

ANALYSIS COMMUNITY SATISFACTION ON HUNGAYONAA VILLAGE DEVELOPMENT PERFORMANCE, TILAMUTA DISTRICT, BOALEMO REGENCY

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ABSTRACT

The aim of this study was to determine the level of community satisfaction in village development performance in the Village Government of Hungayonaa, Tilamuta District, Boalemo Regency. The research method used in this research is a quantitative approach with this type of research using a survey. The study population was 1,066 families from 5 hamlets and the sample in the study was 87 people. The sampling technique used in this study is a non-probability sampling technique of purposive sampling. The data collection technique used in this study was a questionnaire or questionnaire and documentation. The data analysis technique used in this research is descriptive data analysis using a quantitative research approach. The results showed that the level of community satisfaction with the development performance of Hungayonaa Village, Tilamuta District, Boalemo Regency was still low, where the community's perception of village development performance was lower, namely 73.95% compared to community expectations, namely 80.48%. Of the two aspects of development assessed, the human aspect is lower than the physical aspect, namely 67.68% of human development performance. Meanwhile, the performance of physical development was 80.33%. This means that physical development is more dominant than human development.

Keywords: Satisfaction, Community, Performance, Development, Village.

INTRODUCTION

The process of development in the village as an effort to improve the quality of life the community really depends on improving the welfare of the village community. In law Number 6 of 2014 concerning villages that the Central Government must pay attention to all forms of village development-oriented development implementation. So that in carrying out village government, especially in village development so that it can accommodate the aspirations of the community. Where is the need from the community participation in carrying responsibilities according to the overall development of citizens.

Development must be in accordance with the needs of the village which can help the foundation of the country's economy, accelerate the alleviation of poverty and unemployment. So that with a solution that supports social change, it is not impossible that the realization of village development is adjusted to economic needs by driving the village economy which can attract people's location and livelihoods. In addition, by looking at the condition that there is village infrastructure, electricity, transportation, telephone, health and education and other infrastructure. Needed by the local community in improving a more developed and advanced village.

The scale that becomes a village priority must indeed be based on village development in accordance with community empowerment, local economic institutions and facilities and infrastructure sector is in accordance with development needs in the economic sector, it is very difficult to support the main factors so that the community's awareness is low so that they can participate in village development so that they can participate in village development so that what is implemented according to policies for community needs must be able to participate in implementing village development so that does not collide with the total need for village development planning.

In accordance with the village law that some become community areas with a legal basis where the boundaries of the jurisdiction are with the authority to manage and regulate according to the needs of the community so that customs or origins must be in accordance with the recognition so that forming a government system in the Regency and city areas must be based the constitution 1945.

Where is the basis for organizing according to village needs, diversity, even community empowerment. In democratic. Needs an community empowerment. In accordance with the ideas that exist in the village according to the authority and interest that exist in the community and can be recognized so that there can be a national government system and exists in the regency /city. In accordance with careful planning in terms of participation as well as transparency and democracy in village development. So that it is required to comply with the RPJMDes and RKPDes.

The hungayonaa village government through development planning can be compiled in the RPJMDes, RKPDes and APBDes in the village must be adjusted to The needs of law .Number 6 of 2014 concerning villages. Physical development is indeed needed because it is strategic in supporting the successful implementation of development in each hamlet. In addition, the distribution of physical development has not yet reached 100% because there are still several constructions of of facilities and infrastructure such as the Bulalove tourist spot which is considered to be very strategic in bringing in local and foreign people or tourists. But in fact it has not been fully implemented properly. Due to budge constraints which are not evenly distributed in physical development.

In the process of civil development, it turns out that in the proces of development, it is very necessary to have a development implementation process that is oriented towards development needs in Hungayonaa village. In the existing policies, the Hungayonaa Village Government has several things of concern in village development both in the economic sector, community empowerment, facilities and infrastructure and institution. It's just that. As a necessity, such as the development of Hungayonaa village, such as library management incentives, PAUD Teacher incentives, Posyandu Cadre incentives, KPM Incentives, PPKBD & SUB PPKBD incentives, PMBA, PMT Stunting, PMT for pregnant women, consultation stunting, procurement of alkes (scales) and handling Covid-19 (corona virus) .

