

ANALYSIS OF VILLAGE GOVERNMENT PERFORMANCE IN PUBLIC SERVICES IN LATDALAM VILLAGE, SOUTH TANIMBAR DISTRICT, TANIMBAR ISLANDS REGENCY

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| Informasi Artikel | Abstract |
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| Vol: 1 No: 6 Juni 2024 Page : 281-291 | <i>This study is a Qualitative Descriptive research aimed at analyzing the performance of the village government in providing public services in Latdalam Village, South Tanimbar District, Tanimbar Islands Regency, and analyzing the quality of public services in Latdalam Village, South Tanimbar District, Tanimbar Islands Regency. The research was conducted in Latdalam Village, South Tanimbar District, Tanimbar Islands Regency. Primary data collection was done through interviews with several informants including the village chief, village staff of Latdalam Village, South Tanimbar District, Tanimbar Islands Regency, and the local community. The research findings indicate that the services provided by the officials of Latdalam Village are still considered inadequate. Therefore, the Latdalam Village government needs to improve work discipline to ensure that future services provided to the community are better and more satisfactory.</i> |
| Keywords: Performance Village Government Public Services | |

Abstrak

Penelitian ini merupakan penelitian Deskriptif Kualitatif yang bertujuan untuk Menganalisis kinerja pemerintah desa dalam menyelenggarakan pelayanan publik di Desa Latdalam Kecamatan Tanimbar Selatan Kabupaten Kepulauan Tanimbar dan Menganalisis kualitas pelayanan publik di Desa Latdalam Kecamatan Tanimbar Selatan, Kabupaten Kepulauan Tanimbar. Penelitian ini dilaksanakan di Desa Latdalam Kecamatan Tanimbar Selatan Kabupaten Kepulauan Tanimbar. Pengambilan data primer dilakukan melalui wawancara terhadap sejumlah informan yaitu kepala desa dan staf desa Latdalam Kecamatan Tanimbar Selatan Kabupaten Kepulauan Tanimbar, Masyarakat Desa Latdalam. Hasil penelitian menunjukkan bahwa pelayanan yang dilakukan oleh aparat pemerintah Desa Latdalam, kinerja masih belum bisa dikatakan baik. Dengan demikian maka pemerintah Desa Latdalam harus meningkatkan disiplin kerja agar kedepannya pelayanan yang diberikan kepada masyarakat semakin baik dan memuaskan.

Kata Kunci : Kinerja, Pemerintah Desa, Pelayanan Publik

INTRODUCTION

In the journey of state governance, the village has evolved significantly, necessitating protection and empowerment to become strong, advanced, self-reliant, and democratic. This ensures a solid foundation for governance and development towards a fair, prosperous, and prosperous society. Referring to Law No. 6 of 2014 concerning Village Government, the village head, or by any other name, is assisted by village officials as elements of village governance. Village officials are tasked with aiding the village head in executing the tasks and functions of village governance, while the Village Consultative Body (BPD) serves as a supervisor and representative of the community. The Village Government serves as the executive body of the village, while the BPD functions as the village legislative body. The village is among the lowest levels of government, providing the most appropriate arena for the community to actualize their interests in addressing collective needs.

Therefore, the Village Government is expected to enhance its performance in providing public services according to societal expectations. Essentially, the establishment of government aims to maintain a system. Government exists not to serve itself but to serve the community, creating conditions that allow every member to develop their abilities and creativity towards collective progress. Public service is a benchmark of government performance. The quality of public services directly reflects government performance and is crucial to the public, impacting all segments of society. Success in building professional, effective, efficient, and accountable public service performance enhances the

government's positive image in the eyes of the community. In governance, the government, often referred to as bureaucracy, is obligated to provide services, development, and empowerment to meet community needs.

Therefore, in all tendencies and characteristics that characterize each party, both the government and the community will provide an overview of how public service performance is carried out. From the government's side, for example, the characteristics of bureaucracy and its entire political orientation will have consequences for the implementation of government tasks. Meanwhile, from the community's perspective as service users, low participation and lack of critical assessment of government performance will weaken the community's position, leaving them no choice but to accept services as they are, even with disappointing quality.

