

THE INFLUENCE OF THE PERFORMANCE OF VILLAGE APPARATUS ON IMPROVING THE QUALITY OF PUBLIC SERVICES IN WONOHARJO VILLAGE, PANGANDARAN DISTRICT, PANGANDARAN DISTRICT

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ABSTRACT

This research is motivated by the lack of optimal improvement in the service process which is thought to be due to the performance of the Wonoharjo Village Officials, Pangandaran District, Pangandaran Regency which is still not optimal, such as the low level of discipline of village officials, the village officials not being optimal in carrying out work quickly, precisely and deftly and the low level of knowledge possessed by village officials. in carrying out services, lack communication skills and are less open to suggestions and criticism of their work. The formulation of the problem is 1) How is the performance of village officials in Wonoharjo Village, Pangandaran District, Pangandaran Regency?, 2) What is the quality of public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency? and 3) How much big influence performance village officials to quality services in Wonoharjo Village, Pangandaran District, Pangandaran Regency?. The research method used in this research is a descriptive analysis method with a quantitative approach. The number of samples in this study was 100 people. In this research, researchers used quantitative data analysis techniques such as determining ranges, determining assessment categories, percentages, coefficient analysis, determination correlation and t test. The research results show that: 1) Performance of Village Officials in Wonoharjo Village, Pangandaran District, Pangandaran Regency has been implemented quite well, 2) The quality of public services in villages in Wonoharjo Village, Pangandaran District, Pangandaran Regency has been implemented quite well, 3) There is an influence of the performance of village officials on improving the quality of public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency by 34.59% . From the results of the hypothesis test, it was obtained that the t_{count} was $7.1999 >$ from the t_{table} of 1.66055 so that the hypothesis that the author put forward was that there was an influence on the performance of village officials on improving the quality of public services at the Wonoharjo Village office, Pangandaran District, Pangandaran Regency, which could be accepted and had its validity tested.

Keywords : Village Official Performance , Quality Service .

INTRODUCTION

The level of human resources in government and private agencies can be seen from the performance of employees in providing effective and efficient services to the community. Civil servants as government officials and at the same time as public servants are always ready to carry out their duties well and are ready to serve the community well. A civil servant is always required to work enthusiastically in providing services to the community so that he does not appear slow. Work enthusiasm for civil servants is very necessary to improve the quality of services provided to the community .

One important factor in developing an organization is providing satisfactory service to the community. Service providers are a unique problem because each individual has different characteristics. This difference arises because each person has a different temperament. This requires professional skills in serving various types of people .The public really hopes for good and satisfying service, usually people will control the quality of service by comparing their expectations with their experience. A person definitely has experiences and memories that cannot be easily erased, and will have an impact on the next cycle. Therefore, care is needed in providing a service based on service quality

One form of community activity that is an important part of the nation and state is public service. In the context

of a modern state, public service has become a very important profession, because it guarantees the continuity of state administration which involves service policies and management of resources originating and intended for the public interest. If we assess the condition of public services in developed and developing countries, the differences in public services that apply are very visible. This is caused by various factors, one of which is the low quality of public services to developing countries and developing countries such as Indonesia.

Regional governments are given the authority by the central government to regulate households including their own regions, including the provision of public services to the people in their regions in accordance with applicable regulations. This is supported by Law of the Republic of Indonesia Number 6 of 2014 which defines a village as a legal community unit that has territorial boundaries with the authority to regulate and manage government affairs, the interests of local communities based on community initiatives, original rights and/or recognized traditional rights. and respected in the government system of the Unitary State of the Republic of Indonesia.

Based on initial observations conducted by researchers at the Office of the Head of Wonoharjo Village, Pangandaran District, Pangandaran Regency, it appears that the performance of the Wonoharjo Village

Officials, Pangandaran District, Pangandaran Regency is still not optimal and there is still a need for improvement in the service process. This can be seen from the following indicators:

1. The village officials' lack of speed in implementing services resulted in delays in completing them. For example, services in the administration of making SKCK cover letters in the SOP which should be completed in approximately 10 minutes but it turns out it takes up to 30 minutes to complete.
2. There are still village officials who do not comply with service procedures. As there are still village officials who carry out services related to making birth certificate cover letters, they do not ask for a certificate from the midwife who handles the birth and do not ask for photocopies of the ID cards of both parents, so the village government does not have an archive of these required documents.
3. Lack of accuracy of village officials in population administration services. For example, when making family cards, there are still errors regarding the full names of the applicant's family members.