Even for empowerment activities in Hungayonaa Village, there are several things that are very necessary, such as procurement of cattle, procuremen of. chickens, activities for manging cattle, activities for managing chickens, and a comparative study of food security for cattle groups. In 2022 there will be no implementation of village development in increasing the local economy and developing facilities and infrastructure. The reason is not impossible to be in the budget needs of the village fun. Even in the preparation of the RKPDes and APBDes they have not been published. So

that from village development activities in terms of community empowerment and institutional development raises several problems.

As is known because of the existence of community dissatisfaction with the system, mechanism and procedure for implementing village development. For example, the procurement of chickens from 1.250 families, based on verification in the field, only 5 people from Hungary have cages. There was even 1 person who did not accept the reason because the chicken received was still 3 weeks old. Because the age of 3 weeks is susceptible to disease chickens that have bought chickens that are 3 months old. In addition, the budget is minimal so that the people who receive it are also limited. Very low community dissatisfaction with village development which does not meet the needs of the community. The biggest problem is also chicken disease.

Not all people have chicken coops so not all people can. Not all people understand how to raise chickens according to the procedure. For now, the community does not know how to fatten cattle, so a comparative study was carried out in North Gorontalo. Lack of community satisfaction on products that are more specific to services for development in Hungayonaa Village. Development can be carried out with non compliance with specifics that be adjusted to development results that are considered to be of less quality. In fact, in several hamlets related to the development of Hungayonaa Village, it has not met the needs of the existing villages.

Based on the explanation on the background, the researcher can conclude the title as follows : an analysis of community satisfaction with development performance in the Government of Hungayonaa Village, Tilamuta District, Boalemo Regency.

Management

Management is planning, preparation, organization, direction and supervision of existing resource in achieving the goals that are set [2]. Management is a process carried out in achieving organizational goals according to work so that it can be carried out by existing people according to the desired organizational resource requirements [7].

Management Functions

Management functions can be classified into 4 functions, namely planning, organizing, directing and supervising so that the achievement of company goals must indeed be produced efficiently and effectively [1].

Village

Village Law no 6 of 2014 defines a village as a traditional village or village which is commonly known as a village. Where the village is part of the community in accordance with the law on regional boundaries so that it is in accordance with the authority to manage and regulate government needs, interests in the community and community initiatives. Where the origin and rights are traditionally as recognition and honor according to the system of government of the unitary state of the Republic of Indonesia.

Village Authority

Based on Law no 6 of 2014 concerning villages, it turns out that village authority lies in administering village government, village development, carrying out village development and village empowerment in accordance with community initiatives matters from the origins and origins and customs of the village. Even village authority on a village scale, authority with assignments from the government, regional, district/city and village.

Development

Development is part of a series of efforts for growth and change according to planning that will be carried out consciously by the nation, state and government so that modernity for the nation's chain. In fact, there are main ideas in the implementation of development, including :[10].

1. Development is a process that has no end.
2. Development is a business that has continuous implementation.
3. Development which is carried out in a planned manner and its planning must be based on change and growth.
4. Development leads to modernity.
5. Modernity must be achieved in accordance with development that has dimensional characteristics.

Village development aspects

Village development must be in accordance with the efforts carried out by the community properly so that village carried out by the community property so that village resources can be used. With the help of the government in changing the good. So that village development must have at least 2 aspects of the object of development. Where development can be divided into 2 main aspects are as follows : [5]

1. Village development in the physical aspect is the development of the main objects in the physical aspect in the village such as village roads, settlements, dams, irrigation, education, bridges, house buildings and others.
2. Development in the aspect of human empowerment is development and increasing capabilities in empowering rural communities as citizens in accordance with education and training, health, spiritual, business development and others.

Factors Influencing Community Satisfaction

Tjiptono explained that satisfaction can be determined on several indicators as follows : performance, perceived quality, additional features, durability, aesthetics and suitability [9].

