

Village Government Performance in Distribution Services Direct Cash Assistance in Pesaku Village, West Dolo District Sigi Regency

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Abstract

This research aims to determine the performance of village officials in realizing Good, Professional Performance and Satisfactory Service Quality to the community in Pesaku Village, West Dolo District, Sigi Regency in accordance with applicable regulations. The main theory used as a reference in this research is Agus Dwiyanto's theory, including; (1) Productivity, (2) Service Quality, (3) Responsiveness, (4) Responsibility (5) Accountability This research method uses a descriptive – qualitative approach. The location of this research was in Pesaku Village, West Dolo District, Sigi Regency, with 5 informants selected purposively. Data collection was carried out by conducting interviews, observation and documentation. Data analysis techniques using the Miles and Huberman interactive model. Based on the research results, the number of people receiving direct cash assistance does not match the existing data, the village government is also unable to provide optimal services because the quality provided by the village government is still very low, influenced by the responsibility aspect which is not yet running well because there are still tools villages that do not carry out discipline according to the rules so that the accountability of the village government is still very low so that optimal services to break the chain of poverty and improve the welfare of the village community have not been implemented optimally.

Keywords Productivity, Service Quality, Responsiveness, Accountability.

INTRODUCTION

The implementation of regional autonomy has changed the way government is carried out. To meet the needs of an aspiration-oriented society, the principles of democratization, participation, equality and justice must become basic values. This condition requires a structured framework of thinking so that public functions can be in line with the demands of economic, political, social and cultural developments. Therefore, it is necessary to increase the work ethic that is oriented towards achieving results and accountability based on the value of accountability to achieve good governance and apparatus performance that meets expectations.

Government officials carry out activities to fulfill the basic needs of every citizen in accordance with their basic rights in various forms determined by applicable regulations and legislation. The aim of this regulation is to create good performance so that government administration can show true responsibility towards society and realize good governance. In an effort to meet these needs, service providers related to the public interest cannot be separated from the relationship between government and society. This relationship is the result of a process of interaction between government and society, both formally and informally.

The principle of regional autonomy provides the broadest authority for regions to manage and regulate all government affairs except matters that have been determined by law as government affairs. Regions have the authority to make policies aimed at improving



people's welfare, such as providing services, increasing community participation, encouraging initiatives, and empowering the community. Therefore, villages have the authority to regulate and manage the interests of their community, including making and enacting statutory regulations for the village scope, which are known as village regulations. The stipulation of village regulations is carried out by the Village Consultative Body together with the Village Head, where the Village Head acts as an executive institution and the Village Consultative Body as a legislative institution at the village level.

Village government in Pesaku Village, West Dolo District, Sigi Regency is carried out by the village government consisting of the Village Head and Village Apparatus, with supervision from the Village Consultative Body (BPD). BPD is a community representative institution in the village which functions as a legislative, supervisory body, and accommodates and channels the aspirations of the village community. The success of any human endeavor depends largely on human resources carrying out the tasks necessary to achieve the goals. A person's performance in carrying out their duties and responsibilities is influenced by the motivation that motivates them to work. Motivation is the urge for someone to act and do work, which must be aroused so that someone wants to work well.

To determine the level of achievement of an agency's results related to the organization's vision and the positive and negative impacts of operational policies implemented, an understanding of performance is needed. According to Mink (1993:27), individuals who have good performance have several characteristics, such as being achievement oriented, having self-confidence, being able to control themselves, and having competence.

The purpose of performance appraisal is to evaluate employee performance and determine what needs to be improved so that they can work better in the future. This is done by referring to the content of the work they do and the expectations set to achieve each aspect of their work (Rivai et.al, 2011:17).

The performance of government officials is important because they are influential actors in fulfilling the interests of society. Good or bad performance of government officials will have an impact on society, so the performance of government officials must always be optimal. Village budget users are considered very slow in the process of disbursing village funds intended for direct cash assistance to the Pesaku village community, West Dolo District, Sigi Regency. This can be seen from the inconsistent performance of village officials regarding the time for the process of disbursing these funds, not only at the disbursement process stage. village funds. Village officials are also very slow in handling the process of distributing direct cash assistance funds, as can be seen from the actions of officials who distribute the aid not on time.

