

PERFORMANCE ANALYSIS OF TOMINI SUBDISTRICT VILLAGE OFFICIALS SOUTH BOLAANG MONGONDOW COUNTY

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ABSTRAK

This research was carried out with the aim of knowing the performance of village officials about work discipline, employee abilities, and services provided.

The Report Method used is Qualitative Research using data collection techniques carried out using observation techniques, interviews and documents.

The author shows that the Performance Analysis of Village Officials in Tomini District, South Boang Mongondow Regency, Village Officials are an Important Component in determining the service system to the community as a whole, which must receive careful attention.

Keywords: Performance Analysis of Village officials

INTRODUCTION

The birth of Law Number 6 of 2014 concerning Villages, hereinafter abbreviated as the Village Law, provides an important position for villages to be able to carry out their role in national development. An important role in the Village is the local authority possessed by the Village in managing its own household. This strategic role is then translated into the implementation of village development starting from the process of planning, implementing and accounting for activities.

In carrying out these affairs, the role of the Village government is very important. The Village Government, which in this case is led by the Village Head and assisted by Village officials, has a role in the implementation of village government. The Village Government is expected to provide good services for the community. Because the maximum performance of the Village officials is expected to be realized so that the

objectives of government administration can be achieved.

The Village Apparatus is an important component in determining the service system to the community as a whole, which must be given careful attention. Because this figure will always be the main and strategic highlight in service to the community, because a Village device is always related in the service system to the general public and the Village device plays an important role in development in the community environment and also greatly determines the level of success in planning in the community environment (Fibriyanti, 2016). Performance (*performance*) can be interpreted as the achievement of work results in accordance with the rules and standards that apply to each organization. Performance is a certain requirement that can finally be directly reflected in the output produced in both quantity and quality (Henry Simamora, 2016). The output produced can be physical or nonphysical which calls it a work, which

is a result / work both physical / material and nonphysical and non-material. A Village official is required to do his job well. The success of village officials in providing services to the community is determined by an assessment of their performance. Today's government employees are serving the community.

The phenomenon that occurs in the field based on preliminary observations that have been made by the author, it was found that the performance of village equipment in Tomini District still needs to be optimized. This can be seen from the low commitment of the Village apparatus as can be seen from the responsibility for the settlement of each village government's kewajiabn is still found to be untimely, which has an impact on funding in the village that has not been fulfilled by the village government itself. Lack of understanding of the clarity and responsibility that has been outlined in the SOP can result in overlapping work. Lack of understanding of job descriptions results in uneven workload in each section, this occurs as a result of the low level of device education or lack of ability or expertise possessed.

In addition, excessive work time in completing work, so many jobs are not completed properly. Village officials are still inefficient in carrying out their duties, take a long time, lack of attitude inisiatif dalam pelayanan kepada masyarakat. Penggunaan fasilitas kantor belum digunakan secara maksimal. Hal ini sangat mempengaruhi kinerja yang dihasilkan oleh perangkat Desa dalam menjalankan tugas pelayanan kepada masyarakat.

Research Focus and Subfocus

Based on the background of the existing problems, the author's focus is "How is the performance of village equipment in Tomini District?"

Research Objectives

To analyze the performance of village devices in Tomini Subdistrict. and

To find out the factors inhibiting the performance of village devices in Tomini District.

Research Benefits

Benefits Theoretically

This research is expected to provide benefits for the development of science in the field of public services, so that it can be used as comparison material for further research. b. Enriching the results of research on the performance of Village officials in providing services to government agencies, especially village offices.

2. Benefits of practitioners

1. This research is expected to provide input to village officials in Tomini District to increase knowledge in terms of services to the community.

a. As reference material in terms of decision making and as reference material for further research.

BIBLIOGRAPHY REVIEW

Literature Review

Definition of Analysis

According to the big dictionary Indonesian "Analysis is the deciphering of a subject matter over its various parts and the study of the parts themselves and the relationship between the parts in order to obtain a proper understanding and understanding of the meaning of the whole".

According to Nana Sudjana (2016:27) "Analysis is an attempt to sort an integrity into elements or parts so that the hierarchy and or arrangement is clear". According to Abdul Majid (2013:54) "Analysis is the ability to decompose units into separate units, divide units into sub-subs or sections,

distinguish between the same two, select and regarding differences (between several in one unit)".

Based on the origin of the word analysis comes from the Ancient Greek word "analysis" which means to let go. Analysis is formed from two syllables, namely "ana" which means to return and "luein" which means to release. So that the definition of analysis is an effort to observe in detail a thing or object by deciphering the components that form it or compiling these components for further study.