These problems are thought to be caused by the low performance of officials in Wonoharjo Village, Pangandaran District, Pangandaran

Regency. This can be seen from the following indicators:

1. The level of discipline of village officials in carrying out services is still low. For example, there are still village officials who arrive late to the office and are supposed to arrive at 08.00 WIB but only arrive at 09.00 WIB, causing people who need services to have to wait a long time, such as when making E-KTP cover letters.
2. Village officials are not yet optimal in carrying out work quickly, precisely and deftly. For example, village officials still experience delays in completing their work.
3. The knowledge that village officials have in implementing services is still low. For example, in conveying information related to procedures and mechanisms for population administration services, it is not clearly conveyed to the public so that people do not understand it, such as the Head of Services in explaining the making of a Family Card from the start of making the cover letter to the completion card.
4. Village officials lack the ability to communicate well with the people they serve so that the people's desires and expectations are not fulfilled.
5. Village officials are still less open to suggestions and criticism of their work. For example, there are still village officials who do not want to consider following suggestions and

input from the community they serve.

Based on the background description above, the researcher formulated the problem as follows:

1. How is the performance of village officials in Wonoharjo Village, Pangandaran District, Pangandaran Regency?
2. What is the quality of public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency?
3. How big is the influence of the performance of village officials on the quality of services in Wonoharjo Village, Pangandaran District, Pangandaran Regency?

LITERATURE REVIEW

1. Employee Performance

Prawirosentono (2014:2), performance is a work result that is able to be achieved by a person or group of people within an organization, in accordance with their respective authority and responsibilities, in order to achieve the goals of the organization concerned legally, not violates a law and is in accordance with morals and ethics.

Gibson (2017:40), says that a person's performance is determined by his ability and motivation to carry out work. It is explained that work implementation is determined by the interaction between ability and motivation.

According to TR Michel in Rizky (2001:15) use five indicator that is:

- a. Quality of Work (*Quality of Work*),

namely the quality of work produced can satisfy consumers/users or No.

- b. Communication (*Communications*), that is ability employee in communicating well to consumers.
- c. Speed (*Promptness*), namely the speed of work as measured by level time, so employees or staff are required to work quickly reach satisfaction and Also improvement Work.
- d. Ability (*Capabilities*), that is ability in do work maximum Possible.
- e. Initiative (*Initiative*), that is every employee capable finish problem his job Alone so that No happen infertility in carry out a job.

2. Service quality

"Services are said to be quality or satisfactory if the service can meet the needs and expectations of the community. "If the public is not satisfied with a service provided, then the service is certain to be of poor quality or inefficient" (Hardiyansyah, 2011:36). Sinambela (2014:6) "Service quality usually describes the direct characteristics of a product, such as: 1) performance, 2) reliability, 3) ease of use, and 5) aesthetics, and so on." The definition of service quality according to Wyckof in Algifari (2015: 3), "The expected level of excellence and control over that level of excellence to fulfill consumer desires".

According to Zeithaml-Parasurman-Berry (in Pasolong 2013: 135), that there are five indicators quality service namely as follows:

- a. *Reliability* (Reliability) That is ability For fulfil promise service

- Which accurate
- b. *Responsiveness* (Responsiveness) That is describe desire For help customer For provide services Which fast and appropriate.
 - c. *Assurance* (Guarantee) is knowledge And ability employee forconvincing characteristic Which can trusted Which owned para staff.
 - d. *Empathy* (Empathy) Which is concern, attention individual Which given by the company to customer.
 - e. *Tangibles* (Tangible) is form physique facility, equipment, personnel, And material communication.

METHOD

The research method used in this research is a descriptive analysis method with a quantitative approach, because this research is presented with numbers. The research design used in this research is a descriptive analysis research design.