On a regular basis in a year, there are 4 stages of direct cash assistance distributed, where the first stage occurs from January to March, the second stage from April to June, the third stage from July to September and the last stage from October to December for distribution of aid is carried out in the first stage in the last month, however, village officials or the local village government distributed direct cash assistance, always past the month specified in the applicable regulations, where disbursement should be made every 3 months

and paid at the end of the month. The number of aid recipients is 107 heads of families who are categorized as poor. The priority criteria for aid recipients are extreme poverty, such as widows who are elderly and do not have a permanent livelihood, and also families who suffer from chronic illnesses. The amount received by aid recipients was Rp. 300,000/month, because it is paid quarterly in the amount of Rp. 900,000.

Not only that, the problem that occurred in Pesaku village, West Dolo sub-district, Sigi district regarding direct cash assistance distributed directly by village officials in terms of slow distribution, it turns out that the assistance distributed by the village government also caused controversy among the local community because of several names that had been given. in the data by village officials but in the end they did not receive the assistance from the first stage to the last stage.

Therefore, it can be seen from the description above that the problem regarding direct cash assistance originates from the process where the disbursement of village funds intended for direct cash assistance is very slow by village officials and the distribution of aid is not on time and which is most felt by the community where the data is invalid or the data on aid recipients does not match what is available in the field.

Based on the background stated above, on this occasion the researcher is interested in pursuing a scientific study with the title "Village Government Performance in Direct Cash Assistance Distribution Services in Pesaku Village, West Dolo District, Sigi Regency".

METHOD

This research uses a descriptive research type with a qualitative approach to describe the current situation. The research location was determined in Pesaku Village, West Dolo District, Sigi Regency. The technique for determining informants used was purposive, namely selecting people who were considered to have relevant knowledge, experience and authority. There were 5 informants involved in this research. Several aspects of the theory used are Productivity, Service Quality, Responsiveness, Responsibility, Accountability based on Agus Dwiyanto (2006:51). Data collection techniques used include observation, interviews and documentation. Thus, it can be concluded that this research uses a qualitative descriptive method to get an overview of the Village Government's Performance in Direct Cash Assistance Distribution Services in Pesaku Village, West Dolo District, Sigi Regency.

RESULTS AND DISCUSSION

Village funds must be included in the village income and expenditure budget document (APB Desa) as a mandatory source of village income. Villages will receive village funds from the central government every year, which are distributed through districts/cities. Therefore, the performance of village government officials in providing services and distributing direct cash assistance is very influential.

Law number 6 of 2014 concerning villages regulates the performance of village officials, while Regulation of the Minister of Finance of the Republic of Indonesia Number 128/PMK.07/2022 regulates the distribution of village funds. Village funds are a specific state recognition of the original rights of villages and the territory of village communities,



which will encourage villages to develop and empower themselves towards success and independence. Village funds are very important and strategic and deserve public attention because of their relatively high nominal value. However, there are doubts regarding the competence and capacity of village officials in managing these funds.

To find out more about performance, in this discussion the author will analyze the performance of the Village Government in Direct Cash Assistance Distribution Services in terms of aspects namely Productivity, Service Quality, Responsiveness, Responsibility, Accountability based on Agus Dwiyanto (2006:51), where in this research the author will discuss how the Direct Cash Assistance Distribution Service is.

Productivity

Some of the information provided by the Pesaku village government, Dolo Barat sub-district regarding the distribution of direct assistance in increasing productivity, the village government, in this case the village head, uses all human resource capabilities and collaborates or coordinates directly with each hamlet head to carry out a more detailed investigation. regarding the distribution of direct cash assistance so that it becomes a target place and always pay attention to the criteria based on ministerial regulations so as to minimize activities such as nepotism in the village. This is done to ensure that there are no aid recipients who do not meet the criteria and then receive direct cash assistance. One of the criteria that is entitled to receive direct cash assistance to extreme poor people such as the elderly and those suffering from chronic diseases is the criteria based on the regulations of the Minister of Social Affairs so that the village head, in this case the enforcer or village apparatus, pressures them to collect data based on existing regulations. .

Village officials always make efforts to distribute cash assistance so that the policy is implemented efficiently and effectively. Village officials carry out data collection by visiting people's homes one by one and are supported by human resources from village officials who really understand the criteria for receiving direct assistance. The cash is based on existing ministerial regulations to support productivity based on performance to streamline and activate the policy.

