

Personnel Performance Analysis in Jayaraga Village, Garut Regency

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The performance of village officials is the ability of employees to carry out their main duties and functions in accordance with their assigned responsibilities. This study aims to determine the Analysis of Employee Performance in Jayaraga Village, Garut Regency, as an effort to improve the quality of public administration services. The research method used is descriptive research with a qualitative approach. Data collection techniques were carried out through observation, interviews, and documentation, while data analysis used data reduction, data presentation, and conclusion drawing reinforced by triangulation techniques. This study uses Dwiyanto's (2008:50-51) performance theory, which includes five dimensions: productivity, service quality, responsiveness, responsibility, and accountability. The results of the study show that the performance of Jayaraga Village employees is generally good, as evidenced by fast, friendly, and procedurally compliant services, as well as accountability. However, several weaknesses were found, such as the formal recording of community complaints and community participation in financial supervision, which need to be improved to support future improvements in employee performance.

Keywords: Employee Performance, Public Service, Jayaraga Village

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1. Introduction

Garut Regency is one of the area important in the Province West Java which has mark strategic both in terms of historical, geographical, and social. Heritage long history and abundant resource potential make Garut develop rapid in various fields development, including governance at the level of village. Along increasing demands society towards transparent and professional public services, the role of apparatus the village is becoming more and more important as the vanguard in the implementation service administration.

Village Jayaraga, which is located in Tarogong District South, also experience dynamics the changes. As village with level activity high administration, Jayaraga sued capable give fast, accurate, and responsive service to community needs. However, in practice Still found constraints such as limitations human resources, low innovation, as well as a performance appraisal system that is not yet fully implemented based on measurable indicators. This condition has the potential hamper the effectiveness of public services and reduce trust society towards the apparatus village.

Apparatus performance village becomes a factor key to realizing good governance. Suryadi (2018) emphasized that employee professionalism and competence greatly influence the quality of public services. Therefore, employee performance assessments need to be carried out systematically. objectively by referring to clear indicators. Dwiyanto (2008:50-51) put forward five dimensions main public sector performance, namely productivity, service quality, responsiveness, responsibility, and accountability. Fifth

This dimension is assessed relevant to measure the performance of the apparatus village in a way comprehensive.

Normatively, the basis village government administration based on the law Number 6 of 2014 concerning Village as well as Regulation Garut Regent Regulation Number 54 of 2023 concerning Civil Servant Performance Management. Both regulations emphasize importance professionalism, accountability, and transparency in carrying out the duties of village government officials. However, the implementation still facing various challenges, especially in the aspect of capacity human resources and internal control systems.

Based on In this description, this research is focused on analyzing employee performance in the village Jayaraga Garut Regency using five dimensions of public performance according to Dwiyanto (2008:50-51). This research is expected to provide description real about strengths and weaknesses apparatus village and become material for evaluation and development of strategies to improve public services at the level village.

2. Research Methods

The method used in this research is method qualitative descriptive. This method was chosen Because capable provide understanding in in-depth study of the problem being researched, without aiming to generalize. According to (Siyoto, S & Sodik, M. A, 2015:28) qualitative research methods place more emphasis on the aspect of understanding a problem in a way in depth, not in measurement or data quantification. Thus, the implementation of this research is focused on in-depth interview and observation activities. fieldwork carried out directly by researchers. The information obtained from the activity then served in a way descriptive in form narrative that describes reality on the ground in a way What existence.

3. Discussion

Village employees is not only assessed from results work, but also includes mechanism public services and procedures implementation of tasks. Village employee play a role as administrative task force as well as a service provider community. The most frequently accessed administrative services include administration of KTP, KK, deed birth, letter information domicile, as well as letter introduction for purposes certain.