Development Planning

The mission carried out in the village must be carried out independently so that it becomes very important. In building several things according to the needs in the planning process. Where talking about village development issues must be carried out properly. So that it can create effective development not only when there is an opportunity. Village development planning must be appropriate and tiered including: [4]

1. Village medium term Development Plan (RPJMDes) for a period of 6 (six) years.
2. The village annual Development plan, also known as the Village Government Work Plan (RKP DESA), is an elaboration of the Village RPJM for a period of 1 (one) year.

RESEARCH METHODS

Research used a quantitative research approach and the type of research used was survey type. The type of data in this research is quantitative and the data sources used are primary and secondary data sources.

The research populations is the people in Hungayonaa Village, amounting to 1.066 households from 5 hamlets in Hungayonaa Village. Can be broken down according to the hamlet, among others, as follows :

Table 1. Condition of households in 5 hamlets of Hungayonaa Village

Hamlet	Total KK
I	227
II	240
III	225
IV	170
V	204
Total	1066 KK

Data Source : Processed Data, 2022

The sample used is *simple random sampling*. The sample or sampling technique used is to use a *representative* sample in the population [8]. In the sample used is representative, among others :

Table 2. Samples In Research

Hamlet	Population	Sample
I	227	30
III	225	30
V	204	27
Total	656	87

Data Source : Processed Data, 2022

So the sample in the study was 87 families from 3 hamlets. The sampling technique is a *non-probability* sampling technique. For the implementation of the research, the research steps carried out using several methods in data collection that can be used are observation or observations, questionnaires (*questionnaire*) and documentation. Data analysis techniques so that they can be used in research on respondents according to the data collected [8]. The data analysis technique that can be used is descriptive data analysis technique that can be used is descriptive data analysis and uses a quantitative research approach.

RESEARCH RESULT

Community Participation Developmet in Physical Aspect

Physical development in Hungayonaa Village is one of the real manifestations of the development aspects of community needs in Hungayonaa Village. With regard to physical development, it can be explained that the Hungayonaa Village Government must be able to preapare concrete and real changes in carrying out development in Hungayonaa Village. In the implemetation of the development that must carried out there are several things that can be considered such as the construction of places of worship, markets, dams, village roads, settlements, bridges, house buildings and others. The implementation of physical development in Hungayonaa Village must be demonstrated by the needs of the people in Hungayonaa Village.

Physical development must be able to carry out the Government of Hungayonaa Village with overall attention to the needs covering infrastructuter or infrastructuter, in Hungayonaa Village so that the implementation of activities can be carried out in the cultural, social, land, political, cultural, security and economic fields of Hungayonaa Village, it is still very necessary, to develop a better implementation of Hungayonaa

Village development in villages that have not utilized natural resources and are not even being utilized.

Table 3. Community Satisfaction Survey Results in Development in the Physical Aspect

Development of the physical aspect	Hope	Performance	Comparios	Community Satisfacation
Concrete road construction	87.36	80.46	6.90	Not Satisfied
Latrine Development	90.80	82.30	8.51	Not Satisfied
Agroedutourism development (Bulalove)	89.89	81.61	8.28	Not Satisfied
Construction of the post office building	88.97	80.92	8.05	Not Satisfied
Construction of the preschool building	88.05	80.00	8.05	Not Satisfied
Construction of farm roads	86.90	79.08	7.82	Not Satisfied
Construction of deck plates	85.75	77.93	7.82	Not Satisfied
Average	88.24	80.33	7.91	Not Satisfied

Data Source : Processed Data, 2022

Based on the results of data processing, for the physical development of Hungayonaa Village, in several implementations, such as the concrete rebate road, it is still a footpath that has not been increased for the construction of the Rabat Concrete Road, the expectation of the community were found at 87,36% . but the reality obtained is only 80.46%. where the comparison is around 6.90 where the level of community satisfaction is considered dissatisfied with the implementation of the concrete road construction. The reason is not impossible because it was only implemented in hamlet III. For the physical development of the latrine construction, it was found that the community's expectations were 90.80% with the reality obtained being 82.30% wit ratio of 8.51. where the community feels dissatisfied because there are still people who have not received latrine assistance from the Hungayonaa Village Government.