The population in this study amounted to 9,733 people. Samples were taken using the Slovin formula, from the results of these calculations, the sample studied in this study was 100 people . In this research, data collection techniques include literature study and field study (observation and interviews and questionnaires) . The data processing/analysis technique for this research is determining the score range, determining the assessment category, percentage, correlation coefficient, coefficient of determination and t test.

RESULTS AND DISCUSSION

Performance of Village Officials in Wonoharjo Village, Pangandaran District, Pangandaran Regency

1. Validity Test Results

In this study the number of respondents was 1 00 people so the r_{table} value was 0.1 946 . Next, compare the calculated r values with the r_{table} . If the calculated r value $> r_{table}$, then it is declared valid . If the calculated r value $< r_{table}$, then it is declared invalid .

Table 1

Validity Test Results

No. Items	Total	Information
Item_1	0.675	Valid
Item_2	0.325	Valid
Item_3	0.317	Valid
Item_4	0.347	Valid
Item_5	0.478	Valid
Item_6	0.568	Valid
Item_7	0.383	Valid
Item_8	0.253	Valid
Item_9	0.304	Valid
Item_10	0.269	Valid
Item_11	0.210	Valid
Item_12	0.491	Valid
Item_13	0.285	Valid
Item_14	0.382	Valid
Item_15	0.318	Valid

Based on the table above, of the 15 statement items The value obtained is more than the r_{table} of 0.1 946 so that all statements are valid.

2. Reliability Test Results

The reliability test in this study was carried out using *Cronbach's alpha* . With decision criteria where if the *Cronbach alpha* value is > 0.6 then it is declared reliable and if *the Cronbach alpha* value is < 0.6 then it is declared unreliable .

Table 2
 Reliability Test Results

Reliability Statistics	
Cronbach's Alpha	N of Items
0.736	15

Based on this table, it is known that from the 15 statement items, a *Cronbach's Alpha value* of 0.736 was obtained so that all items were declared reliable.

Based on the research results, the performance of Village Officials in Wonoharjo Village, Pangandaran District, Pangandaran Regency Based on the recapitulation results regarding the performance of village officials, the total score for variable Thus, the performance of village officials in Wonoharjo Village, Pangandaran District, Pangandaran Regency is quite in accordance with the performance indicators according to TR Michel (in Rizky, 2001: 15) which include the dimensions of work quality, communication, speed, ability and initiative.

a. Quality of Work (*Quality of Work*)

The following table presents the frequency distribution of work quality *dimensions*, as follows:

Table 3
 Dimensional Frequency Distribution
 Quality of Work (*Quality Of Work*)

Ans	Item No			Qty	Score
	1	2	3		
5	6	1	4	11	55
4	11	6	11	28	112

3	19	57	26	102	306
2	40	20	41	101	202
1	24	16	18	58	58
Amount					733

Based on the table above, the total score for the quality of work dimension is 733.

Based on the results of research on the quality of work dimensions of village apparatus indicators can meet the standards work Which has it was determined that it was still less than optimal, as there were still village officials who, in carrying out the service of making birth certificate cover letters, only asked for verbal information from the applicant so that the village government did not have an archive of these required documents, even though the existence of this archive was a rule that had to be implemented by village officials. Then, the indicators of village officials having high work morale are carried out less than optimally, such as in carrying out their work, sometimes the work results are not completed well, there are still those who work casually and are less diligent. Furthermore, the indicator that village officials are thorough in completing their work is still less than optimal, such as there are still employees who are not able to complete their duties carefully, for example when there is an error regarding the data regarding the applicant for a business domicile permit, but the village officials do not immediately correct it so that the community feels less satisfied with the service provided. given.

b. Communication _

The following table presents the frequency distribution of communication *dimensions* , as follows:

Table 4
 Dimensional Frequency Distribution
 Communication _

Ans	Item No			Qty	Score
	1	2	3		
5	1	7	7	15	75
4	2	3	12	17	68
3	33	26	21	80	240
2	56	55	40	151	302
1	8	9	20	37	37
Amount					722

Based on the table above, the total score for the communication *dimension is obtained of 722.*