Therefore, government administration is considered good if public services are oriented towards the interests of the community. Good and quality services provide implications of satisfaction to the community, as the community directly evaluates the performance of the services provided. The indicator of community satisfaction is the measure of the success of government administration, both at the central and regional levels (Hayat 1:2017). The weakness and low quality of government administration, on the one hand, can be understood as the government, as a public servant, still experiencing powerlessness. This powerlessness not only affects governance at the central and regional levels but also at the smallest level, namely the village. To achieve optimal village government performance in improving public services, it is important to have support from human resources with both quality and quantity, as well as adequate facilities and infrastructure for service provision.

Based on the description above, the Village Government of Latdalam, South Tanimbar District, Kepulauan Tanimbar Regency, along with its officials, must have good performance in serving the community. In this context, the issuance of Certificate of Inability to Pay (Surat Keterangan Tidak Mampu) is one of the frequently requested services by the community, yet it is often neglected. Given the large number of low-income earners in the area, this certificate is crucial as it is often a requirement for accessing other services such as scholarships, subsidized rice (Raskin), and other community empowerment programs from both central and local governments.

In the village of Latdalam, South Tanimbar District, Kepulauan Tanimbar Regency, the quality of public services provided by the village government is observed to have the following indications, (1). Public service is perceived as not optimal, indicated by complaints from the community about complicated procedures and inefficient service mechanisms. (2). There are frequent instances of inappropriate working hours and delays in processing documents and other community affairs that could otherwise be handled promptly but are slowed down due to poor performance. (3). Village officials are perceived as lacking responsiveness in serving the community. (4). The office conditions are inadequate.

Based on the background above, the author is interested in conducting a study titled "Analysis Of Village Government Performance In Public Service In Latdalam Village, South Tanimbar District, Kepulauan Tanimbar Regency."

METHOD

This study employs a qualitative descriptive approach. Qualitative descriptive research focuses on exploring or capturing the social situation being studied comprehensively, broadly, and deeply. According to Bogdan and Taylor, as cited by Lexy J. Moleong in 2000, qualitative approach is a research procedure that produces descriptive data in the form of written or spoken words from individuals and observed behaviors. Qualitative research focuses on social phenomena, giving voice to the feelings and perceptions of participants.

The research is conducted in Latdalam Village, South Tanimbar District, Kepulauan Tanimbar Regency. The method used in this research is qualitative descriptive, meaning it does not involve sampling but rather relies on key informants. This approach is necessary to obtain clearer information about the research issue being discussed. Key informants in this study include those who are closely involved and have direct knowledge of information regarding the performance of the village government in public services in Latdalam Village, South Tanimbar District, Kepulauan Tanimbar Regency.

RESULTS AND DISCUSSION

Based on the main problem statement in this research, "How is the performance of the village government in public services in Latdalam Village, South Tanimbar District, Kepulauan Tanimbar Regency?" the objective is to analyze the quality of the village government's performance in public services conducted at the Latdalam Village office, specifically regarding the satisfaction of community members needing services.

To address the above problem, data collection is conducted through field research related to the variables of public service quality at the Latdalam Village office in South Tanimbar District, Kepulauan Tanimbar Regency, which will be measured using the following indicators:

Tengibel

To measure tangibility, the following indicators are derived:

- Appearance of the village government in serving the community
- Ease in the service process
- Discipline of the village government in the service process
- Use of tools in service provision

Respondent responses regarding tangibility can be seen in the following table:

Table 1 Respondent Responses of the village government at the Latdalam Village office in South Tanimbar District, Tanimbar Islands Regency about Tangibility

| No | Question Description | Answer Choices | F | % | Ket |
|----|--|---|----|-----|------|
| 1 | Are you satisfied with the performance of the service process provided to the community? | a. Satisfied b. Less satisfied c. Not satisfied | 10 | 100 | N=10 |
| 2 | Are you always disciplined in providing services to the community? | a. Disciplined b. Less disciplined c. Not disciplined | 10 | 100 | |
| 3 | Are you satisfied with the use of tools in the service process? | a. Satisfied b. Less satisfied c. Not satisfied | 10 | 100 | |