Performance Concept

1. Definition of Performance

Literally performance is a noun whose meaning is the same as result or achievement, performance in the management and organizational literature has a broader and diverse meaning, not just an outcome or achievement. Performance is something that has been achieved by a person or organization. Performance is the output produced by the functions or indicators of a job or a profession in a given time. A performance can only be known if an individual or group has success criteria that have been applied, the success criteria referred to in this case are certain goals or targets to be achieved. Without a goal and performance targets a person or organization cannot be known because there is no benchmark in it. (Jaitun, 2013:95)

Kinerja adalah hasil kerja yang dapat dicapai oleh seseorang atau sekelompok orang dalam suatu organisasi, sesuai dengan wewenang dan tanggung jawab dari masing-masing orang, dalam rangka upaya mencapai tujuan organisasi yang bersangkutan secara legal, tidak melanggar hukum dan sesuai dengan moral dan etika. Ini explains that performance is the level of success of a person or institution in

carrying out its work. (Sinambela Lijan Poltak, 2017:481). A person's ability is the first measure of improving the performance shown from the results of their work. That is, whether or not a person is able to carry out a job will determine a performance. Furthermore, this ability must also be followed by his responsibility to a job. In theory, it is said that performance also needs to be supported by strong motivation so that the abilities possessed can be optimized. (Cashmere, 2016:182)

Meanwhile, Fauzi Akhmad and Rusdi Hidayat Nugroho (2020: 1) stated that performance over performance is the result of work achieved by a person or group of people in an organization, according to their respective authorities and responsibilities in an effort to achieve the goals of the organization concerned legally, not violating the law, and according to morals. The term performance comes from the word *job performance* or *actual performance*.

1. Performance Theory

According to Sinambela Lijan Poltak, (2017: 484) performance is an implementation of the theory of balance, which says that a person will show optimal achievement if he gets benefits and there is stimulation (*inducement*) in his work in a fair and reasonable manner (*reasonable*). In balance theory, it shows that optimal performance will be achieved if there is a sense of justice felt by employees. Various indicators that can lead to a sense of justice according to this theory include benefits which means that an employee in carrying out his duties can feel the benefits. To improve this performance it is necessary to create a standard of achievement through the writing of statements about the various conditions that are expected when the work will be carried out. Good performance will be influenced by two

things, namely the level of ability and good work motivation. A person's ability is influenced by his understanding of the type of work and the skill of doing it, so a person must be able to improve his abilities and skills.

c. Performance Measures

A performance can be known if the individual or group of individuals has established or has had predetermined success criteria. Performance appraisal is a process that an organization undertakes to evaluate or assess the success of employees in carrying out their duties. The assessment can be carried out by comparing the results of the work achieved by the employee with the standards of work. (Wake Wilson, 2012:231)

Village Apparatus Performance

The implementation of village government cannot be separated from the implementation of regional autonomy. Village Government is the leading unit (spearhead) in service to the community and is a strategic spearhead for the success of all programs. Therefore, efforts to strengthen the Village (Village government and community institutions) are steps to accelerate the realization of community welfare as a goal of Regional autonomy, (Muslim Nur'aini and Irawan Nasution, 2014: 100). Village Apparatus are people who run the wheels of government in a village.

Conceptual Framework

The conceptual framework of research is the relationship or relationship between one concept and another concept of the problem to be studied. The concept framework is obtained from the concept of science / theory which is used as a basis for research

RESEARCH METHODS

In this study, the author used a qualitative descriptive approach method.

Research locations are a source for obtaining data and information. This research was conducted in Tomini Subdistrict. The object of this study is emphasized on the Village apparatus in Tomini District, besides that it also involves the local community to get more accurate information so that it will be very helpful for researchers in making the final project.

Situation analysis is the stage of data collection that researchers take before designing and planning a program. Analysis of the situation based on collecting information includes the types and forms of activity, parties or public involved, movements and strategies to be taken, tactics, and cost rules required to implement the program.

Internship Implementation Time

The internship time is carried out for 3 months starting from March to June 2022. The initial stage is carried out for 4 days and continues with the next stage. C. Data Collection Techniques a. Observation/Observation. Activities carried out to observe directly in the object of research, to see empirical data related to the focus under study. The focus of observation was carried out on the role of the government and community participation in the implementation of environmental arrangements. In this case, the author directly interacts with the respondents so that memudahkan penulis dalam get the results needed in preparing the final project report. b. Wawancara Interviews/Interviews were conducted with several selected informants, namely; Village Government, and community representatives with discussion topics that lead to the title of the study, This

source of information was obtained through joint interviews

Documentation

Documentation is the collection of data in the form of written documents, photos and images and other objects related to the focus of the selected title. In writing this research report, documentation is relevant and strong evidence to prove the truth, facts in the research location by collecting objects such as; interview process; village data; and the circumstances that occurred while conducting research in the village of the research site.