Based on the results of research on the communication dimension , the village apparatus indicators always do communication Which effective to The community is implemented less than optimally, such as when village officials carry out their work, they rarely communicate effectively with the community, making it difficult to get information about existing programs in the village. Then the village apparatus indicator Always use language that is easy to understand when doing it communication with community has been implemented optimally, such as village officials always using language that is easily understood by the community because the language used is the same or employees usually use good Indonesian. Furthermore, the indicators that village officials always convey all information well to

colleagues and the community are still less than optimal, such as not being able to create an atmosphere of togetherness among village officials, lack of closeness and lack of mutual communication regarding conveying information between village officials, while information related to the community seems to always be delivered well by village officials.

c. Speed (*Promptness*)

The following table presents the frequency distribution of the speed dimension (*promptness*) :

Table 5
 Dimensional Frequency Distribution
 Speed (*Promptness*)

Ans	Item No			Qty	Score
	1	2	3		
5	1	1	3	5	25
4	9	12	8	29	116
3	49	31	28	108	324
2	25	36	36	97	194
1	16	20	25	61	61
Amount					720

Based on the table above, the total score for the speed dimension (*promptness*) is obtained of 720.

Based on research results on dimensions speed (*promptness*) that the implementation of village apparatus indicators completing work quickly is less than optimal, as village officials appear relaxed so that the previously determined time is not achieved by village officials, resulting in people having to wait for completion. Then the village apparatus indicator able to complete the work according to the target is still not optimal, such as village

officials not being able to complete the work according to the target, within 5 days there were 3 people who submitted applications for making KTPs until they were finished and the village officials targeted completion within the next week, however, At that time, the three applicant communities had not yet received KTPs. The next indicator of the amount of work completed by village officials can be seen from the time when work has not been carried out optimally, such as delays in completing work. For example, in making an E-KTP cover letter in the SOP, which should have been completed in approximately 10 minutes, it actually took up to 30 minutes to complete.

d. Ability (*capability*)

The following is a frequency distribution table of capability dimensions, as follows:

Table 6
 Dimensional Frequency Distribution
 Capabilities _

Ans	Item No			Qty	Score
	1	2	3		
5	7	6	3	16	80
4	6	15	10	31	124
3	24	22	23	69	207
2	54	41	43	138	276
1	9	16	21	46	46
Amount					733

Based on the table above, the total score for the capability dimension is obtained amounting to 733.

Based on the results of research on the capability dimensions of village apparatus indicators have abilities that are appropriate to the task they are

carrying out, which is not carried out optimally, such as someone still completing the work, but mistakes occur so that the process of carrying out the work becomes late because it has to be corrected again. Then the village apparatus indicator being able to carry out the work effectively and efficiently is still not optimal, such as when completing the work there is not enough checking so that when it is finished there is an error in the data so it has to be corrected again. Next is the implementation of village apparatus indicators being able to collaborate with colleagues is still not optimal, as there are still village officials who have an individualistic attitude and rarely provide assistance to their colleagues in carrying out their work and there is still an attitude of village officials who sometimes do not respect each other's work results.

e. Initiative (*initiative*)

The following table presents the frequency distribution of initiative dimensions, as follows:

Table 7
 Dimensional Frequency Distribution
 Initiative (*Initiative*)

Ans	Item No			Qty	Score
	1	2	3		
5	1	2	1	4	20
4	18	15	8	41	164
3	51	24	43	118	354
2	23	37	29	89	178
1	7	22	19	48	48
Amount					764

Based on the table above, the total score for the initiative dimension is obtained amounting to 764.

Based on the results of research on the initiative dimension, the implementation of village apparatus indicators always offering assistance in serving the community, carried out optimally, as seen by village officials in serving the community who come, always offering assistance, such as always asking about their needs and then directing them to village officials who are tasked with their respective fields. Then the village apparatus indicator always looking for the best alternative work patterns to speed up the process of completing work which is less than optimal, as in carrying out their work so far the village apparatus is still not completing the process quickly enough, this can be seen from the completion of work which is quick to complete due to time conditions but the implementation is not carried out quickly. Next is the indicator for village officials always open to receiving criticism and suggestions regarding work that has been produced which has not been carried out optimally, such as village officials when there are work results that are deemed inappropriate but the village officials paid little attention to it.