From the table above, it can be seen that for the first question, a total of 10 respondents (100%) from the village government indicated that they are satisfied with the ease of the service process provided to the community. Furthermore, for the second question, it is also evident that 10 respondents (100%) from the village government stated that they are always disciplined in serving the community. Additionally, for the third question, it is apparent that 10 respondents (100%) expressed satisfaction with the use of tools in the service process.

Table 2. Responses from community respondents dealing with the Latdalam Village Office, South Tanimbar Subdistrict, Tanimbar Islands Regency regarding Tangibles

| No | Question Description | Answer Choices | F | % | Ket |
|----|--|---|-------------|----------------|------|
| 1 | According to you, are you satisfied with the appearance of the employees in serving customers? | a. Satisfied b. Less satisfied c. Not satisfied | 5 2 3 | 50 20 30 | N=10 |
| 2 | Do you think the employees are always disciplined in providing services? | a. Satisfied b. Less satisfied c. Not satisfied | 2 1 7 | 20 10 70 | |

| | | | | |
|---|--|---------------------|---|----|
| 3 | Do you think the employees are always disciplined in providing services? | a. Disciplined | 4 | 40 |
| | | b. Less disciplined | 5 | 50 |
| | | c. Not disciplined | 1 | 10 |
| 4 | Are you satisfied with the use of tools in the service process? | a. Satisfied | 5 | 50 |
| | | b. Less satisfied | 3 | 30 |
| | | c. Not satisfied | 2 | 20 |

Based on the table above, it shows that for the first question, 5 people (50%) of the community respondents said that they are satisfied with the appearance of the employees in serving customers, while 2 people (20%) of the community respondents said they are less satisfied with the appearance of the employees in serving customers, and 3 people (30%) of the community respondents said they are not satisfied with the appearance of the employees in serving customers.

For the second question answered by community respondents, it is seen that 2 people (20%) of the community respondents are satisfied with the ease of the service process, while 1 person (10%) of the community respondents said they are less satisfied with the ease of the service process, and 7 people (70%) of the community respondents said they are not satisfied with the ease of the service process.

Furthermore, for the third question, 4 people (40%) of the community respondents said that the employees are always disciplined in providing services, while 5 people (50%) of the community respondents said the employees are less disciplined in providing services, and 1 person (10%) of the community respondents said the employees are not disciplined in providing services.

Lastly, for the fourth question answered by community respondents, it can be seen that 5 people (50%) of the community respondents said they are satisfied with the use of tools in the service process, while 3 people (30%) of the community respondents said they are less satisfied with the use of tools in the service process, and 2 people (20%) of the community respondents said they are not satisfied with the use of tools in the service process.

Empathy

To measure empathy, the following indicators are derived:

- Prioritizing the interests of the community's requests
- Village government serves with friendliness
- Village government serves with politeness
- Village government serves and respects the community

Respondents' responses regarding Empathy can be seen in the following table:

Table 3. Respondents' responses from Latdalam village government, South Tanimbar Subdistrict, Tanimbar Islands Regency, regarding Empathy

| No | Question Description | Answer Choices | F | % | Ket |
|----|--|--|----|-----|------|
| 1 | Do you always prioritize the interests of applicants/customers when providing services to the community? | a. Prioritizing b. Less prioritizing c. Not prioritizing | 10 | 100 | N=10 |
| 2 | Do you always serve the community with a friendly attitude? | a. Friendly b. Less friendly c. Not friendly | 10 | 100 | |
| 3 | Do you always behave politely when serving the community? | a. Polite b. Less polite c. not polite | 10 | 100 | |
| 4 | Do you always serve and respect every customer (community member) who comes? | a. Serving and respecting b. Less serving and respecting c. Not serving and respecting | 10 | 100 | |

From the table above, it can be seen that for all questions used as indicators, all 10 respondents from the village government (100%) stated that they always act friendly, polite, and serve and respect the community members who come for service processes. Based on the responses of the village government respondents at the Latdalam village office, South Tanimbar Subdistrict, Tanimbar Islands Regency, it can be said that this indicator has been implemented well.

