

## Analysis of the Performance of Village Office Employees in Utilization Technology for Improving Administrative Services in Namohalu Esiwa, North Nias

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### Abstract

*In this study, the main problem is how is the level of performance of Sisobahili Village office employees in the use of technology to improve administrative services in Sisobahili Village, Namohalu Esiwa District, North Nias Regency. This study aims to determine the level of performance of Sisobahili Village office employees in the use of technology to improve administrative services. This research uses a qualitative approach with a type of descriptive research, and the object of this study is carried out on natural objects. The data collection techniques used in this study are Observation, Documentation, and Interview. The researcher made observations by directly going into the field to see the object being studied. Then the researcher conducted interviews to explore information to data sources, namely the main informant, key informant, and supporting informant, then collected documents about the use of technology techniques in analyzing the data carried out in this study after data collection, then data reduction, data presentation, and conclusion or verification. Based on the results of the research, it was concluded that the Sisobahili Village Office still does not have adequate facilities to support administrative service activities to the community such as computers that are still not owned by the Sisobahili Village office, the facilities in the Sisobahili Village office, only in the form of laptops and printers. The limitations of these facilities are an obstacle for the Village apparatus in carrying out administrative activities related to the use of technology, so in this case information technology has not been used optimally. Human Resources in the use of information technology by the Sisobahili Village apparatus is still low, due to the low level of education of village apparatus in terms of technology utilization, so that some forms of services carried out still have obstacles, all forms of services related to technology are always charged to operators and other devices that are able to use technology, so it can be concluded based on the results of interviews at the level of human resources of the Village apparatus The use of technology is still minimal. The technology application system in Sisobahili Village has been running since 2018, but in 2022-2023, the Village information system, based semi-online, due to a lack of support, and for 2024 the plan will be carried out online through the website.*

### Keywords:

Performance  
Utilization of Technology  
Administrative Services

### Abstrak

Dalam penelitian ini, masalah utamanya adalah bagaimana tingkat kinerja pegawai kantor Desa Sisobahili dalam pemanfaatan teknologi untuk meningkatkan pelayanan administrasi di Desa Sisobalili, Kecamatan Namohalu Esiwa, Kabupaten Nias Utara. Penelitian ini bertujuan untuk mengetahui tingkat kinerja pegawai kantor Desa Sisobahili dalam pemanfaatan teknologi untuk meningkatkan pelayanan administrasi. Penelitian ini menggunakan pendekatan kualitatif dengan jenis penelitian deskriptif, dan objek penelitian ini dilakukan pada objek alam. Teknik pengumpulan data yang digunakan dalam penelitian ini adalah Observasi, Dokumentasi, dan Wawancara. Peneliti melakukan pengamatan dengan langsung terjun ke lapangan untuk melihat objek yang sedang diteliti. Kemudian peneliti melakukan wawancara untuk menggali informasi ke sumber data, yaitu informan utama, informan kunci, dan informan pendukung, kemudian mengumpulkan dokumen tentang penggunaan teknik teknologi dalam menganalisis data yang dilakukan dalam penelitian ini setelah pengumpulan data, kemudian reduksi data, penyajian data, dan kesimpulan atau verifikasi. Berdasarkan hasil penelitian, disimpulkan bahwa Kantor Desa Sisobahili masih belum memiliki fasilitas yang memadai untuk menunjang kegiatan pelayanan administrasi kepada masyarakat seperti komputer yang masih belum dimiliki oleh kantor Desa Sisobalili, fasilitas yang ada di kantor Desa Sisobalili, hanya berupa laptop dan printer. Keterbatasan fasilitas tersebut menjadi