Quality of Public Services in Wonoharjo Village, Pangandaran District, Pangandaran Regency

1. Validity Test Results

In this study the number of respondents was 100 people so the r_{table} value was 0.1946. Next, compare the calculated r values with the r_{table} . If the calculated r value $> r_{table}$,

then it is declared valid. If the calculated r value $< r_{table}$, then it is declared invalid.

Table 8

Validity Test Results

No. Items	Total	Information
Item_1	0.396	Valid
Item_2	0.484	Valid
Item_3	0.380	Valid
Item_4	0.303	Valid
Item_5	0.346	Valid
Item_6	0.273	Valid
Item_7	0.310	Valid
Item_8	0.384	Valid
Item_9	0.233	Valid
Item_10	0.333	Valid
Item_11	0.443	Valid
Item_12	0.259	Valid
Item_13	0.343	Valid
Item_14	0.382	Valid
Item_15	0.295	Valid

Based on the table above, of the 15 statement items The value obtained is more than the r_{table} of 0.1946 so that all statements are valid.

3. Reliability Test Results

The reliability test in this study was carried out using *Cronbach's alpha*. With decision criteria where if the *Cronbach alpha* value is > 0.6 then it is declared reliable and if the *Cronbach alpha* value is < 0.6 then it is declared unreliable.

Table 9

Reliability Test Results

Reliability Statistics	
Cronbach's Alpha	N of Items
.646	15

Based on this table, it is known that from the 15 statement items, a *Cronbach's Alpha* value of 0.646 was

obtained so that all items were declared reliable.

Research result The quality of public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency, is that based on the recapitulation results regarding the quality of public services, a total score of 4,144 is obtained, if the percentage is 55.25%, meaning that the quality of public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency is in the quite good category.

a. Reliability (*Reliability*)

The following is a frequency distribution table of reliability *dimensions* , as follows:

Table 10

Dimensional Frequency Distribution Reliability (*Reliability*)

Ans	Item No			Qty	Score
	1	2	3		
5	9	12	5	26	130
4	12	11	22	45	180
3	27	32	30	89	267
2	43	31	27	101	202
1	9	14	16	39	39
Amount					818

Based on the table above, the total score for the reliability dimension *is* obtained of 818.

Based on the results of research on the reliability dimension , the implementation of village apparatus indicators Providing the same service to the community is still less than optimal, as village officials are seen to still be differentiated in serving the community. Then implement the village apparatus indicators do not delay in serving less than optimal communities, as there are

still village officials who look relaxed, causing people to have to wait a long time for the service process. Next is the implementation of village apparatus indicators provide the right service to the community is still less than optimal, as there are still village officials who sometimes ignore the needs of the community, making the community feel less satisfied with the services provided.

b. Power Responsiveness (*Responsiveness*)

The following table presents the frequency distribution of dimensions of *responsiveness* , as follows:

Table 11

Dimensional Frequency Distribution Responsiveness (*Responsiveness*)

Ans	Item No			Qty	Score
	1	2	3		
5	6	8	4	18	90
4	20	18	18	56	224
3	25	27	34	86	258
2	37	37	31	105	210
1	12	10	13	35	35
Amount					817

Based on the table above, the total score for the responsiveness *dimension is* obtained amounting to 817.

Based on the results of research on the dimensions of responsiveness , the implementation of village apparatus indicators helping the community during the service process has been carried out optimally, as village officials always seem to help people who need services. For example, when a person comes to ask about the vaccination site that day, the village officials immediately notify them and even take the community to the vaccination site. Next is the village apparatus indicator

giving attention to serving the community is less than optimal, for example, village officials are seen not paying attention to the community, such as inviting them to talk during the service process so that they don't get bored while waiting for the required services to be completed. Next comes the implementation of village apparatus indicators accepting suggestions given by the community is still less than optimal, such as village officials still not responding to suggestions given by the community they serve in making domicile cover letters, but when the results are not in accordance with reality and asking village officials to improve, the village officials don't respond to them.

c. Guarantee (*Assurance*)

The following table presents the frequency distribution of collateral dimensions (*assurance*), as follows:

Table 1 2
 Dimensional Frequency Distribution
 Guarantee (*Assurance*)

Ans	Item No			Qty	Score
	1	2	3		
5	10	5	5	20	100
4	19	16	14	49	196
3	30	29	37	96	288
2	35	37	32	104	208
1	6	13	12	31	31
Amount					823

Based on the table above, the total score for the dimensions is obtained guarantee (*assurance*) of 823.