Table 4. Responses from community respondents dealing with the Latdalam village office, South Tanimbar Subdistrict, Tanimbar Islands Regency, regarding Empathy

| No | Question Description | Answer Choices | F | % | Ket |
|----|---|--|-------------|----------------|------|
| 1 | According to you, does the village government always prioritize the interests of applicants or customers? | a. Prioritizing b. Less prioritizing c. Not prioritizing | 5 4 1 | 50 40 10 | N=10 |
| 2 | According to you, does the village government at the office always serve with a friendly attitude? | a. Friendly b. Less friendly c. Not friendly | 7 2 1 | 70 20 10 | |
| 3 | According to you, does the village government always serve with a polite attitude? | a. Polite b. Less polite c. not polite | 8 1 1 | 80 10 10 | |
| 4 | According to you, does the village government always respect every customer? | a. Serving and respecting b. Less serving and respecting c. Not serving and respecting | 8 1 1 | 80 10 10 | |

The table above shows that for the first question, 5 respondents (50%) of the community stated that the village government always prioritizes the interests of applicants or customers, while 4 respondents (40%) mentioned that the village government prioritizes customer interests less, and 1 respondent (10%) stated that the village government does not prioritize the interests of applicants or customers.

For the second question, it is evident that 7 respondents (70%) of the community said that the village government always serves with a friendly attitude, while 2 respondents (20%) mentioned that the village government is less friendly in serving the community, and 1 respondent (10%) stated that the village government is not friendly in serving the community.

Regarding the third question, it is observed that 8 respondents (80%) of the community stated that the village government always serves with a polite attitude, while 1 respondent (10%) mentioned that the village government is less polite in serving the community, and 1 respondent (10%) stated that the village government is not polite in serving the community.

For the fourth question, it is noted that 8 respondents (80%) of the community said that the village government always serves and respects every customer, while 1 respondent (10%) mentioned that the village government serves and respects customers less, and 1 respondent (10%) stated that the village government does not serve and respect every customer.

Reliability

To measure reliability, the following indicators are derived:

- Accuracy of the village government in serving the community
- Competence of the village government in using tools in the service process
- Skill of the village government in using tools in the service process

Respondents' responses regarding Reliability can be seen in the table below:

Table 5. Responses from respondents of the Latdalam village government, South Tanimbar Subdistrict, Tanimbar Islands Regency, regarding Reliability

| No | Question Description | Answer Choices | F | % | Ket |
|----|--|--|--------|----------|------|
| 1 | According to you, are they very meticulous in every service provided to the community? | a. Meticulous b. Less meticulous c. Not meticulous | 10 | 100 | N=10 |
| 2 | According to you, are they proficient in using tools in the service process? | a. Proficient b. Less proficient c. Not proficient | 4 6 | 40 60 | |
| 3 | According to you, do they have skills in using tools in service? | a. Have skills b. Less skilled c. No skills | 7 3 | 70 30 | |

From the table above, it is observed that for the first question, all 10 respondents (100%) from the village government stated that they are meticulous in serving every community member. Furthermore, for the second question, it is noted that 4 respondents (40%) from the village government mentioned that they are proficient in using tools in the service process, and for the third question, 7 respondents (70%) stated that they have skills in using tools in service, while 3 respondents (30%) mentioned that they are less skilled in using tools in the service process.