Obstacles

The data processing etode describes the data processing and analysis procedures in accordance with the approach taken. Because this research uses qualitative methods, the data processing method is carried out by deciphering the data in the form of regular, direct, logical, non-overlapping, and effective sentences so as to facilitate the understanding and interpretation of data. Among them go through stages; Data inspection (*editing*), classification (*classifying*), verification (*verifying*), analysis (*analysing*), and conclusion (*concluding*).

1. *Editing* (Pemeriksaan Data)

Editing is examining the data that has been obtained, especially from the completeness of the answers, the limitations of the writing, the clarity of meaning, its suitability and relevance to other data (Abu Achmadi and Cholid Narkubo, 2005: 85). In this study, researchers carried out an *editing* process on the interview results of village resource persons in Tomini Subdistrict that researchers used in compiling this study.

2. *Classifying*

Classifying is the process of grouping all data whether derived from interviews with research subjects, observations and direct recording in the field or observations. All data obtained are read and studied in depth, then classified as needed (Lexy J. Moleong, 2006: 144). This is done so that the data that has been obtained becomes easy to read and understand, as well as providing objective information needed by the researcher. Then the data are sorted in parts that have similarities based on the data obtained at the time of the interview and the data obtained through references.

3. *Verifying*

Verifying is the process of checking data and information that has been obtained from the field so that the validity of the data can be recognized and used in research (Nana Saudjana and Ahwal Kusuma, 2002: 84). Next is to reconfirm by submitting the data that has been obtained to the research subject, in this case the Village apparatus in Tomini District. This is done to guarantee that the data obtained is completely valid and there is no manipulation.

4. *Concluding*

Next is the conclusion, which is the last step in the data processing process. This conclusion will later become a data related to the researcher's object of study. This is called *concluding*, which is the conclusion of the data processing process yang terdiri dari empat proses previously; *editing, classifying, verifying analyzing*.

Data Analysis

According to Saifullah (2010: 59) in a study there are several alternative data analysis that can be used, namely; descriptive qualitative, descriptive comparative, qualitative or non-hypothetical, deductive or inductive, qualitative inductive, *content analysis*, quantitative and statistical tests.

Research Ethics

In this study, researchers received recommendations from the institution where the study was conducted. The study uses ethics as follows (Loiselle et al., (2004) in Palestine (2007):

1. *Respect for human dignity* Researchers consider the rights of subjects to obtain open information related to the course of research and have freedom of choice and free from coercion to participate in research activities (*autonomy*). Some actions related to the principle of respecting human dignity and dignity, are: the researcher prepares an *informed consent* form.

Respect for privacy and confidentiality

2. *Research Subjects (Respect for Privacy and Confidentiality)*

Basically, research will provide the consequences of opening up individual information including information that is personal, so that researchers pay attention to the basic rights of the individual.

3. *Justice and inclusiveness*

The research is conducted honestly, carefully, professionally, humanely, and pays attention to the factors of accuracy, equality, accuracy, intimacy, psychology and religious feelings of the subject of research. Emphasize research policy, share research benefits and burden fairly or according to need, ability, contribution and free choice of the community. Researcher considers aspects of gender justice and rights of the subject to get the same treatment both before, during, and after participating in the study.

RESEARCH RESULTS

Since it was bloomed from Posigadan District based on Regional Regulation Number 2 of 2016 concerning the Establishment of Tomini District in South Bolaang Mongondow Regency

dated June 4, 2016 with an area of 36.38m Km² with the following boundaries:

East : Helumo District

West : Posigadan District

South: Nani Wartabone National Park

North : Tomini Bay

Tomini Subdistrict, South Bolaang Mongondow Regency is supported by 7 (seven) buffer villages, namely: Botuliodu, Nunuka Raya, Tolutu, Milangodaa, West Milangodaa, North Milangodaa, and Pakuku Jaya.

In the implementation of community services related to governance, development, and community empowerment in Tomini District on June 1, 11 employees were served as follows: Sub-District Head, Secretary, Public Service Section, Government Section, Village Community Empowerment Section, Public Security and Order Section, and Social Welfare Section, PP and PA as well as several other members.

Regents and Deputy regents elected simultaneously in 2021 have set the Vision of South Bolaang Mongondow Regency for 2021-2026 as follows:

"The realization of a united, sovereign, independent, prosperous and personal South Bolaang Mongondow Regency with a spirit of mutual cooperation based on Pancasila"

In this chapter, the researcher will present the data that has been obtained through field research to be analyzed based on the theory that has been explained above. The data consists of primary data and secondary data. Primary Data is data obtained from interviews with key informants and primary informants. While secondary data is data obtained from written sources that reinforce primary data. The main problem to be stated in this chapter is about "Performance Analysis of Village Officials in Tomini District".