In the physical development of Agroeduwisata development (Bulalove) the expected percentage is 89.89% with the actual results obtained at 81.61% where the ratio obtained 8.28. this results gives the community dissatisfaction with the physical development that is being carried out. Due to the construction of Agroeduwisata there has been no progress on visits and the hall buildings have been damaged. In the physical development of the poskesdes building, an expected value of 88.97% was obtained with an actual data value 80.92%. With the acquisition of a comparison of 8.05, where the community is not satisfied with the Physical development of the Poskesdes building that is being carried out. The reason is because for the poskesdes building the building needs to be improved or renovated, one of which is that the roof is leaking and the bathroom is not functioning. For the implementation of physical development, in the PAUD building, the processes data for the expectation category obtained value of 88.05%, but in reality a reality value of 80.00% was obtained. Where community satisfaction for PAUD building still requires a canopy so that people are not satisfied.

In the implemetation of physical development for the constructionof farm road, the results obtined were expected data of 86.90%, with a data processing value of 79.08% of the relaity information. Where people are not satisfied is evidenced by a comparison of 7.82. The reason is because when it rains the roads are muddy. Then the last physical development is the construction of the decker plate, the value obtined in the expectation category is 85.75% with the reality percentage value decreasing by 77.93% where the comparison obtined is 7.82. this indicates that the construction of the decker plate has a road that still needs the construction of the decker plate.

Development In The Aspect Of Human Empowerment

Development in the aspect of human empowerment in Hungayonaa Village is of great concern in seeing the extent to which the Hungayonaa Village Government is capable of carrying out capacity building, skill and community empowerment in Hungayonaa Village. In this case, some attention is focused on aspects, especially on education, spiritual, training, health, economic bussiness development and others [5]. For this reason human empowerment is part of the implementation in the Hungayonaa Village Government so that the village Government so that the village develops in a prosperous and independent manner according to the needs of the community so that it is able to manage attitudes, knowledge, behavior, skills, abilities, awareness and utilization of resources by adjusting policies on programs so that they are discussed in the implementation of development Hungayonaa Village.

In addition, the pattern of community behavior can be changed so that it will not cause harm to the community and hinder the improvement of people's welfare in Hungayonaa Village community can regulate the management of village development and will be implemented.

Hungayonaa Village development activities and programs can be carried out in several steps which can be taken through human empowerment carried out by providing additional food for babies and toddlers additional food for pregnant women, youth training, mock studies (comparative studies), integrated health outreach and provision of posyandu & poskesdes medical equipment.

Table 4. Community Satisfaction Survey Results In The Aspect of Human Empowerment

Development in human empowerment	Hope	Performance	Development	Community satisfaction
Provision of Supplementary food for infants and toddlers	75.17	70.11	5.06	Not Satisfied
Provision of stunting suplemnetary food	74.25	69.20	5.06	Not Satisfied
Supplementary food for pregnant women	73.10	68.28	4.83	Not Satisfied
Youth training	73.10	68.28	4.83	Not Satisfied
Comparative Study	72.18	67.13	5.06	Not Satisfied
Integrate health outreach	71.03	65.98	5.06	Not Satisfied
Procurement of Posyandu and Poskesdes health equipment	70.11	64.83	5.29	Not Satisfied

Development in human empowerment	Hope	Performance	Development	Community satisfaction
Evarage	72.71	67.68	5.02	Not Satisfied

Data Source : Processed Data, 2022

Providing supplementary food for infants and toddlers where the expected value is 75.17%, in fact the reality obtained is 70.11% with a comparison value of 5.06. where the level of community satisfaction is indeed not related to the provision of additional food for infants and toddlers, which is not in accordance with the portion of adults. Mean while, the provision of stunting supplementary food obtained an expected value of 74.25%, but in reality it was obtained 69.20% with a comparison value of 5.06. the provision of supplementary food for stunting is what some people want to provide additional food for stunting is what some people want to provide additional food for stunting to be carried out every day for 1 year, while in reality it is every day for 3 months.

