

THE ROLE OF THE HEAD OF WELFARE AND SERVICE IN TOLONDADU I VILLAGE, BOLAANG UKI SUB-DISTRICT, SOUTH BOLAANG MONGONDOW DISTRICT

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ABSTRACT

This study aims to determine the role of the head of the welfare and service section in Tolondadu I Village, Bolaang Uki District, South Bolaang Mongondow Regency. It uses a qualitative approach, with the main focus on the quality of the analysis. This research was conducted at the Tolondadu I village office, Bolaang Uki District, South Bolaang Mongondow Regency, for two months and two weeks, from 17 April 2023 to 28 June 2023. Based on the results of research conducted in Tolondadu I Village, Bolaang Uki District, South Bolaang Mongondow Regency, regarding the study of the implementation of the main tasks and functions of the head of the welfare section in the field of welfare and community empowerment. Carrying out data collection and preparation in the field of welfare and community empowerment has not been running well and by the rules and assisted by PKK cadres and community leaders.

Keywords : Village, Head of Welfare and Service Section

INTRODUCTION

During that caused the Indonesian government system to develop democratically to realize good governance and good government the reform era, people have become increasingly critical of the current government system. One of the factors, which changed people's perspectives on government bureaucracy that was always considered complicated and convoluted. (Febiana 2022).

As Government officials, we are always required to work and serve the community as much as possible and use time as efficiently as possible so that the work given can be done in accordance with what is expected so that the needs of the community can be met immediately.

As we enter the new millennial era, current and future competition is global, and economic conditions are changing, many companies must

restructure themselves. This encourages a change in organizational paradigm from mediocre (traditional) to keep up with the times (modern). This condition must be fully realized and prepared proportionally. This preparation is mainly on the issue of quality human resources with qualifications in accordance with the development of today's world. Therefore, improving the performance of human resources (HR) is very important in efforts to improve services to the community, so it needs to be pursued continuously and continuously in the face of community demands. In this case, people who need good services, both formal and non-formal (Mukhlison Effendi 2021).

Human resource development is manifested in activities aimed at changing organizational behavior. Human resource

Submit: Mei 01th, 2024

Accepted: Juni 10th, 2024

Published: Juni 24th, 2024

Journal of Economic, Business and Administration (JEBA) —E-ISSN: 2746-1688

development shows a deliberate effort with the aim of changing the behavior of organizational members or at least increasing the ability to change. So, the main feature of human resource development is activities directed at changing behavior. Human resources are very important to build an ideal organization because it is humans who ultimately determine and predict the success or failure of policies, strategies, and step-by-step activities that will be carried out in an organization. Therefore, improving the performance of human resources (HR) is very important in an effort to improve services to the community, so it needs to be pursued continuously and continuously in the face of public demands.

To know this, we must identify the components that affect performance. Human resources should be studied more deeply because it is very important for an ideal organization. Employees who meet high quality and quantity standards are needed to achieve company goals. Good in quantity, meaning that the number of employees must be in accordance with the work needs of one part of the organization. While good in quantity, it means that the quality of the employee's results is truly reliable in accordance with the field they are engaged in.

Then if everything has been fulfilled, the organization can achieve the goals it wants. In order for all of this to be achieved, good performance is needed from employees. One way to assess the performance of employees is to see the performance of the employees themselves.

Uncertainty about the role of the Welfare and Services Section Chief can arise from a number of factors, and these can vary depending on the context and organization in question. Some common reasons for ambiguity include:

Uncertainty in Regulations or Laws: if the role of the Welfare and Services Section Head is not explained in detail in the regulations or laws governing the organization or institution, then there can be a lack of clarity in terms of responsibilities and authority. Changes in Policy or Organizational Structure

Cluelessness can also arise when there is a change in policy or organizational structure without adequate communication. If the section head's role is not adapted to these changes, this can create confusion. Lack of Internal Communication: Lack of internal communication among staff and organizational leaders can lead to lack of clarity. If members of the organization do not fully understand the roles and responsibilities of the Welfare and Services Section Head, this can create confusion. Lack of Operational Standards is also a problem in the governance system.

Service and welfare are two interrelated concepts that reflect efforts to improve the quality of life and human life individually and collectively. The following is a brief explanation of these two concepts.