The results of the research obtained through observation, in-depth interviews and documentation, can be described as follows;

Employee Discipline

Here is a description of the interview results related to the questions; How is the work system carried out by employees so that it is in accordance with predetermined work standards?

The results of the interview with the Secretary of Tolutu Village (ST) stated as follows:

"Employees work according to their respective goals and work is not based on compulsion. " (Interview August 08, 2022)

Furthermore, the results of an interview with the Nunuka Raya Village Government Kasi (WS) explained that:

"Employees in doing work must be tiered starting from the community doing services then to us Village officials after that last to the Village head if they need handling from the leadership. (Interview August 09, 2022)

Employee Capabilities

Here is a description of the interview results related to the questions; What is your ability to understand the job responsibilities given?

The results of the interview with the Secretary of Tolutu Village (ST) stated as follows:

"I personally quite understand the job responsibilities given. " (Interview August 08, 2022)

Furthermore, the results of an interview with the Nunukan Raya Village Government Kasi (WS) explained that:

Services Provided

Here is a description of the interview results related to the questions; As a public service provider, are the services provided to citizens relatively easy and fast? And can you mention how long the management time is for each

type of public service that the community performs?

The results of the interview with the Secretary of Tolutu Village (ST) stated as follows:

"Yes, it is relatively easy and fast, because the facilities in this Village office are quite adequate although there is still a need for more improvements. For the time of service, it depends on what kind of service is needed by the community". (Interview August 08, 2022)

DISCUSSION

This research is a qualitative description research, namely knowing and analyzing the Performance of Village Equipment in Tomini District as revealed by Ahmad S. Ruky (2004). In this study, researchers tried to unearth and reveal and describe it.

To answer the problems in the field based on the results of preliminary observations, it can be seen below:

Kinerja Aparat Desa di Kecamatan Tomini

Village performance in Tomini Subdistrict can be proven by the theory of Ahmad S. Ruky (2004) which is used to measure the performance of village devices, consisting of; Employee Discipline, Employee Ability and Services provided.

Work discipline is very important organization, because with labor discipline the employees of the organization can achieve their goals. Work schedule work discipline part or variable is very important in the development of resource management of people, then discipline is necessary organization to avoid negligence, mistake or negligence and finally waste of work.

Factors Affecting the Performance of Village Apparatus in Tomini District in Providing Services to the Community

Village Government has a very significant role in the management of

social processes within the community. The main task that must be carried out by the government is how to create a democratic life, provide good social services so that it can bring its citizens to a prosperous, peaceful and just society. To realize this task, the government is required to make changes, both in terms of leadership the performance of the Village apparatus bureaucracy that is oriented towards community services must be of high quality and meaning, so that the performance of village officials really leads to the practice of good local governance not bad *local governance*.

In government, government officials are directed to create village tools that are more effective, efficient, clean and authoritative and able to carry out all their duties properly based on the spirit and attitude of devotion to society, nation and state. Coaching aims to improve the ability, enthusiasm in doing work and discipline in carrying out tasks which is the responsibility and does not have attitudes and actions that are contrary to work, it is necessary to increase the performance capacity of village officials in accordance with the needs to support the implementation of government, development management, and community empowerment facilities.

CONCLUSION

Based on the results of the research and discussion, research conclusions can be drawn, namely:

1. The performance of village officials in Tomini District is quite good and is in accordance with the theoretical study of Ahmad S. Ruky (2004) which consists of 3 (three) indicators, namely; First, employee discipline that emphasizes the work system and work discipline, secondly the ability of employees to emphasize understanding responsibility, empowering human resources, and reward mechanisms, thirdly the services provided emphasize the

quality of easy and fast service, prioritizing hospitality and quality of service and community satisfaction.

2. The factors inhibiting the performance of village officials in Tomini Subdistrict are age, lack of motivation, lack of training and development, consultation, and facilities. In addition, in the mastery of science and technology that is increasingly advanced and developing, it is still very lacking. Where there are still Village devices that do their job in making correspondence already using a computer but are still not very proficient, thus slowing down the processing time. Besides that, the traditional culture here is still very attached. So it is difficult for them to be able to accept and learn about the renewal of the Village government system that they should have mastered.

Saran

Based on the conclusions that have been described above, the researcher provides the following suggestions:

Village Apparatus in Tomini Subdistrict is expected to improve its performance by adding facilities and infrastructure that support the performance of Village equipment. And the increase in the quantity of human resource management is the most important in developing the operation of computers and others of the like because in the current era of digital data processing.

2. For further researchers, it is hoped that a more in-depth research will be carried out on the performance of Village devices in Tomini District considering that the results of this study have not fully described the performance of Village devices.

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