Based on the results of research on the assurance dimension, the implementation of village apparatus indicators having knowledge related to their respective fields of work is

optimal, such as the Village Secretary who is able to carry out administrative work in the form of document management, correspondence administration and archives because he already has knowledge and insight regarding secretarial matters. Then the village apparatus indicator having the character of being trustworthy in completing their work is still less than optimal, as there are still village officials who often forget to complete their work. Next is the village apparatus indicator serving the community well is still not optimal, as there are still village officials who carry out their services, sometimes not well towards the community, this is like when there are people who are being served but the attitude of the village officials does not provide a pleasant appearance.

d. Empathy (*Empathy*)

The following is a frequency distribution table for the Empathy dimension, as follows:

Table 1 3
 Dimensional Frequency Distribution
 Empathy (*Empathy*)

Ans	Item No			Qty	Score
	1	2	3		
5	6	9	5	20	100
4	25	19	16	60	240
3	27	18	35	80	240
2	28	45	32	105	210
1	14	9	12	35	35
Amount					825

Based on the table above, the total score for the dimensions is obtained Empathy (*Empathy*) of 825.

Based on research results on dimensions empathy (*emphaty*) is an indicator of village officials Respond

well when there are complaints regarding the optimal service received by the community, such as when people ask questions, the village officials immediately respond quickly so that the community feels helped by the fast response from the village officials. Then the village apparatus indicator Providing services in accordance with the wishes of the community is still not optimal, such as village officials experiencing delays in completing them and there are still village officials who sometimes ignore the needs of the community. Next is the indicator for village officials showing attention to people who need services that are not being implemented optimally, such as there are still village officials who are relaxed and less serious in providing their services, even though the community really needs the results of the services provided by village officials.

e. Tangible (*Tangible*)

The following table presents the frequency distribution of the Tangible dimension (*Tangible*), as follows:

Table 1 4
 Dimensional Frequency Distribution
 Tangible (*Tangible*)

Ans	Item No			Qty	Score
	1	2	3		
5	7	10	7	24	120
4	21	23	21	65	260
3	37	28	35	100	300
2	19	25	26	70	140
1	16	14	11	41	41
Amount					861

Based on the table above, the total score for the dimensions is

obtained Tangible (*Tangible*) amounting to 861.

Based on research results on dimensions Tangible means *that* the implementation of indicators of the Wonoharjo Village Head Office provides good physical facilities to support adequate service quality, such as having adequate buildings to support services. Then the indicator that village officials provide information that is easy to understand to the community is optimal, such as always using language that is easy to understand, adapting to the language of the community being served so that explanations are easier to understand. Furthermore, village officials who appear appropriate and neat when serving are optimal, such as village officials who strictly follow the uniform that has been determined. This can be seen in the daily service of village officials who always wear neat and appropriate clothing.

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product moment correlation results, a *product moment* correlation value of 0.633 was obtained between the performance of village officials and service quality. The correlation coefficient of 0.633 is included in the strong criteria, so there is a strong relationship between the performance of village officials and the quality of service. Next, by calculating the

coefficient of determination by squaring the correlation coefficient found, the coefficient of determination is calculated as 40.04 %. This means that 40.04 % of service quality is influenced by the performance of village officials . Meanwhile , the remaining 59.96 % is from other variables not examined in this research which researchers suspect, such as work motivation, work equipment and facilities, leadership, work procedures and others. From the coefficient of determination, the level of influence of village officials' performance on service quality is quite significant.