kendala bagi aparaturnya Desa dalam melakukan kegiatan administrasi terkait pemanfaatan teknologi, sehingga dalam hal ini teknologi informasi belum dimanfaatkan secara optimal. Sumber Daya Manusia dalam pemanfaatan teknologi informasi oleh aparaturnya Desa Sisobahili masih rendah, dikarenakan rendahnya tingkat pendidikan aparaturnya desa dalam hal pemanfaatan teknologi, sehingga beberapa bentuk layanan yang dilakukan masih memiliki kendala, segala bentuk layanan yang berkaitan dengan teknologi selalu dibebankan kepada operator dan perangkat lain yang mampu menggunakan teknologi, sehingga dapat disimpulkan berdasarkan hasil wawancara di tingkat SDM aparaturnya Desa Penggunaan teknologi masih minim. Sistem penerapan teknologi di Desa Sisobahili sudah berjalan sejak tahun 2018, namun pada tahun 2022-2023, sistem informasi Desa berbasis semi online, dikarenakan kurangnya dukungan, dan untuk tahun 2024 rencana tersebut dilakukan secara online melalui website.

**Kata Kunci :** Kinerja, Pemanfaatan Teknologi, Pelayanan Administrasi

## **PENDAHULUAN**

Basically, good performance is performance that is able to produce activities that are beneficial to the organization or to the local community. Increasingly developing technology requires constructive community support. Performance is something that is very necessary for an agency or company. Performance is not just about achieving a result but also needs to pay attention to other aspects to achieve goals effectively and efficiently with responsibility and expected results. Performance is defined as a description of the results of the achievement of a process to realize the goals that have been set. According to Afandi (2018:83) performance is the work result achieved by a person or group of people in a company in accordance with their respective authority and responsibilities in an effort to achieve organizational or company goals. Research conducted in Sisobahili Village, Namohalu District, North Nias Regency with previous research conducted (Waruwu, et al, 2023). It is known that there are still Lolofitu Village officials who have not been able to adapt or operate information technology, based on observations made at the Lolofitu Village office, Lolofitu Moi District, West Nias Regency, one of the problems at the Lolofitu Village office regarding the use of information technology is the lack of adequate technological infrastructure. This can include problems with slow or unstable internet connections, hardware that is old and unable to run the latest applications, and lack of training for officials responsible for operating information technology.

Talking about performance is greatly influenced by mastery of technology, with the application of technology an organization will experience changes in its management system. Managing the Village government system by utilizing information and communication technology can provide benefits including: supporting decision making as input in Village development planning, as well as being a means of accountability for Village officials for government administration, so that an open, independent government can be created and prevent technological imbalances and improve the population's economy. Every innovation is created to provide positive benefits for humans and also provide many conveniences and various ways of carrying out human activities. (Sutono, et.al. 2023) Technological infrastructure, including digitalization and transportation networks, is very important for economic development. Investments in digital infrastructure have the potential to significantly increase economic activity, while well-developed transport networks can improve supply chain efficiency and reduce transaction costs, further driving economic growth. (Giawa, et al. 2024) Using the internet for all activities will make it easier to improve people's standard of living in the business they run, so that good internet has value that can enable work to be done remotely, wherever they are. Improving the community's economy, it has become a great opportunity to carry out work that will be managed via the internet.

The development of internet technology where everyone needs it. (Taufiq, et al, 2022) The massive development of information technology has led the government to develop the concept of digital

government, namely electronic-based government administration or what is more popularly called electronic government (e-gov), a term applied to governments that adopt internet-based technology in their implementation. programs and services. And in this case, the use of information technology is an important part of it. Its function is to improve the quality of public services, through the use of information technology in the service process and implementation of government work so as to form a government that is clean, transparent and able to respond to demands. (Khoiroh, et.al. 2023) many people are still unable to apply online services so village officials must work together to ensure maximum implementation of the services provided. According to Mohi & Mahmud, 2018 in (Ferdian, E., et.al. 2021) A person who is given the task of providing public services is required to provide excellent service that prioritizes service quality, not by providing standard service. The quality of government employees can be said to be good when seen from their performance in providing services to the community (Mohi & Mahmud, 2018).