Well-being refers to the general state of well-being and happiness of a person or group. It is not just about material wealth, but also involves aspects such as physical and mental health, education, financial security, social

relationships, as well as the ability to participate in community life. Well-being is a holistic concept that encompasses many aspects of life and seeks to create conditions in which individuals and communities can thrive and reach their full potential.

Services refer to activities or efforts organized to provide assistance, support, or benefits to individuals or groups in order to achieve their well-being. Services can cover a wide range of areas, including health, education, social, and economic. These services can be preventive, curative, or rehabilitative, depending on the needs and desired goals.

In the context of the Welfare and Services Section Head, the role may relate to designing, managing and implementing programs aimed at improving the welfare of a particular community or group. This could include the provision of health services, education, social assistance, or other programs designed to improve the living conditions and well-being of the people served.

The benchmark used refers to the decision of Permendagri No. 20/2018, which is the Regulation of the Minister of Home Affairs of the Republic of Indonesia on Village Financial Management. This regulation is one of the rules governing village financial management in Indonesia. It should be noted that the role of the Kasi Kestra regarding village finances may vary based on the organizational structure and local government policies.

RESEARCH METHODS

The approach used in this writing is a qualitative approach. Qualitative writing is a form of writing that aims to explore the phenomena experienced by research subjects, such as behavior, perceptions, motivations, and actions, as a whole. This approach describes these phenomena through words and language, in a certain natural context, by utilizing various methods that are in accordance with their nature.

Qualitative writing emphasizes the advantages of quality over quantity, and the data sources collected do not come from questionnaires but are obtained through interviews, direct observations, and other related official documents. The process aspect has a higher priority in qualitative writing than the final results obtained. This is because the clarity of the relationship between the parts being investigated will be more visible if observed during the process (Amaliah 2021).

Qualitative approaches prioritize context and depth in data collection and analysis. Qualitative writing includes various techniques such as in-depth interviews, participatory observation, content analysis, case studies, and discourse analysis, which aim to understand and explain human experiences, social interactions, and the culture surrounding the phenomenon under study. In addition, the qualitative approach also emphasizes the subjectivity of the researcher in understanding and interpreting the social world.

This writing uses a qualitative approach because the main focus is on the quality of

analysis, not data that has statistical properties. Therefore, the explanation in this writing is not expressed in the form of numbers, but through words and documentation. Qualitative writing aims to achieve an in-depth and comprehensive description of the object of research. This approach starts from the observed phenomenon, not from a theory that is tested. As said “qualitative writing does not depart from theory, but departs from cases or experiences. In this writing to find out how the role of the head of the welfare and service section in Tolondadu I Village, Bolaang Uki District, South Bolaang Mongondow Regency.

Data Collection Methods

Data collected through several important stages, including: regarding administrative service procedures that focus on population administration services. The following are the methods used in data collection:

1. Observation

Observation is the act of regular observation and recording of the phenomena being investigated. Observation is an effective data collection method if: (a) it is appropriate to the research objectives, (b) it is systematically planned and recorded, and (c) it can be controlled to ensure the reliability and validity of the data obtained.

In Moleong's opinion, an interview can be defined as “a dialog intended for a specific purpose”. Interviews are conducted with the aim of gaining an understanding of the current situation, reconstructing events based on past experiences, projecting expected events.

The author used the interview method by approaching the informant directly, asking focused questions in accordance with the research objectives, and recording the main points of the interview as field notes which will be reviewed further. The author uses the interview method by approaching the informant directly, asking focused questions in accordance with the research objectives, and recording the main points of the interview as field notes which will later be reviewed further.

Researchers conducted direct question and answer interactions with the Village Head, members of the Village Apparatus, and community members in Tolondadu I Village, Bolaang Uki Sub-district, South Bolaang Mongondow Regency. Related to the Role of the Head of the Welfare and Service Section. This was done to explore the necessary information and obtain data relevant to the research focus. The aim is to get the right information as needed and collect data with an adequate level of accuracy and completeness.

2. Documentation

Documents were used in this paper to support interview data, including mainstream media articles and photographs of research findings.

Data Processing and Analysis Methods

1. Data Processing Method

Qualitative writing means the process of exploring and understanding the meaning of individual and group behavior, describing social problems or human problems. The writing process includes making writing

questions and procedures that are still temporary, collecting data in settings, participants, analyzing data inductively, building persial data into themes, and then providing interpretation of the meaning of data. Data processing in this writing focuses on in-depth interviews, observation, and documentation as evidence of research.

