual performance reports in the form of posters each year (Banobe et al, 2023).

Based on field interviews, the village government has attempted to implement village administrative management, although not all aspects have been fully applied. However, its management is conducted openly/transparently, providing information and fulfilling the needs of those seeking assistance. Transparency is realized through the Wunut Village Government, which routinely communicates government development plans and programs to the community through existing village apparatus and operates in a transparent and collaborative manner.

2. Accountability

Accountability is the implementation of responsibility to evaluate performance or failure in achieving the organization's mission to attain predetermined goals using

commonly used accountability tools (Sedarmayanti, 2004). A key aspect of supporting public trust in public institutions, including the village government, is performance accountability (Saifuddin, 2021). Public officials are obliged to be accountable for the execution of their assigned duties within the scope of their functions. They must be able to report the policies, programs, and activities they implement or announce, including matters closely related to the execution of the three key elements of the government bureaucracy structure, namely institutions (organizations), governance, and human resources. According to the provisions of Law Number 6 of 2014 concerning Villages, accountability is a principle that emphasizes that all activities and final results in the implementation of village government tasks must be accountable to the village community in accordance with the applicable legal regulations (Hanita et al, 2020).

Research findings indicate that administrative management in Wunut Village can be explained in two aspects: adherence to the law and integrity, meaning avoiding abuse of power, corruption, and collusion. Additionally, it was found that some village officials lacked discipline in adhering to working hours, the services provided to the community were not optimal, and several village programs agreed upon with the community were not implemented. This information was obtained from research conducted in Wunut Village, Porong District, Sidoarjo Regency.

3. Responsibility

Legal responsibility is a type of responsibility related to the public domain concerning legislative and judicial processes. This may involve the review of policies made by public officials or the annulment of judicial regulations. Legal responsibility indicators arise from the provisions of applicable laws and regulations. Professional responsibility pertains to the execution of performance and measures based on standards set by professionals in the same field, focusing more on the quality of action implementation and performance.

In the administration of village government in Wunut Village, there are inconsistencies with existing regulations in PERMENDAGRI No. 47 of 2016. At least 8 out of 27 village governance activities that should have been implemented have not been fully executed. The causes include a lack of equipment such as computers and printers, limited human resources to effectively manage administration, as well as insufficient socialization, training, supervision, and evaluation from the district government. As a result, not all aspects of administration can be carried out optimally.

4. Independence

According to the State Financial Audit Standards (2017: 16), independence is described as an attitude and action of impartiality towards anyone and not being influenced by anyone during the audit process. Auditors are also required to be objective and free from conflicts of interest in carrying out their professional responsibilities (Kindangen).

Based on field observations, it was found that in administrative management, village officials have not performed their duties professionally. They are expected to distinguish between personal interests and the broader public interest, so that village governance can function properly and drive progress for the village. Although some aspects of village governance have not been fully implemented, this serves as motivation for village officials to work harder to implement village governance effectively.

5. Equity and Fairness

Fairness or equity means providing equal opportunities to all segments of society to participate in public decision-making processes (Solihin, 2000). The principle of equity and fairness in staff/employee management can be realized by treating employees as valuable assets through the implementation of a knowledge-based management system in line with the concept of human resource accounting, which asserts that humans are valuable assets for an organization (Nurlatifa et al, 2021).

Based on observations, the village government has not optimally performed its functions and duties, as some village officials have not properly fulfilled their roles and responsibilities. As a result, public services remain complicated, such as in document processing, which should be the responsibility of the village secretary but is often assigned to the treasurer or village head. This issue hinders the efficiency of village administrative management. Therefore, village administration management has not yet involved all elements as it should, in accordance with the tasks and functions of the officials. In conclusion, task distribution remains unclear, and equity and fairness in village administration management have not been achieved..

Conclusion

Referring to the findings of the research conducted, it can be concluded that the Governance of Village Administrative Services in Wunut Village, Porong District, Sidoarjo Regency demonstrates several conclusions based on the indicators used. The transparency of village governance is still lacking, particularly in terms of the transparency of information provided by the village government to the community. This is marked by the minimal role of RT-level leaders in disseminating village policies, as well as the lack of

information facilities such as bulletin boards related to village governance. Additionally, obstacles were found in the administration process due to the lack of expertise among village officials in managing village governance. Although the village government strives to carry out its duties and responsibilities in accordance with applicable regulations, challenges remain in governance implementation, particularly due to the lack of socialization from the regency and district governments. Furthermore, the lack of skills and experience among village officials also poses a challenge in the administration of village governance. The village government seeks to minimize conflicts between personal work and public interests; however, unprofessional conduct still occurs due to a lack of experience and skills in managing village governance. Public services are provided without discrimination, but there are still challenges in resolving community complaints in a timely manner, such as the processing of birth certificates, which takes a considerable amount of time.

Based on the analysis and conclusions drawn by the researcher, it is recommended that the governance of village administration in Wunut Village, Porong District, be improved and managed more efficiently. The following recommendations are suggested:

1. The regency and district governments should conduct regular training, education, support, and technical guidance on village governance administration. Village administration guidebooks should also be provided regularly to villages.
2. Village staff must attend every socialization event and technical guidance session related to village administration management to understand the guidelines in accordance with applicable regulations.
3. It is recommended that the district government provide attention and guidance to villages regarding procedures and the urgency of village administrative record-keeping.
4. Village officials are expected to perform their duties professionally by distinguishing between personal interests and work responsibilities, as well as enhancing discipline and work ethic.
5. The village head should ensure the availability of administrative equipment such as computers, printers, filing cabinets, and others while maintaining proper management of village funds to meet administrative needs.
6. The village head is advised to improve the skills and capacities of staff members in managing village administration according to their respective roles.
7. It is desirable for the village head to implement an efficient village information system supported by information technology to facilitate public access to information as well

as the storage and management of village administrative data efficiently, considering the current advancements in information technology.

Conflict of Interest Statement:

The author declares that the research was conducted in the absence of any commercial or financial relationships that could be construed as a potential conflict of interest.

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