Table 6. Responses from community respondents dealing with the Latdalam village office, South Tanimbar Subdistrict, Tanimbar Islands Regency, regarding Reliability

| No | Question Description | Answer Choices | F | % | Ket |
|----|--|--|-------------|----------------|------|
| 1 | According to you, are they very meticulous in every service provided to the community? | a. Meticulous b. Less meticulous c. Not meticulous | 5 5 | 50 50 | N=10 |
| 2 | According to you, are they proficient in using tools in the service process? | a. Capable b. Less Capable c. Not capable | 6 3 1 | 60 30 10 | |
| 3 | According to you, do they have skills in using tools in service? | a. Have skills b. Fewer skills c. No skills | 4 5 1 | 40 50 10 | |

The data above shows that for the first question, 5 respondents (50%) of the community mentioned that the village government is very meticulous in serving customers, while 5 respondents (50%) stated that the village government is less meticulous in serving every customer.

For the second question, 6 respondents (60%) of the community said that the village government is capable in using tools in the service process, while 3 respondents (30%) mentioned that the village government is less capable in using tools in the service process, and 1 respondent (10%) stated that the village government does not have the capability to use tools in the service process.

Regarding the third question, it is also evident that 4 respondents (40%) of the community mentioned that the village government has skills in using tools in the service process, while 5 respondents (50%) stated that the village government is less skilled in using tools in the service process, and 1 respondent (10%) mentioned that the village government does not have skills in using tools to provide services to the community.

Responsiveness

To measure responsibility, the following indicators are derived:

- Attitude of the village government in responding to every community member seeking services
- The attitude of the village government in performing services responsibly or not
- The attitude of the village government in performing services responsibly within the appropriate time

Respondents' responses regarding Responsibility can be seen in the table below:

Table 7. Responses from respondents of the Latdalam village government, South Tanimbar Subdistrict, Tanimbar Islands Regency, regarding Responsibility

| No | Question Description | Answer Choices | F | % | Ket |
|----|--|--|----|-----|------|
| 1 | How is your attitude in responding to every customer or applicant who wants to receive services? | a. Responding b. Less responsive c. Not responsive | 10 | 100 | N=10 |
| 2 | Do you provide services on time? | a. On time b. Not on time c. Not on time | 10 | 100 | |
| 3 | Do you always perform services quickly, accurately, and meticulously? | a. Quick, accurate, and precise b. Less quick, accurate, and precise c. Not quick, accurate, and precise | 10 | 100 | |

Based on the data above, it is evident that for the first question, all 10 respondents from the village government (100%) stated that they always respond to every customer or applicant who wants to receive services. Furthermore, for the second question, all 10 respondents from the village government (100%) mentioned that they always provide services to the community on time. Additionally, for the third question, all 10 respondents from the village government (100%) stated that they always perform services quickly, accurately, and meticulously for the community.

Table 8. Responses from community respondents dealing with the Latdalam village office, South Tanimbar Subdistrict, Tanimbar Islands Regency

| No | Question Description | Answer Choices | F | % | Ket |
|----|--|--|-------------|----------------|------|
| 1 | According to you, how is the village government's attitude in responding to every customer or applicant who wants to receive services? | a. Responding b. Less responsive c. Not responsive | 5 3 2 | 50 30 20 | N=10 |
| 2 | According to you, does the village government provide services on time? | a. On time b. Not on time c. Not on time | 4 5 1 | 40 50 10 | |
| 3 | According to you, does the village government always perform services quickly, accurately, and meticulously? | a. Quick, accurate, and precise b. Less quick, accurate, and precise c. Not quick, accurate, and precise | 2 7 1 | 20 70 10 | |

The table above shows that for the first question, 5 respondents (50%) of the community stated that the village government always responds to every customer or applicant who wants to receive services, while 3 respondents (30%) mentioned that the village government is less responsive to customers or applicants, and 2 respondents (20%) stated that the village government does not respond to every customer or applicant who wants to receive services.

For the second question, 4 respondents (40%) of the community mentioned that the village government always provides services on time, while 5 respondents (50%) stated that the village government is less timely in providing services, and 1 respondent (10%) mentioned that the village government is not timely in providing services.

Regarding the third question, it is observed that 2 respondents (20%) of the community stated that the village government always performs services quickly, accurately, and meticulously. Meanwhile,

7 respondents (70%) mentioned that the village government is less quick, accurate, and meticulous in providing services, and 1 respondent (10%) stated that the village government is not quick, accurate, and meticulous in providing services to the community.

