

## **"Efficiency of Public Services in Bulota Village, Limboto District, Gorontalo Regency"**

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### **Abstract**

This study aims to determine how effective the Finger Print Attendance System is in Improving ASN Discipline at SMK Negeri 1 Bulango Selatan. The results showed that the Effectiveness of Finger Print Attendance System in Improving ASN Discipline in SMK Negeri 1 Bulango Selatan Bone Bolango Regency has been going well. This can be seen from the activity of ASN employee attendance at SMKN 1 Bulango Selatan, Gorontalo Regency through the finger print attendance system. In terms of the process of implementing the finger print attendance system, it has been running well and is in accordance with the procedure, apart from that in terms of facilities it is adequate. However, there are still a number of issues that are of concern to the school. Apart from this, the finger print attendance system as a whole can motivate to increase the discipline of ASN employees in the SMKN 1 Bulango Selatan environment, Bonebolango Regency.

**Keywords:** Significant, Healthcare, Effectiveness

### **Introduction**

Since the current era of reform and regional autonomy, many changes have been made, including changes to the national government system (Mukhlis, 2025; Zein et al., 2022; Loughlin, 2000). The Republic of Indonesia's government system divides regions into large and small, with the lowest level of government being the village or sub-district. In this context, village government is a subsystem of the national government system, directly under the district government. The success of a government lies in its own governance.

A closer look reveals that the mission and objectives of the regional autonomy policy mandated by the law are: first, to improve the quality and quantity of public services and public welfare; second, to create efficiency and effectiveness in the management of local/regional resources for the benefit of improving public welfare; and third, to empower and create space for communities to participate in governance and development processes. According to the provisions of Law Number 23 of 2014 concerning Regional Government, and reaffirmed in Government Regulation Number 43 of 2014 concerning the Implementation of the Village Law, a village, or other name, is a legal community unit with defined territorial boundaries, authorized to regulate and manage the interests of the local community, based on local origins and customs recognized and respected within the National Government system and located in a district/city, as defined in the 1945 Constitution of the Republic of Indonesia.

Bureaucratic reform is nothing new to the general public. Following the 1998 reforms, bureaucratic reform has become a concrete step to heal the wounds of the Indonesian people facing various problems. It is hoped that with these efforts, the Indonesian nation can slowly but surely recover from the slump caused by the widespread state crisis affecting almost all aspects of life. The indicator of the success of this bureaucratic reform implementation is how to ensure public satisfaction with the services provided by public servants, as well as what bureaucrats must do to achieve the bureaucracy their people desire (Tasi, 2022).

Haque (2001) said that, public satisfaction with services is fundamentally the primary goal of bureaucratic reform. Bureaucratic reform is a concept encompassing concrete steps to clean up the bureaucracy, as mandated by the 1945 Constitution: that government be established to ensure the welfare of the people and ensure social justice. The people are the ones most entitled to government and all its products. Taxes, in particular, are the primary source of state revenue, which also finance government operations (Tarschys, 1988; Merrifield, 2000). Therefore, public satisfaction is paramount, ensuring that citizens properly receive their rights to all services in their country, particularly those derived from the taxes they pay to the government. (Ningtyas, 2013).

According to the 2016 Ombudsman report, the number of public complaints regarding public service delivery continued to increase, reaching 6,859 in 2015. This data demonstrates a year-on-year upward trend in public complaints regarding public service delivery. Despite government efforts to improve its services, numerous complaints and dissatisfaction remain. Village governance is the administration of government affairs by the Village Government and the Village Consultative Body (BPD) to regulate and manage the interests of the local community based on local origins and customs recognized and respected within the system of government of the Unitary State of the Republic of Indonesia.

The Village Government, or otherwise referred to as the Village Head and Village Officials, constitutes the administrative elements of the village (Rahmawati et al., 2023; Wanumawatie et al., 2018). The affirmation of these laws and regulations clearly states that the Village is the lowest level of government recognized within the national governance system. This means that the Village Government is the leading government organization in the provision of public services.

Therefore, the Village Government is required to improve its performance in providing public services in accordance with community expectations (Sari & Singgih, 2024). It must be acknowledged that public services implemented by the government continue to undergo renewal, both in terms of paradigm and service format, in line with increasing community demands and changes within the government itself. However, these reforms on both sides have not been satisfactory, and the community is often still positioned as powerless and marginalized within the service framework (Tew, 2006).

The enactment of Public Services Law No. 25 of 2009 is intended to ensure legal certainty in the relationship between the public and public service providers; to establish clear boundaries and relationships regarding the rights, responsibilities, obligations, and authorities of all parties involved in the provision of public services; to establish a proper public service delivery system in accordance with the general principles of good governance and good corporate governance; to ensure that public services are provided in accordance with laws and regulations; and to provide legal protection and certainty for the public in the provision of public services.