2. Data Analysis

In this type of qualitative writing, the presentation is by descriptive design, short charts, and related. The qualitative data analysis technique carried out in the preparation of this report has actually started when the researcher starts collecting data, by sorting out which data is actually important or not. The measure of importance refers to the contribution of the data to efforts to answer the focus of the writing, namely to find out the Population Administration Service Procedures in Tolondadu I Village, Bolaang Uki District, South Bolaang Mongondow Regency.

RESEARCH RESULTS

Based on these findings:

The role of the head of the welfare and service section in Tolondadu II Village, Bolaang Uki Subdistrict, South Bolaang Mongondow Regency from the results of Research Based on Interviews that I conducted are:

Respondent I

According to Yahya Supu (head of dusun 2), the role of the welfare and service section head is usually to assist the village head in carrying out development and community

empowerment tasks. This includes activities such as planning, implementing, and evaluating village development programs, as well as providing services to the community. Specific tasks may vary, but often include areas such as rural infrastructure development, education, health, social welfare, and community motivation in various fields. The Welfare Section Head is also responsible for preparing reports on the implementation of activities in his/her area of responsibility and advising the village head on policies and actions related to his/her duties.

Respondent II

According to Rifkariani Tontoli (head of sub-village 1), the function and role of Welfare is to carry out counseling and motivation for the implementation of community rights and obligations, increase community participation efforts, preservation of community cultural values, religion and employment.

Respondent III

According to Windiyawati (Kajur Keluangan) said that the important role of Kesra in a village is to carry out the development of rural facilities and infrastructure, development in the fields of education, welfare and the task of socialization and motivation of the community in the fields of culture, economy, politics, environment, family empowerment, youth, sports, and youth organizations.

The obstacles/problems experienced during the service in Tolondadu II Village, Bolaang Uki Subdistrict, South Bolaang Mongondow Regency from the results of the

Research Based on Interviews that I conducted are:

Respondent I

According to pandis lapa (government section), there are several obstacles that occur when carrying out services such as poor network connections, inadequate facilities, lack of knowledge in computer operations, which are obstacles when carrying out services to the community.

Respondent II

According to sitiana dani (general head) said that there are several things that are the reasons for the problems in the kasi kesra, namely the factors of apparatus human resources, bureaucratic organization, governance, mindset, organizational performance, bureaucratic culture, bureaucratic innovation and information technology, bureaucratic behavior, service systems and strategies.

Respondent III

According to Hamdi Hulokati (BPD), the lack of administrative training conducted in the village administration has made the village government illiterate about the knowledge of administrative management.

conducted in the village administration has made village officials less knowledgeable about

employees lack knowledge about managing village administration.

The solution to handling obstacles / problems during services in Tolondadu I Village, Bolaang Uki District, South Bolaang Mongondow Regency from the

results of Research Based on Interviews that I conducted are:

Respondent I

According to Pandis lapa (government section) we realize that sometimes we are faced with technical constraints, such as problems with the network. However, we are committed to continuously improving the quality of our services. To overcome these obstacles, we will not simply postpone work. Instead, we will always look for proactive solutions and develop backup plans to ensure the smooth implementation of our tasks.

We realize that service sustainability is the key to meeting the needs of the community. Therefore, we will remain in open communication with relevant parties, such as network providers or those who can help fix technical issues. In addition, we will continue to monitor and evaluate our systems in order to identify potential problems early and prevent them before they become serious obstacles.

Respondent II

According to sitiana dani (general manager), improving the quality of human resources is done by increasing the competence and expertise of these human resources. To improve competence and expertise, organizations / companies conduct training and resource development. Training or training is an effort to improve the skills he has mastered to be further improved. Meanwhile, development is carried out to expand expertise by learning new things.

Respondent III

According to Hamdi Hulukati (BPD) says that how to improve the quality of human resources to support economic development is to develop an appropriate education system including skill-oriented ones. Develop a training system outside of educational institutions.

DISCUSSION

1. The role of the head of the welfare and service section.

In general, the duties and obligations of government are to create regulations for public services, develop productive resources, create public peace and order, preserve socio-cultural values and strengthen national unity, develop democratic life, create justice, preserve the environment, implement and enforce laws and develop the life of the nation. To realize these tasks certainly requires a clean and authoritative government by applying the values and norms upheld by the nation. In its implementation, it is necessary to apply the principles of good governance which include the principles of accountability, transparency, rule of law professionalism, electability and efficiency.