To answer the hypothesis that the author put forward, the author compared the calculated t value with the t table. To find the t table with a 95% confidence level of $\alpha = 0.05$ and for $n = 100$, the t table is 1.66055 . Because the calculated t is 8 , 0 9 1 > from the t table of 1.66055 . So the hypothesis H_0 is rejected and H_a is accepted. In other words, the hypothesis proposed by the author is that there is an influence on the performance of village officials on improving the quality of public services at the Wonoharjo Village office, Pangandaran District, Pangandaran Regency, which can be accepted and proven to be true.

Within the scope of village government administration, all village officials have the duty and authority to provide good services to the community in order to achieve quality services that are in accordance with community

needs. The role of the village government in carrying out its authority is a benchmark that shows the extent of the quality of services they provide as a form of their service to the community. Therefore, village governments are required to improve the quality of their performance in providing services that meet community expectations.

The relationship between performance and service quality was stated by Benardin, quoted by Satibi in the book Public Management (2012: 104), Employee performance is: The work results achieved by an employee, both individually and in groups in order to achieve the vision, mission and programs set by the organization, so that the contribution of each employee to the organization can be known.

The above opinion is reinforced by Sinambela (2012: 6) in his book entitled Public Service Reform, stating that:

Service quality closely related to systematic and comprehensive services known as the concept of excellent service. The quality of public service is the quality or quality of bureaucrats' service to the community which is able to fulfill the desires or needs of customers or the community (*meeting the needs of customers*).

Thus, in realizing the quality of service to the public, participation is required from the performance of the employee who is concerned with the service process to the public. Employee

performance is one of the main keys to the successful achievement of an organization's goals. Therefore, employee performance is a factor that influences the quality of service to the community, where adequate employee performance is an element that needs to be improved and in order to improve the quality of service.

Law Number 25 of 2009 concerning Public Services essentially regulates the principles of good governance including excellent service provided to the community. This law mandates all public service delivery institutions to prioritize an attitude of professionalism in carrying out their main duties and functions. In carrying out their main duties and functions as regional government administrators, each regional government apparatus must be able to provide the best service that is satisfactory to the community.

CONCLUSION

Based on the research results, the author can conclude as follows :

1. The performance of Village Officials in Wonoharjo Village, Pangandaran District, Pangandaran Regency has been carried out quite well. This is shown by the total score of 3,672, if the percentage is 48.96%, it means that the performance of village officials in Wonoharjo Village, Pangandaran District, Pangandaran Regency is in the quite good category according to the performance indicators

according to TR Michel (in Rizky, 2001:15) which includes the dimensions of work quality, communication, speed, ability and initiative. In this case, village officials have high work enthusiasm, complete work quickly, are able to carry out work effectively and efficiently and always offer assistance in serving the community.

2. The quality of public services in villages in Wonoharjo Village, Pangandaran District, Pangandaran Regency has been implemented quite well. This is shown by obtaining a total score of 4,144 , if the percentage is 55.25%, meaning that the quality of public services in villages in Wonoharjo Village, Pangandaran District, Pangandaran Regency is in the quite good category in accordance with the service that is actually felt by consumers according to Zeithaml-Parasurman-Berry (in Harbani Pasolong, 2013: 135), which includes the dimensions of reliability, responsiveness, assurance, empathy and tangibility. In this case, village officials show concern in serving the community, have knowledge related to their respective fields of work, respond well when there are complaints regarding the services received by the community, have good physical facilities to support the quality of service, provide information that is

easy to understand to the community and look good. appropriate and neat when serving.

3. There is an influence on the performance of village officials on improving the quality of public services in Wonoharjo Village, Pangandaran District, Pangandaran Regency by 40.04% . From the results of the hypothesis test, it was obtained that the t_{count} was 8.091 > from the t_{table} of 1.66055 . So the hypothesis H_0 is rejected and H_a is accepted, meaning that if the performance of village officials is good, the quality of public services will increase or vice versa. Thus, the hypothesis that the author proposes, namely that there is an influence on the performance of village officials on improving the quality of public services at the Wonoharjo Village office, Pangandaran District, Pangandaran Regency, can be accepted and has been proven to be true.

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