Therefore, it can be said that the enactment of Law No. 25 of 2009 is expected to improve the performance of public service providers, including village government organizations as the leading government institutions closest to the public in providing public services. Public service serves as a benchmark for the successful implementation of tasks and for measuring government performance through the bureaucracy. Public service, as the primary driver, is also considered crucial by all actors within the framework of good governance. Public officials, civil society, and the business world share a vested interest in improving public service performance.

Several important reasons underpinning the idea that public service reform can promote good governance practices include: improving public service performance is deemed essential by

stakeholders, including the government, citizens, and the business sector. Furthermore, the values that have traditionally characterized good governance practices are translated more easily and tangibly through public services (Maryam, 2016). The phenomenon of public service delivery by government bureaucracies is fraught with problems, such as complicated service procedures, uncertain timing and pricing, which make services difficult for the public to access. This leads to a distrust of service providers, particularly the bureaucracy, leading the public to seek alternative ways to obtain services through certain methods, such as paying additional fees.

In addition to the aforementioned problems, the way the public receives services often undermines their dignity as citizens. The public is positioned as clients in need of assistance from bureaucratic officials, and therefore must submit to bureaucratic regulations and the whims of those officials. This occurs because the culture that has developed within the bureaucracy is not one of service, but rather one of power.

To address this situation, continuous efforts are needed to improve the quality of public service delivery to achieve excellent public service, as public service is a primary function of government and is provided optimally by public officials. Rochmansjah (2019) and Salam (2013) said that, one government effort is to implement the principles of good governance, which are expected to ensure excellent service to the public. The realization of quality public service is a hallmark of good governance. Therefore, one of the government's efforts is to utilize advances in information and communication technology (Maryam, 2016).

Numerous issues have emerged among the public, which feel they have not met the expectations of all parties, both the general public and the government itself. Public service can be categorized as efficient if the public receives easy service with short, fast, accurate, and satisfactory procedures. Success in increasing service efficiency is determined by the government's ability to improve the work discipline of its officials. Village governments, in particular, should be required to be efficient in providing public services to the community.

Real problems with the public service process can be seen when processing letters for electronic ID cards (e-KTP), family cards (KK), birth certificates, and other civil service administrative matters. These should be carried out efficiently, timely, and without complications. The strategic role of government depends largely on the ability of government officials to carry out their duties and functions. One of the major challenges facing efficient service delivery is the government's long-standing association with complicated work practices, corruption, collusion, and nepotism (KKN), and the lack of clear standards.

This is also the case in Bulota Village, Limboto District, Gorontalo Regency. The implementation of village autonomy requires the Bulota Village apparatus, Limboto District, Gorontalo Regency, to consistently provide the best, fastest, most effective, and most efficient service to the community. This should be reflected in the performance of village officials in providing services to the community in line with technological developments and the growing needs of the community. The current focus of regional autonomy is on villages, which are closest to the community and provide direct services.

However, the reality is far from the hopes of bureaucratic reform and the concept of regional autonomy. Based on the author's initial observations in the field, the hopes of the Bulota Village community are still far from being realized. The most prominent problem encountered by the author is the Bulota Village government's service to the community. This is reflected in the large number of Bulota Village residents who are not served during office hours between 8:00 and 16:00, due to Bulota Village office employees not arriving and leaving the office on time. Such a poor organizational culture makes service to the community less than optimal. Residents

have to make multiple trips to the village office to request a cover letter for their e-KTP (e-KTP) or KK (family card) application.

Based on the problem identification outlined above, the focus of this research is the efficiency of public services at the Bulota Village Office, Limboto District, Gorontalo Regency. In accordance with the background and focus of the problem above, this research aims to determine the efficiency of public services at the Bulota Village Office, Limboto District, Gorontalo Regency.

## **Methods**

This research is a descriptive qualitative study, intended to provide the most accurate data possible about human beings and other phenomena (Sousa, 2014). The descriptive method used in this study aims to provide an overview of the efficiency of public services at the Bulota Village Office, Limboto District, Gorontalo Regency, and to determine whether they have met expectations. This research was conducted at the Bulota Village Office, Limboto District, Gorontalo Regency, and the Bulota Village community, which is characterized by a highly heterogeneous population, including education level, ethnicity, rank, and position. The research period was planned for two months, starting from the issuance of the research recommendation from the Faculty. Data sources in this study included both human and non-human sources, according to Miles and Huberman (Hatta, 2020). Human data sources can be defined as informants, such as the Village Head and Bulota Village Office officials, and the Bulota Village community. Non-human data sources included field notes, documents, and interview recordings. The selection of informants in this study was conducted using a purposive sampling technique, ensuring that the data obtained from informants aligns with the research needs and objectives. The sampling was not intended to represent the population, but rather was based on the relevance and depth of the information and on themes emerging in the field, Nasution.