From the results of these interviews, it can be concluded that the fulfillment of the role of the welfare and service section head usually assists the village head in carrying out development and community empowerment tasks. This includes activities such as planning, implementing, and evaluating village development programs, as well as providing services to the community. Specific tasks may

vary, but often include areas such as rural infrastructure development according to Listyaningsilh (2014) Development is generally defined as a series of efforts to realize planned and conscious growth and change taken by a country and nation towards modernity. Development is also directed towards changing the paradigm or mindset of society from traditional to modern, then education, health, socialization, and community motivation in various fields.

2. Obstacles/problems experienced during the service

Human resources play a very important role in realizing an ideal organization, because after all it is humans who ultimately determine and predict the success or failure of a policy, strategy, or activity steps that will be carried out in an organization. Therefore, improving the performance of human resources (HR) is very important in an effort to improve services to the community, so it needs to be pursued continuously and continuously in the face of community demands. To determine this, it is necessary to look for factors that affect this performance. Human resources play a very important role in realizing the ideal organization, and need to get deeper attention and study. To achieve organizational goals, employees who meet the standards are needed both in quality and quantity. Both in quantity, meaning that the number of employees must be in accordance with the work needs of one part of the organization. While good in quality, the meaning is that the quality of the results of these employees is truly reliable in accordance

with the field they are engaged in. Then if everything has been fulfilled, the organization can achieve the desired goals.

From the results of these interviews, it can be concluded that the fulfillment of the role of the welfare and service section head faces a number of challenges, including limited resources, greater community expectations, adaptation to political change management, and integration of digital technology.

Overcoming these obstacles requires good management strategies and strong leadership. There are also concerns about limited village budgets and lack of coordination between sectors, which may affect the effectiveness of program implementation. Overall, assessments from both sources highlighted the challenges faced by the welfare and service chiefs in improving village public services.

3. Solution to handle obstacles/problems during service

From the results of these interviews it can be concluded that the fulfillment of the role of the head of the welfare section and human resource improvement services requires commitment, finding proactive solutions and developing backup plans to produce smooth implementation of tasks. service sustainability is the main key in meeting the needs of the community. Therefore, we will continue to communicate openly with relevant parties, such as network providers or parties who can help fix technical problems.

Orang The village government as part of the government has duties and functions to carry out village services. Where the village

government has the authority to make decisions in accordance with policies to realize the goals of the authorities in setting orders in the village. Implementation of the village government must be in accordance with the subsystems and systems of government administration. So that the village has authority, it can be regulated and managed in accordance with the interests of the community.

The factor that counts to increase the work passion of employees where and any agency is the motivation and job satisfaction of its employees. This is quite reasonable because work ability and motivation are factors that reflect the attitude and character of a person in carrying out their main duties and functions. The motivation of an employee to work is usually a complicated thing, because motivation involves individual factors and organizational factors. As people become more educated and more economically independent, their sources of motivation are different, not solely determined by traditional means of motivation, such as formal authority and incentives, but also influenced by other need factors.

CONCLUSION

Based on the results of research conducted in Tolondadu I Village, Bolaang Uki District, South Bolaang Mongondow Regency regarding the Role of the Head of the Welfare and Service Section in Tolondadu I Village, Bolaang Uki District, South Bolaang Mongondow Regency.

The Head of the Service Section is an individual who is responsible for the management and implementation of service activities or programs in an organization or institution. His duties include planning the development, implementation, and evaluation of programs related to community services or welfare.

1. The implementation of the duties and functions of the Kesejahteraan Section Head in the field of community welfare and empowerment is quite good, seen in terms of:

A. Collecting and preparing data in the field of community welfare and empowerment has been running well and in accordance with the rules and is assisted by PKK cadres and community leaders.

B. Every policy formulation carried out by the Head of the Kesejahteraan Section in the field of community welfare and empowerment is carried out well. Policy formulation is based on data found in the field, community direction and aspirations.

C. Coordination, communication, planning and reporting of the Welfare Section Head in community empowerment are carried out well so that all activities are carried out.

Supporting factors in carrying out the duties and functions of the Welfare Section Head in the field of welfare and empowerment are the cooperation carried out by all levels in the Tolondadu I Village Government, while the inhibiting factors are limited budget, lack of human resources both in quality and quantity in carrying out the duties and functions of the Head of the Welfare Section.

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