Along with advances in technology, service delivery units are required to meet community expectations in terms of service. One of the efforts that needs to be made in terms of service is the need to conduct a satisfaction survey of community service users. The presence of Information Technology means the services provided will be better. Using information technology is appropriate and supported. by the expertise of the personnel who operate it can improve performance. (Cahyono, et al, 2024) Implementation of Indonesian technology states that technology can be used as a learning intermediary, management tool and learning resource. The development of science and technology has had a positive influence on increasing openness and dissemination of knowledge across space and time on a global scale. (Aziz, A., et.al. 2023) Human resource readiness is a serious problem in realizing the digital economy mission because in practice, digital economic activities are dominated by performance and brainware technology (HR). Meanwhile, (Telaumbanua, E., et.al, 2024) in providing public services, the community is not only the recipient of public services, but also as an external supervisor. The public has the right to supervise the implementation of service standards provided by each public service provider. Public service is an embodiment of the state's duties and obligations in terms of providing services to its citizens. (Hura, et.al. 2024) Public services in further development can also arise because of obligations as a process of carrying out government and organizational activities.

Implementation of Village Administration is a manifestation of the central government in realizing good and targeted government, to carry out effective Village Government Administration. Village Government Administration can run well if the quality of human resources carrying out and implementing Village administration is reliable and has the ability to carry out the tasks given. The progress of a village is determined by the capacity and capability of the actors in the administrative governance implemented, but apart from good human resources, it must also be accompanied by efficient and effective arrangements carried out so that the technical implementation will not encounter problems, so village administration is the main priority . (Corneles, C., et.al. 2019). Along with the development of society, the need for increasingly complex services as well as better, faster and more precise services is really needed by the community. Apparatus who are in the midst of society must be able to provide services that suit the needs of the community. In carrying out their duties, the apparatus is a subsystem of government administration which has the authority to regulate and manage its own household in an efficient and successful manner in accordance with government developments. (Telaumbanua, G. R., et.al. 2022)

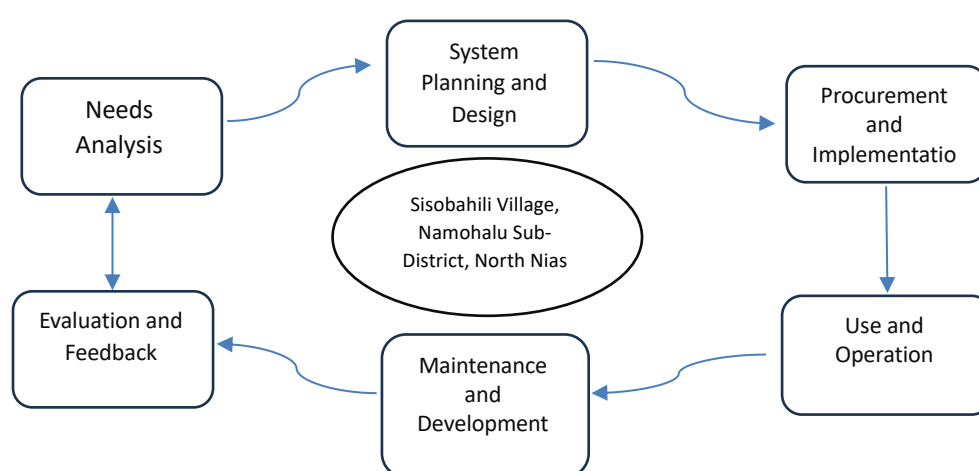
## **METODE**

This research is carried out by examining the validity of the data being researched or data collection, processing, analysis, and presentation activities that are carried out systematically and objectively to solve a problem. This aims to find answers to the questions of all these studies. Qualitative methodology is stated as a research procedure that produces descriptive data in the form of written or

spoken words from the observed people. This qualitative research uses observations, interviews and document reviewers. Meanwhile, based on its nature, this research is categorized as descriptive research.