The results regarding productivity indicators through the performance of the village government in increasing time efficiency can be concluded that this has been achieved, marked by the distribution of direct cash assistance carried out by the Pesaku village government, West Dolo sub-district, evenly and based on the criteria in the Minister of Finance regulations.

Service Quality

Service activities are related to fulfilling the rights of every person, both individually and collectively, and are carried out universally. Providing public services to the community is one of the government's main and very important tasks. Therefore, government organizations are often referred to as "public services".

The services received by the community as service users with their respective functions provided by the Pesaku Village apparatus, West Dolo District, Sigi Regency is a

descriptive level regarding the level of satisfaction. People who have used government services for their public service needs often experience village apparatus behavior that is less transparent and discriminatory. towards those who are not related.

The ability of village officials as policy implementers in distributing or distributing direct cash assistance quickly and easily to the community in Pesaku village, West Dolo sub-district, Sigi Regency. The capacity of village officials is one of the most important sources in implementing the distribution of direct cash assistance which is a public policy, in implementing the policy it has a positive effect on the quality of services. What causes the success of a policy is related to the performance of village officials in a process that is carried out quickly, precisely and easily. Cases of low quality of services and implementation of public policies are mostly caused by village officials implementing programs that have been determined to be implemented.

Based on the research results, regarding the explanation that has been stated above, in improving the quality of service or quality of services in Pesaku village, Dolo subdistrict, Sigi Regency, the village government in the process of distributing direct cash assistance to village officials does not always provide convenience to the local village community. from the beginning of collecting data on village communities who are entitled to receive direct cash assistance to the process of distributing aid, as described in the interview results above, there are several obstacles in the distribution process so that the process of distributing aid always experiences delays of more than seven days or even more..

The statements that have been made by the community as recipients of aid are that the distribution of aid in my village, West Dolo sub-district, Sigi Regency, in terms of service quality, is still not good due to delays in the process of distributing direct cash aid and distribution not in accordance with previously obtained data. the thawing process.

The results of the description above regarding Service Quality indicators through the performance of the village government in improving optimal forms of service can be concluded that it has not been achieved, indicated by the distribution of direct cash assistance carried out by the Pesaku village government, West Dolo sub-district, which has not been implemented quickly and precisely based on the criteria in the Minister of Finance regulations. .

Responsiveness

Responsiveness refers to the sensitivity of village officials to community needs, where they understand community needs and can be identified by policy makers with the right knowledge. Responsive village officials are able to respond appropriately to community needs, especially in the village environment.

If a person's knowledge and skills are low, then their performance will tend to be low too, even though their motivation is high. This means that even if a person has a great desire to achieve optimal results in his work, the results will not be of high quality because his abilities are limited. The situation will get worse if low ability is also accompanied by low



motivation. Therefore, improving and developing quality human resources is very important as basic capital in carrying out the main tasks and functions in the work unit.

Resource capabilities, in this case, namely village officials, are the main support in improving performance. The ability of the Pesaku Village apparatus in West Dolo District as an organizational driver to create and develop programs that suit the needs of the wider community, one of the programs that is the responsibility of the village government is direct cash assistance which is one of the supporting programs for the welfare of the village community.

One of the government programs is providing direct cash assistance to village communities, through a data collection process to provide good services supported by the responsiveness of village officials because in collecting data and providing services, the sensitivity or ability of human resources, in this case village officials, is very necessary to see all conditions. The economy of the people who receive aid does not only look at residents' reports but goes directly to the field by looking at identification according to existing criteria, such as those who have an income of under one million without any other income.

Responsiveness through the performance of the village government in improving optimal forms of service can be supported by the sensitivity and ability of village officials in identifying the economic conditions of the local community so that the direct cash assistance distribution process carried out by the Pesaku village government, Dolo Barat sub-district is achieved in accordance with the economic conditions of the community based on the criteria. in the Minister of Finance regulations.

Responsibility

Compliance with organizational discipline is an absolute requirement that must be adhered to by all government officials. These requirements cover various aspects, such as complying with applicable laws and regulations, being present on time at work, obeying superiors, working in accordance with mutually agreed organizational culture, upholding work ethics, and not showing negative behavior.

Indicators that show the extent to which the process of providing public services is carried out in accordance with administrative principles or provisions within the organization that have been agreed for the common good. In providing services, there are various organizational administrative provisions and principles that have been established to support the quality of village officials' responsibility for performance in providing services. The implementation of activities carried out by Pesaku village officials in West Dolo sub-district in carrying out mutually agreed policies for the public interest in the direct cash assistance program has been carried out based on administrative principles so as to improve the performance of village officials.