Assurance

To measure assurance, the following indicators are derived:

- Attitude of the village government in providing timely assurance in services
- The attitude of the village government in providing cost assurance in services
- The attitude of the village government in providing cost certainty in services

Respondents' responses regarding Assurance can be seen in the table below:

Table 9. Responses from respondents of the Latdalam village government, Tanimbar Islands Regency, regarding Assurance

| No | Question Description | Answer Choices | F | % | Ket |
|----|--|--|----|-----|------|
| 1 | Do you provide timely assurance in your services? | a. On time b. Not on time c. Never on time | 10 | 100 | N=10 |
| 2 | Do you provide cost assurance in your services? | a. Providing cost assurance b. Less providing cost assurance c. Not providing cost assurance | 3 | 30 | |
| | | | 7 | 70 | |
| 3 | According to you, do you always provide cost certainty in your services? | a. Always b. Less always c. Never | 10 | 100 | |

From the table above, it can be seen that for the first question, 1 respondent (10%) from the village government stated that they always provide assurance on time. Furthermore, for the second question, 3 respondents (30%) from the village government mentioned that they provide cost assurance less often, and 7 respondents (70%) stated that they do not provide cost assurance to the community. For the third question, 10 respondents (100%) from the village government stated that they do not always provide cost certainty to the community during service delivery.

Table 10. Responses from community respondents dealing with the Latdalam village office, South Tanimbar Subdistrict, Tanimbar Islands Regency, regarding Assurance

| No | Question Description | Answer Choices | F | % | Ket |
|----|--|--|---|----|------|
| 1 | According to you, does the village government provide assurance on time in its services? | a. On time b. Not on time c. Never on time | 2 | 20 | N=10 |
| | | | 5 | 50 | |
| | | | 3 | 30 | |
| 2 | According to you, does the village government provide cost assurance in its services? | a. Providing cost assurance b. Less providing cost assurance c. Not providing cost assurance | 2 | 20 | |
| | | | 6 | 60 | |
| | | | 2 | 20 | |
| 3 | According to you, does the village government always provide cost certainty in its services? | a. Always b. Less always c. Never | 1 | 10 | |
| | | | 6 | 60 | |
| | | | 3 | 30 | |

From the table above, it can be seen that for the first question, 2 respondents (20%) of the community mentioned that the village government provides assurance on time in its services, while 5

respondents (50%) stated that the village government is less timely in providing assurance, and 3 respondents (30%) mentioned that the village government is never on time in providing services to the community.

For the second question, it is noted that 2 respondents (20%) of the community stated that the village government always provides cost assurance in its services, while 6 respondents (60%) mentioned that the village government provides cost assurance less often in its services, and 2 respondents (20%) stated that the village government does not provide cost assurance in its services.

Regarding the third question, it can also be observed that 1 respondent (10%) of the community stated that the village government always provides cost certainty in its services, while 6 respondents (60%) mentioned that the village government provides cost certainty less often in its services, and 3 respondents (30%) stated that the village government does not always provide cost certainty in its services.

ANALISYS

Based on the data analysis presented above, the discussion related to the indicators used to address issues regarding the quality of public services in Latdalam Village, South Tanimbar Subdistrict, Tanimbar Islands Regency, is explained as follows:

Tangible

From the above indicators, it is evident that the quality of public services in Latdalam Village, South Tanimbar Subdistrict, Tanimbar Islands Regency, is considered not to have achieved the optimal target as expected by the community dealing with the village office. The data analysis clearly shows significant differences in responses between the village government respondents and the community respondents requiring services at the Latdalam village office.

It is apparent from each service used to measure the tangible indicators that the responses from village government respondents to each question indicate that the services provided to the community have been carried out well and optimally. However, on the other hand, the community as service users feel dissatisfied when dealing with the village office. This dissatisfaction stems from the perception that the services obtained from the village government are slow and tedious, and the use of tools and infrastructure to assist in providing services to the community is perceived as inadequate.