## **Results and Discussion**

This study adopted Soekarno's 2015 theory on public service efficiency indicators, including: achieving results or objectives that meet expectations, reducing and conserving resource use in carrying out activities, optimizing the use of existing resources so that nothing is wasted, improving the performance of work units, thus optimizing output, and optimizing potential profits.

### **Achieving Results or Objectives that Meet Expectations**

In this study, achieving results or objectives that meet expectations refers to the role of the Bulota Village government in maximizing public services to achieve the desired results or objectives. Based on field observations, several obstacles remain related to public services. This is evident in the community's lack of understanding of the service flow, which is caused by suboptimal service provided by Bulota Village officials. Based on the research, services in Bulota Village need to be improved. Both in terms of service quality and the performance of government officials, transparency regarding service processes is crucial to ensure the public understands all service procedures they must adhere to. Furthermore, Bulota Village officials need to be aware of and disciplined in providing services to the public. However, despite this, the Bulota Village government's commitment to maximizing public service continues to be emphasized. This is evident in the leadership's commitment to monitoring and evaluating the performance of officials in providing services.

### **Reducing and Conserving Resource use in Carrying out Activities**

Human resource utilization is a crucial factor in public service delivery. The availability of competent and skilled human resources is essential for services to meet the expected benefits.

Initial field observations revealed issues regarding the lack of responsiveness of government officials in providing services to the public. Based on the author's research and analysis, it is clear that there are 12 government officials in Bulota Village, each with their own duties and responsibilities. The service provided by the more than 10 officers is not yet optimal. This is evident in the lack of competent computer skills among these officers, as well as a lack of thoroughness in providing services to the public. However, despite this, the Bulota sub-district government is striving to address these issues by involving officers in technical guidance sessions, providing guidance on proper service flow, and other initiatives that will contribute to optimal service delivery in the future.

### **Optimizing the use of Available Resources to Ensure That Nothing is Wasted.**

In the context of public service delivery, it is crucial to pay attention to resource utilization and optimize their use, ensuring targeted services with high quality and performance from service providers. Based on the researcher's initial observations, resource utilization in service delivery is not optimal. This is evident in the lack of mastery of the technological devices used by some officials. The researcher's interviews and analysis concluded that, with 12 officials in the Bulota sub-district, the government consistently strives to maximize the effectiveness of its available services. Furthermore, no single official dominates in service delivery, as each has its own duties and functions. Despite this, all officials work collaboratively to provide effective service to the public. However, issues remain in service delivery, including the inadequate quality of the staff. The community's expectation regarding this issue is that the quality of these officials must be improved to ensure continued good service delivery in the Bulota sub-district. 4. To improve the performance of work units to optimize output.

One factor influencing the quality of public service delivery is the performance of government officials. Therefore, improving the quality of human resources in service delivery is crucial. This human resource development can be achieved by participating in technical guidance provided by relevant agencies. Furthermore, a constant sense of curiosity and continuous learning must be fostered within each official. If these efforts are combined, service quality will improve. The issue of improving the human resources of officials in providing services to the public is crucial. Researchers' observations indicate that, in terms of educational background, almost all of the existing officials are high school (SMA) or vocational high school (SMK) graduates. This undoubtedly impacts the quality-of service performance. Based on interviews and analysis, researchers concluded that there is a need to improve the service performance capacity of officials in Bulota Village through technical guidance. If necessary, the government should provide scholarships to officials who wish to continue their studies. This is due to the inadequate human resources in Bulota Village.

### **Conclusion**

Based on the previously discussed results, it is clear that the efficiency of public services in Bulota Village, Limboto District, Gorontalo Regency, is not yet optimal. This is evident in the suboptimal quality of service, influenced by incompetent staff and a lack of transparency regarding service processes, resulting in limited public understanding of the process. Consequently, this creates the impression of nepotism among officials. Despite this, the Bulota Village government continues to strive to improve the quality of public services. This echoes statements from the Village Head and Bulota Village officials that monitoring and evaluation of officer performance in providing services is ongoing. Furthermore, the Bulota Village

government strongly supports officers participating in technical guidance to improve the quality of Bulota Village services in the future.

### Suggestion

Human resource capacity development, particularly among government officials, is still needed to continuously improve their capabilities. Transparency of information regarding service delivery fosters public trust in the government. Continuous monitoring and evaluation of official performance is necessary to identify deficiencies and improve service delivery, ensuring clean, transparent, fair, and equitable service delivery.

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