Qualitative research According to Moleong (2018:4), research that produces descriptive data in the form of texts, notes related to meaning and value and understanding. The results of the research data are in the form of interviews with informants and key informants. Based on this opinion, the researcher draws the conclusion that the type of research used in this study is a type of qualitative description research. Qualitative descriptive research is: research that produces data descriptively in the form of written and oral facts from each behavior observed and this research does not use calculations. Qualitative research is more concerned with the process aspect than the results. In addition, everything collected will be the key to the answer to what has been researched.

**Figure 1. Cycle of Technology Utilization in Administrative Services**



*Source : Processed by the Author, 2024*

### **Needs Analysis**

The first stage is a needs analysis. At this stage, identification and analysis of specific information technology needs for village offices are carried out. Through discussions with employees and evaluation of ongoing administrative processes, areas that need improvement or efficiency improvement can be identified.

### **System Planning and Design**

Once the needs are identified, the next step is to plan and design the information technology system that will be used. The system design includes the determination of the software and hardware required, as well as other technical specifications. Planning also involves setting a budget and implementation schedule.

### **Procurement and Implementation**

This stage includes the procurement of hardware and software according to the design that has been made. After procurement, the system is installed and configured for use. Implementation also includes training for village office employees so that they can use the system effectively.

### **Use and Operation**

At this stage, information technology systems begin to be used in daily administrative processes. Village office employees use this system to carry out their tasks, such as managing population data, making

reports, and communicating with residents. Monitoring is carried out to ensure that the system is running properly and that employees can use it without hindrance.

### **Maintenance and Development**

Periodic maintenance is carried out to ensure that the system remains in good working order. This includes software updates, bug fixes, and the addition of new features as needed. Further development can also be done based on feedback from users to improve system performance.

### **Evaluation and Feedback**

The last stage is the evaluation of the system and the collection of feedback from employees and other users. This evaluation aims to assess the effectiveness and efficiency of the system, as well as identify areas that need improvement. Feedback from users is essential for future system development.

By following this cycle, some of the benefits that can be obtained include:

1. Increased Efficiency: Administrative processes become faster and more efficient with the help of information technology.
2. Transparency and Accountability: The use of digital systems increases transparency in public services and facilitates accountability.
3. Reduced Operational Costs: Process automation can reduce long-term operational costs.
4. Improved Service Quality: Service to the community becomes better because employees can access information quickly and accurately.

## **RESULTS AND DISCUSSION**

### **Results of Interviews and Observations**

The data obtained from the research is in the form of interview data. The results of the data will be presented as follows:

The results of the interview in attachment I with the Sisobahili village apparatus are as follows:

1. The level of quality of the Sisobahili village apparatus in providing services to the community.  
In general, the village apparatus can be said to be 70% able to operate a computer and some still can't, we suggest there to the village leaders for those who are able to operate computers to help friends who still can't so that all activities or service activities can be carried out properly.
2. The discipline of village officials in providing services.
3. The level of discipline has been implemented in Sisobahili Village, first starting at 08.00 WIB, then taking a break at 12 o'clock, entering again at 13.00 WIB, returning at 16.00 WIB. And we are still applying it until now.
4. The level of software usage in supporting services.
5. Basically, it has been used in the past, although there are still shortcomings owned by the village apparatus in operating it.
6. Availability of internet networks in the use of technology  
The problem of the internet network is not supportive, the electric lights are not supportive, which we experience here when the lights go out, the network will be sluggish.
7. The level of use of technology to improve services to the community.  
The level of technology use is utilized by using two versions, some through technology applications, some through correspondence.

The results of the interview in Appendix II with the people of Sisobahili Village, are as follows:

1. Certainty of service implementation time.  
Still lacking, not in accordance with our expectations. Due to the limitations of human resources owned by the Sisobahili Village apparatus, especially in the use of technology in the computer section, so that services still need to be improved in the future so that all people are not overwhelmed in every important file management.