Empathy

The quality of public services in Latdalam Village, South Tanimbar Subdistrict, Tanimbar Islands Regency, with regard to empathy indicators, shows that it has not been well implemented and is unsatisfactory to the community. It is evident from the responses to each question under the empathy indicator that while the village government has fulfilled its duties and responsibilities well in providing services to the community, the services received by the community during dealings at the village office are often perceived as unsatisfactory, tedious, convoluted, and slow. Consequently, this has led to a negative perception of the village government's service image among the community.

In conclusion, from the above discussion, it is drawn that the officials of Latdalam Village, South Tanimbar Subdistrict, Tanimbar Islands Regency, as the frontline facing various community interests, should realize that they are part of the community entrusted to serve various community needs. Public service from bureaucratic apparatus is not solely determined by internal factors such as bureaucratic behavior, work procedures, equipment, and infrastructure, but also by external factors such as perceptions, attitudes, and the community's view of bureaucratic performance.

Therefore, the issue of public responsibility and service is not solely the problem of the officials but involves all parties engaged in government affairs, requiring attention from every component of state administration. The role of the community as users of public services and participants in public service transactions lies in their ability to demonstrate their desires, demands, expectations, and satisfaction assessments regarding the quality of public services.

Reliability

The quality of public services provided in Latdalam Village, South Tanimbar Subdistrict, Tanimbar Islands Regency can be seen from the reliability of the village government in delivering services to the community, particularly in terms of accuracy, ability to use tools in service delivery, and proficiency in using these tools. From the data analysis, it is evident that accuracy, ability to use tools in service delivery, and proficiency in using these tools have not been well balanced and executed. This is clearly seen from the respondents' answers based on the indicators used, indicating that the village government's proficiency in using tools for service delivery is not fully achieved. This results in slow service delivery to the community. In reality, the community as consumers of services from Latdalam Village feels dissatisfied with the services they have received so far because they perceive the services as very slow and unsatisfactory.

Responsibility

This indicator clearly shows an imbalance in the service delivery process provided by the village government to the community. This can be observed from the responses of both the village government and community respondents to the indicators used. Village government respondents unanimously stated that they always respond to every customer or applicant, and they always provide services to the community promptly, quickly, and accurately.

However, in reality, the community as service consumers feels that the services they have received so far from Latdalam Village are unsatisfactory and do not meet their expectations. This is evident from the responses of community respondents dealing with Latdalam Village. Therefore, it can be concluded that the responsibility indicator has not been well implemented.

Assurance

In this indicator, it is apparent that the efforts to improve the quality of public services provided by Latdalam Village to the community have not been fully achieved. Factors such as cost assurance and certainty remain a challenge for the village government in delivering services to the community. This is because the village government does not guarantee or provide certainty about the amount of costs that must be paid when delivering services to the community, resulting in inadequate service delivery by the village government.

These challenges cause the community to hesitate to deal with the village government, leading to disappointment with the services received. As a result, people often feel reluctant to visit the village office because they are frequently dissatisfied with the services provided by the village government.

CONCLUSION

Based on the problem formulation in this research, regarding the extent of public service quality in Latdalam Village, South Tanimbar Subdistrict, Tanimbar Islands Regency, after data collection, processing, analysis, and interpretation, it can be concluded that the quality of public services is measured by the following indicators:

1. Tangible (Tangible): Using standards to assess the performance of the village government in serving customers, it is observed that in the service process, discipline, and satisfaction using tools for service delivery are less satisfactory and have not been optimally implemented.
2. Empathy: Using standards prioritizing the interests of applicants or customers, friendliness, courtesy, empathy, and respect have not been well implemented.
3. Reliability: Using standards for assessment in Latdalam Village, the ability and proficiency in using tools for service delivery are not yet optimal.
4. Responsibility: Using standards to respond to every customer or applicant seeking service, providing timely service, and performing services promptly, accurately, and meticulously have not been well implemented and are less satisfactory.
5. Assurance: Using standards for assessment, assurance of timeliness and certainty of costs in service delivery has not been fully implemented.

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