The supplementary feeding program for pregnant women obtained expected value of 73.10% with a reality value of 68.28% with value comparison of 4.83. But the provision of additional food pregnant women does not suit the tastes of pregnant women. For youth training program with an expectation of 73.10% with reality of 68.28% with value comparison of 4.83. the reason is because youth training for the follow-up activity plan (RKTL) is not appropriate. Training has been given but the activities are still lacking, Furthermore, the mock study program (comparative study) with an expected value of 72.18% with a comparison of the reality value of 67.13% for a comparison value of 5.06. in a mock study (comparative study), the participant in the mock study should be from the community, not only village officials BPD and others. The integrated health socialization program obtained an expectation value of 71.03%. with the results on the actual value of 65.98% where the comparison value is 5.06. integrated health socialization should be carried out continuously, not just once. For the posyandu & poskesdes procurement program, an expected value of 70.11% was obtained with a reality value of 64.83% with a value ratio 5.29. the reason is because there are still medical devices that have not been procured for posyandu & poskesdes.

DISCUSSION

The activities that have been carried out by the Hungayonaa Village government, both physical development and human development. The physical development includes the construction of latrines, the construction of agroedutourism (bulalove), the construction of the poskesdes building, the construction of the PAUD building, the construction of farm roads, the construction of decker plates. Human development includes the provision of infant and toddler food, provision of supplementary food for pregnant women, comparative study (comparative studies), integrated health socialization and provision of posyandu & poskesdes medical equipment.

Table 5. summary of community satisfaction research results Community Satisfaction on Development Performance in Hungayonaa Village.

Village Development	Public Perseption		Description
	Hope	Performance	
Physical Development	88,24%	80,33%	Not Satisfied
Human Development	72,71%	67,68%	Not Satisfied
Evarage	80,48%	73,95%	Not Satisfied
Evarage	80,48%	73,95%	Not Satisfied

Data Source : Processed Data, 2022

In accordance with the results of the research, physical development has not fully supported and provided satisfaction to the community. However, in terms of the realization of the construction, there are some people who are not satisfied. This can be seen between expectations and development performance in Hungayonaa Village where physical development gains expectations of 88.24% but the resulting performance is 80.33%, causing dissatisfaction with the community. So that the people who initially had and had high expectations related to this development will still be a reality or the development performance of Hungayonaa village is not in line. So that there should be an even distribution of physical development in every hamlet in Hungayonaa Village. Implementation of the infrastructure development of the Black Water village because the quality of the performance of the black water village government has not not been maximized and has not provided benefits to the community evenly [3]. But in fact, it was obtained based on the results of processing community satisfaction data for development in the physical aspect with an expected value of 88.24%. While in reality it only got a value of 80.33%. where the comparison value is 7.91. because these results make people not satisfied.

Or human development in Hungayonaa Village, there is hope with a value of 72.71%, only the performance obtained is 67.68%. With an assesment of public dissatisfaction. Human development really needs to be developed considering that the development of self-sufficiency and welfare of the people of Hungayonaa Village must be able to be increased by looking at several benefits in the availability of resource in Hungayonaa Village. Village development must based on aspects of human empowerment in development by looking at power in accordance with increasing economic, cultural, economic, political, and local people in the community in Hungayonaa Village must play an important role in the simplementation of development. So it is very important in carrying out the development process in the aspect of human empowerment by carrying out community participation through development in Hungayonaa Village. The results of research conducted to the improvement and assistance of posdaya should be able to increase the ability of administrators to manage and improve posdaya in the community [6]

Of the two aspects of development, both physical and civil, the development aspect that is assessed, the human aspect is lower than the physical aspect, namely 67.68% of human development performance. Meanwhile, the performance of physical

development was 80.33%. This means that physical development is more dominant than human development.

CONCLUSION

Based on the results of the research and discussion, it can be concluded that the level of community satisfaction with the development performance of Hungayonaa Village, Tilamuta District, Boalemo regency, is still low, where community perceptions of village development performance are lower, namely 73.95% compared to community expectations, namely 80.48%. Of the two aspects of development assessed the human aspect is lower than the physical aspect, namely 67.68% of human development performance. Meanwhile, the performance of physical development was 80.33%. This means that physical development is more dominant than human development.

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