2. The level of politeness and friendliness of village officials in providing services.  
At the level of politeness and friendliness, it is still necessary to improve, meaning that the service must be provided to the community regardless of status, but what has happened so far, sometimes the service is carried out only for the most important people, so that the small community feels unconcerned.
3. The level of administrative completeness owned by the Village apparatus in providing services.  
There are several things that are obstacles in the Sisobahili Village office in terms of administrative completeness, for example, the administrative facilities owned by the Sisobahili Village office are still incomplete, or the facilities currently owned are only in the form of laptops and printers so that they can hinder the process of administrative services to the community.
4. The form of responsibility given by the Village apparatus in providing services to the community.  
Because of the limited Human Resources owned by the Sisobahili Village apparatus and the completeness of the facilities, it is what makes the responsibility of the village apparatus in the form of late services.
5. Community interest and enthusiasm related to service.  
Regarding our interest and enthusiasm as the people of Sisobahili Village, especially in the form of servants of the Sisobahili Village apparatus, it is still not satisfactory, but our hope in the future is that the Human Resources of the Village apparatus will be further improved in quality, meaning that what is the task of each device, especially in the use of technology, not all are charged to other devices and also hopefully in the future the completeness of the facilities can be optimized so that We as a village community are also not overwhelmed by any of our complaints, especially in terms of administration.

Based on the results of the above interview conducted by the researcher to the Sisobahili Village apparatus, it turns out that the village apparatus is limited in providing services, due to the lack of support of the internet network, the human resources of the village apparatus who are still low in mastering technology, and the low level of education of the village apparatus. So data was obtained that there are several things that must be added both in terms of facilities, and also in terms of knowledge. From what has been revealed through interviews with village officials, it provides a little overview of what obstacles actually occurred so that the results of the work of the village apparatus are affected. In accordance with the community's response to the results of the work of the Village apparatus and the slow in responding to the needs of the community due to the low Human Resources of the Village apparatus, the quality in the use of technology is still lacking, the facilities are still incomplete, this is in accordance with the state of the work environment and compensation and also the facilities available at the Sisobahili Village office.

## **Discussion**

### **Use of Information Technology at the Sisobahili Village Office**

One of the government's efforts to improve public services through the development of the Digital Village program. The Digital Village Program is a program to make the Village a development area that empowers the community with information technology facilities. In the modern era like today, the development of technology is increasingly rapid, many people have used technology in their daily activities. One of the resources that can be utilized by the village is: technology. The existence of technology in addition to being able to improve services is also useful in the data processing process. One of the factors that causes the digital divide is the uneven availability of Human Resources. Technology can be an effective tool in increasing the transparency and accountability of village government. By utilizing technology, the village government can make information more accessible and strengthen community involvement in terms of services.

Based on the results of the researchers' observations in the field, the level of technology use in Sisobahili Village has been implemented well even though there are still weaknesses here, so some of the work of the village apparatus is assisted by operators in terms of computer-based or technology-based administrative work, so that administrative work in the village is running, so even though there

are some weaknesses, for example, there are stacks of work to several parties, However, the village operator always provides assistance for the running of services in the village.

Based on the results of interviews conducted by researchers to the Sisobahili Village apparatus as a source of data in data collection, namely the main informant, key informant, and supporting informant, it turns out:

1. The Sisobahili Village Office still does not have adequate facilities to support administrative service activities to the community such as computers that are still not owned by the Sisobahili Village office, facilities in the Sisobahili Village office, only in the form of laptops and printers. The limitations of these facilities are an obstacle for the Village apparatus in carrying out administrative activities related to the use of technology.
2. The internet network is not supportive, the tower is far from the Village office, the electric lights are often out, making the Village apparatus hampered in the activities/activities of administrative services to the community at the Sisobahili Village office.

### **Human Resource Level of Sisobahili Village apparatus**

Human resources, is one of the sharpest highlights in providing services to the community, it is very determined by the ability, seriousness and performance of the village apparatus as its responsibility. The role of human resources will greatly determine success or failure in achieving the vision and mission that has been set. The progress of the organization is also determined by the quality and capability of the resources in it. The higher the quality of Human Resources owned by the Village apparatus, the better the performance produced by work. Every organization needs to improve its Human Resources so that the performance produced increases, because an advanced organization is an organization that displays good performance.