Service system in the village Jayaraga organized pretty good, started from application letter introduction from RT/RW to administrative processes at the office village. Each employee has duties and responsibilities answer according to position, but continue to apply flexibility when there is a surge request. A representative and clean village office give formal and professional impression, showing readiness of comfortable service areas for the community. On-call system until Evening days and services emergency show dedication tall apparatus villages in meeting community needs outside of operational hours, even though it is not listed in a way official in the regulations village. Apparatus performance village analyzed based on five dimensions Dwiyanto (2008:50-51) including:

Productivity

Village employee productivity Jayaraga reflected from their ability to complete work quickly, precisely, and efficiently. One of the form real this productivity is visible from existence service administration accessible to the public even outside operating hours office village. Services 24-hour emergency implemented by one of the device village with assistance member Linmas is proof that the apparatus village try maximum meet the needs of the community whenever needed.

In addition, the flexibility of Service time begins 07.00 to 16.00 WIB, and extended until 17.00 WIB especially on holidays Friday show employee commitment to adapt work schedule with community needs. Interview results also revealed that services are carried out immediately if the requirements are met. administration Already complete, indicating that no processes are slowed down without clear reasons.

More than just follow procedures, the employees emphasized that service to the community is priority main. Some employees even stated they prefer finish work moreover first before taking a break. This kind of work enthusiasm shows that their productivity is not only influenced formal rules, but also by the moral awareness to serve with all one's heart heart.

Implementation digital attendance since early 2025 as well as manual attendance data, showing level consistent employee presence the more strengthen findings that village employee productivity classified as high. Even though faced with limitations number of employees, services keep running smoothly thanks to good collaboration between device village. However, in the future required addition of human resources and more even division of labor to increase productivity still maintained especially during periods with high workload.

Quality of Service

Quality of service is one of the dimensions important in assessing the performance of the apparatus village Because directly related to satisfaction public as recipient service. Quality of service is not only measured from speed service, but also from accuracy procedures, friendliness, and clarity of information provided to the public.

Based on interview and observation results researchers in the village Jayaraga, quality of village employee services assessed quite good. The community said that every service always carried out according to applicable procedures, without There is difference treatment between One citizen to citizen others. The findings show that the apparatus village make an effort give transparent and informative services. The public gets explanation complete regarding the conditions, stages, up to estimated completion time every management administration. This is in line with the principle of good governance, where public services are required to be open and non- discriminatory.

In addition, there is coaching routine every month at the sub-district level and meetings coordination weekly at the office village participate contribute to improving the quality of service. This training helps civil servants village understand the latest regulations while correcting deficiencies services that may occur in the field. Although Thus, it was found that the mechanism recording complaint public Still informal nature. Complaints usually delivered directly to the device village and handled in a way oral without existence documentation written. This practice is indeed solve problems in a fast, but does not provide formal data that can be used for ongoing evaluation.

Overall, the quality of service in the Village Jayaraga is considered good because apparatus village capable give The service is in accordance with procedures, friendly, and informative. However, in the future, there needs to be a documentation system complaint a more structured society so that everyone Complaints can be monitored and addressed base repair service in a way sustainable.

Responsiveness

Responsiveness refers to the extent to which the apparatus village capable respond to needs, aspirations and complaints public in a way fast and precise. In this case, responsiveness is one of the dimensions

important in assessing public service performance because related to the accuracy of government agencies in understanding as well as follow up hope public.

Based on research results of researchers in the village Jayaraga, responsiveness apparatus village seen from their speed of response to administrative needs citizens. Citizens in need correspondence such as letters information domicile, RT/RW introduction, or document others, generally served promptly, as long as all over condition Already complete.

Besides service administration, responsiveness is also demonstrated in terms of service urgent outside of working hours. As mentioned in the discussion productivity, there is 24 hour service run by one person device village and assisted member Linmas to anticipate sudden needs citizens. Presence This service shows willingness apparatus village to serve community outside operating hours office.

However, in service physical such as borrowing a village ambulance, responsiveness A little hampered Because availability drivers who are not always standby every time. As a result, the lending process sometimes it takes longer to coordinate. This obstacle does not actually originate from from device village directly, but from limited supporting human resources that are not yet adequate.