Basically, the process of distributing aid can be carried out well if the relevant apparatus is able to uphold discipline in the form of administration so that the targets of aid distribution can be implemented appropriately. So that the village apparatus is quite a heavy task in carrying out the policy process, which is to be able to understand and carry out forms of discipline or compliance throughout the series of administrative distribution processes

that have been created in the regulations. and also how to provide understanding to the community so that they are able to understand the criteria for recipients of assistance because there are many characteristics of the criteria for recipients of assistance. In this position, village officials need honesty and discipline to be able to convey to the community with the principle of truth based on existing administrative regulations.

The statement stated above regarding the implementation process carried out by the village government in carrying out the policy of providing direct cash assistance always refers to existing administrative principles because basically the process can show good service delivery seen from the quality of the service provided. The services provided are influenced by responsiveness in the sense of the sensitivity or ability of village officials to see the needs of the local community but must refer to good behavior. In this indicator of responsibility, village officials are able to provide services quickly and precisely but the quality of service is maintained. and able to provide according to community needs but without violating administrative rules, however, from the results of interviews with the Pesaku village community as the beneficiaries of the policy, they still said that the village officials who had been assigned were not optimal in carrying out the rules administratively, seen in the distribution process from the collecting data and providing an understanding to the community regarding the characteristics or criteria for receiving assistance, after which they enter the next process regarding the distribution of assistance to the community. In this process, village officials are not optimal or have not run well because there are still many people whose names have been recorded but have not received the assistance. However, there are several people whose names are not recorded among the beneficiaries but these people have received assistance, this makes the responsibility of the village apparatus - Village officials in carrying out their duties and functions based on existing administration are not based on discipline and honesty.

The results regarding indicators of responsibility through the performance of the village government so that it can improve the quality of good services in accordance with community needs based on jointly agreed administration so that the process of disbursing direct cash assistance implemented by the local village government is not running well in accordance with the regulations in force so this is a problem that is resolved by the village government of my village.

Accountability

Accountability is very closely related to responsibility, carrying out tasks carelessly is a low sense of responsibility. Devotion basically includes a high sense of responsibility. One way for leaders or officials to increase their subordinates' sense of responsibility is to recognize their personalities, as well as citizens in general in social and state life. Among government officials, a balance between rights and obligations must be maintained, and acts of dereliction of duty cannot be justified. This action is even more unjustified if the tasks left behind are directly related to providing services to the community.



So basically village officials are able to take responsibility for everything that is done based on the existing administration of the entire series of activities or programs carried out, one of which is the program of providing direct cash assistance to the people of Pesaku village, West Dolo sub-district, Sigi Regency where village officials are able to take responsibility for the entire series of activities. in providing direct cash assistance programs without exception.

The implementation of the direct cash assistance recipient program from the start of the data collection was still not good enough to improve the quality of service by looking at the constraints or needs of the community, as well as the behavior of village officials as implementers to always be able to uphold discipline based on rules and be able to be accountable administratively which is still not good.

The results of the statement regarding accountability, can be concluded that the Pesaku village government, West Dolo subdistrict, Sigi Regency, in carrying out activities from the initial stage of the data collection process to the process of distributing direct cash assistance is still not running well due to a lack of discipline by village officials in holding all forms of responsibility accountable. distribution process from the initial stage to the final stage so that a process of increasing understanding regarding discipline, honesty and compliance is really needed in implementing a policy or program that has an impact on the wider community.

CONCLUSION

Based on the results of research on the performance of village government officials in direct cash assistance distribution services in Pesaku village, Dolo Barat sub-district, Sigi Regency, of the five aspects, two of them are running optimally but three of them are not yet optimally implemented. First, regarding productivity, it is running well, as seen from the absorption of funds. carried out by the government for the direct cash assistance program regarding the quality of service which is still low seen from the slow and inaccurate distribution of the aid, the responsiveness aspect has gone well seen from the government being able to see the needs of the community and the fourth aspect regarding the responsibility of this aspect has not yet been implemented. running well because there are still village officials who are not obedient and disciplined with existing rules so that the target in distributing aid is not precise and finally the fifth aspect is regarding accountability where the village government still has a very low sense of responsibility in the process of distributing aid supported by responsibility and poor service quality.

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