In carrying out these duties and affairs, what needs to be prepared is the support of Human Resources, as well as facilities that can show the implementation of activities. A very important factor in determining the success of government governance is the existence of quality Human Resources. Regarding the quality of Human Resources, of course, there are indicators that can be used as benchmarks and comparisons in knowing and determining how good the quality of Human Resources is. With these indicators, it becomes the basis for determining a person's personal quality.

According to the results of the observation of researchers in the field, the level of Human Resources owned by the Sisobahili Village apparatus, there are still weaknesses, due to educational factors, and inadequate mastery of technology, even though the implementation of technology-based services is still carried out well, with the cooperation and assistance of village officials who are really capable in the field of technology.

Based on the results of interviews conducted by researchers to the Sisobahili Village apparatus as a source of data in data collection, namely the main informant, key informant, and supporting informant, it turns out:

- a. Human Resources in the use of information technology by the Sisobahili Village apparatus is still low, so that some forms of services carried out still have obstacles, all forms of services related to technology are always charged to operators and other devices that are able to use technology.
- b. Related to the low level of education of village officials, the mismatch between competencies in job guidance, and the size of the number of Human Resources in rural areas.

### **Technology Application System at the Sisobahili Village Office**

Along with the development of technology until now, there are many positive impacts that can be felt by humans. This technological development helps humans in fields that make it easier for humans themselves. The application of technology is currently needed in many fields. One of its applications is the design and development of an information system that can be used by a government agency that interacts and connects with the community. One of the government's interactions with the community is through public services. Services can be outlined in the form of developing information systems that can manage information related to the potential of village resources and management in village agencies.

The village information system plays a very important role in shaping the course of the existing system in the village both in terms of introducing the potential of village resources, showing village public facilities and services and can be used as a media outlet that can be seen by every level of society.

Based on the results of interviews with village operators about the technology application system in Sisobahili Village, that the application of information technology in Sisobahili Village, has been running since 2018, such as the implementation of data-based information technology or village profiles can be seen online, and there is also village information based on the SIPADES application, in this application can contain and find out Village assets that have been spent or have been imported in recent years through SIPADES application or SIPADES website, but in 2022-2023, the Village information system, based semi-online, due to a lack of support, and for 2024 the plan will be carried out online-based through the website in the implementation of a technology-based information system in the financial system of Sisobahili Village.

## **CONCLUSION**

Based on the results of research and interviews conducted, it can be concluded that the use of information technology in Sisobahili Village still faces various significant challenges. Despite efforts to integrate technology in administrative services, the limitations of infrastructure such as unstable internet and electricity networks, as well as the lack of adequate facilities such as computers, are the main obstacles. In addition, the low quality of human resources in terms of education and mastery of technology also affects the effectiveness of services. However, with the cooperation among village officials who are able to operate technology, some administrative services can still run even with some limitations. Therefore, it is necessary to increase the facilities and capacity of human resources to improve the quality of public services in Sisobahili Village, as well as better infrastructure support to optimize the use of information technology. Based on the results of the research and interviews conducted, it is recommended that the Sisobahili Village Government make improvements and developments in several aspects to improve the quality of services to the community. First, increasing the capacity of human resources must be a priority by providing more intensive computer and information technology training for all village officials. Second, the improvement of information technology infrastructure, including the addition of computer devices and printers as well as the improvement of the quality of the internet network and electricity stability, is urgently needed to ensure the smooth operation of administrative operations. Third, the implementation of a more integrated and online-based information technology system needs to be implemented thoroughly immediately to increase efficiency and transparency in public services. Support from the local government and other related parties is also important to realize the development of facilities and increase the competence of human resources, so that the goals of the Digital Village can be optimally achieved and provide maximum benefits for the people of Sisobahili Village.

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