On the other hand, the response apparatus village to input or criticism public classified as quite good though Still informal nature. Complaints inhabitant usually handled directly without procedure complicated administration. This makes public feel heard, even though there is no complaint system yet officially documented for long - term evaluation.

In general, responsiveness apparatus Village Jayaraga assessed Enough tall because they are capable follow up request society quickly, especially in service administration. However, to improve the quality of responsiveness, it is necessary to increase supporting human resources such as ambulance drivers and implement a formal complaints system so that every complaints can be handled and archived.

Responsibility

In the implementation public service, responsibility is one of the aspects that ensure each action government apparatus operates in accordance with regulations, norms, and principle applicable ethics. Not only concerning adherence to formal rules, but also reflects to what extent the authorities village own not quite enough moral and professional responsibility for the services provided to the community.

Research results in the village Jayaraga shows that this principle has been quite well implemented, looks from service administration that runs without existence extortion and procedures carried out in accordance with the provisions. The community said that services in the village Jayaraga ongoing transparent and straightforward. Citizens given explanation about requirements and flow service before the process begins, thus minimizing confusion. This finding confirms that employee responsibility is not only seen from compliance with the rules, but also from effort give certainty procedures to the community.

In addition, the transparency aspect is also realized through the preparation of the Information Report. Village Government Administration Report (LKPPD) and Village Government Administration Report (LPPD) every year. This document contains details of budget usage village during one year, so that it becomes proof accountability to local government and society.

However, from interviews with the device village it was found that the service report daily Still limited to delivered in a way verbally in a meeting weekly. This indicates that even though accountability it's been going well, still there is room improvements in terms of formal documentation for accountability increasingly powerful and more openly accessible.

Accountability

Accountability in public service performance is related to the extent to which the implementation of tasks and use of resources can be accounted for to the public and party authorized. Accountability is not only about complying with rules, but also ensure that every village government action can be audited, information can be accessed, and they can be fulfilled values of openness.

Based on research results, Village Government Jayaraga has made efforts to realize accountability through the preparation of official reports such as the Information Report Village Government Implementation Report (LKPPD) and Village Government Implementation Report (LPPD) every year. Both reports contain detailed information regarding the realization of budget, work program, as well as achievements in service to the community. With the existence of this document, the public and other parties/authorities can find out to what extent the village government carries out its obligations in a transparent way.

In addition, from interviews with the village it is known that every expenditure budget in villages must be equipped with proof of administration, such as notes and documents. Others in the community also stated that they could access information on the use of village funds through the notice board or village deliberation. This effort shows that the principle of accountability is not only internal to the local government, but also involves the community as an entitled party to know the running of government.

Thus, the research results also show that community involvement in monitoring financial reports is still limited to deliberation forums or formal announcements. Thus, the Village Government Jayaraga needs to continue to increase the openness of public information so that the public can be more active in supervising the direct running of government.

Overall, the performance of the Village Government Jayaraga apparatus is classified as high. The employee shows consistent productivity, service quality, responsive to community needs, responsible according to the rules, and accountable in administration and budget management. Future challenges include improved documentation, complaints, additional human resources, and strengthening the work system to maintain quality service in a sustainable way.

4. Conclusion

Based on research results regarding the performance of civil servants in the Village Government Jayaraga Garut Regency through five dimensions of public services according to Dwiyanto (2008) namely productivity, service quality, responsiveness, responsibility and accountability, it can be concluded that in general the performance of the apparatus in the village is running well and in accordance with Dwiyanto's theory. The apparatus in the village shows effective productivity through timely service administration and coordination, routine, friendly and clear service quality, high responsiveness in meeting the needs of society, compliance with regulations that reflect responsibility, as well as accountability through information transparency. Although thus, some aspects such as formal recording of community complaints and participation of citizens under surveillance finances need to be improved so that the performance of the village apparatus is more transparent, effective, and public-oriented.

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