

The Model of Village Government Institutions Effectiveness in Tasikmalaya City Indonesia

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Abstract: To address problems of development and the level of public confidence is still low against the government, there should be a paradigm shift. Public service model to be changed, institutional and thought patterns that are no longer relevant apparatus should be changed. It is very important to do research on the model and the institutional development of the village government apparatus to generate a real dedication and good government, so village government will be able to give to the community satisfaction. The general objective of this research are: (1) Changing the mindset of the Government Apparatus village through the strategy brainstorming and provide a learning experience/Benchmarking the Best Practice autonomy directly, so that all parties can benefit reciprocally (reciprocity of benefits), (2) Develop models Reinventing government, (3) Develop authentic performance-based assessment system to measure outcomes on village government apparatus, (4) measure the level of institutional effectiveness and, (5) Inventory of existing constraints as consideration for reflection and implementation of research. To achieve these objectives, conducted action research approach, the research activities are followed by implementation. Stages of activity: (1) the identification and mapping of institutions and the role of government officers municipality, with survey method, desk analysis and FGD, (2) arrange direction development model Institutional and human capacity within governments villages with descriptive and logistic regression, (3) formulate and apply models development, and reference/guide its implementation, (4) test the implementation of a development model and revised models

Key words: effectiveness, policy, public service, customer satisfaction

1. Introduction

Village administration has potential and a major role in development efforts in the region, efforts to develop the institutional capacity and human resources of these two institutions, it has been very much done. Various aspects were felt to be a weakness of the village, that authority is limited, the quality of human resources and the level of inadequate education, reluctance on the part of the Mayor and technical agencies within delegated authority specified in the rules to village Government and have no operating budget and development, Given the complexity of aspects or fields that will be built the village administration level, the one aspect that needs to be built first is the increased capacity of government officials in the execution of administrative tasks are administration, besides strengthening public participation and institutional and other aspects. Head office, Secretary of the Village, the Head of Section, including heads of environment tend to be less commitment and

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dedication to do their job properly, because it is caused by poor ability/skill them, as well as the level of education has not met to improve the ability (ability), effort and labor productivity (productivity). So therefore, need to be formed institutional model and the ability of the Village Government apparatus is capable of handling a wide range of development activities in the community as well as competitive as government employees are professional and qualified in providing excellent service.

2. Literature Review

Various studies conducted by international agencies has been concluded that Indonesia has not been able to develop good governance. Bureaucracy in the Republic is also not able to conduct the service to the public that is efficient, fair, responsive, and accountable. Instead, we are more reflective of the mindset of bureaucracy to control people, not to serve. Bureaucratic pathologies, such as extortion, corruption, collusion, nepotism, discrimination in services, procedural and a wide range of activities that are not effective and efficient, has resulted in the decline of the public service performed our government. Poor public services not only in the new order are centralized, but also still beating round the bush in the present as well as the research and assessment of the world Bank reported in the world Development Report 2004 and the Governance and decentralization survey (GDS) 2002 above.

Initiated Reinventing Government by David Osborne and Ted Gaebler find a point of relevance in the context of optimizing service delivery. The implementation of the 10 principles of Reinventing Government, would be adapted to the social culture, can be an effective alternative solution to eliminate bureaucratic pathologies us during this trial. The above situation sparked the idea there should be an effort to change mindset and act to improve the quality of public services. Necessary to find the right key for Indonesian Government officials to open our mind and hearts that are not bound by the paradigm of thinking about supporting excellence in public to reach the peak of excellent service. Therefore here is proposed public services which would be derived from citizen charter or let say citizen charter based in Reinventing Government for excellent service.

Urban Village is one village of the Regency City whose one function is to provide services to the community. This understanding is intended to see the implementation of community service by the government and the village of Tanjung Johor and Sungai Putri in the city of Jambi. Services provided include administrative services manufacture Identity Card, Certificate of Good Behavior, Land Letter, Certificate of Business and others. Services provided as is caused by a lack of public awareness to meet the administrative requirements necessary to issuing certificate is required, the presence of foreign service officers, thus hampering the implementation of effective public services and efficient, so as to overcome done by providing legal counseling to community to increase public awareness and to delegate authority from the foreign service officials to be certain officials, so that the process of providing public services is not hampered

The reformation era has led to the change in the new system, such as the consensus to grow the truly and healthy in system and democratic culture. This case brings the consequence in adding the power which is together as a duty given to the government in the city or the suburban in doing the service function for the society. Allocating the autonomy which is expanded, that is the alternative to solve the problem. Although the autonomy has been given, the fact is the regional government still depends on the central government for both the source of financial problem and human resources. This research is aimed to see the ability of administrative staff at village

in doing the government administration in Bandar Lampung which are booked in 7 sections in general administration and the civil administration seen from cognitive aspect, affective and psychomotor. The number of sample used is 44 person which is randomly picked at village in Bandar Lampung, and the data analysis done in qualitative. The result shown that only 5 persons (11.36%) having high ability, 30 persons (68.18%) in middle category and the rest of 9 persons or 20.45% in low category.

3. Methodology

This study uses survey, by interview using a questionnaire. Sampling method in this research is done by using purposive sampling, the sampling technique with a certain consideration. The method can be used if the sources or respondents interviewed are people who are experts or working in a field, The data used in this research is primary data and secondary data. The primary data is data obtained directly from study subjects using a measuring device or appliance makers as a source of information of data such as interviews, questionnaires, or observation. Secondary data were obtained with a literature study of the relevant agencies. The sampling technique is:

$$n = \frac{Z^2 \alpha / 2p(1-p)N}{d^2 (N-1) + Z^2 \alpha / 2p(1-p)2p}$$

This research using quantitative descriptive method, with instruments and techniques of data collection using a questionnaire first tested for validity and reliability.

Giving meaning to categories based on the coefficient as follows:

- (1) 0.00 and 0.20, the category is very small and can be ignored
- (2) 0.20 and 2.99, the low category
- (3) 3.00 and 3.50, the moderate category (enough)
- (4) 3.51 and 3.99, the category is high
- (5) > 4.00 then the very high category

As for the criteria that should be analyzed in this study are described in the next section. The instrument by using the formula Pearson Product Moment Correlation (Pearson Product Moment Correlation). As follows:

$$r_{xy} = \frac{N \sum xy - (\sum x)(\sum y)}{\sqrt{\{N \sum x^2 - (\sum x)^2\} \{N \sum Y^2 - (\sum Y)^2\}}}$$

Structural equation model to be tested take the form of The Multiple Linear Regression Analysis as follows:

$$Y = a + b_1X_1 + b_2X_2 + \epsilon$$

4. Result and Discussion

To determine the degree of relationship variables Implementation of Policies (X_1), Public Service (X_2) and Customer Satisfaction (Y) then used Pearson correlation analysis. Based on the results of data processing SPSS20 .0 for Microsoft Windows.

Table 1 Correlations

		Implementation	Zoning	Protection
Spearman's rho Implementation	Correlation Coefficient	1.000	.415	.714
	Sig. (2-tailed)	.	.919	.736
	N	50	50	50
Public Service	Correlation Coefficient	.415	1.000	.364**
	Sig. (1-tailed)	.000	.	.709
	N	50	50	50
Customer Satisfaction	Correlation Coefficient	.714	.364**	1.000
	Sig. (2-tailed)	.736	.709	.
	N	50	50	50

Table 2 Model Summary

Model	R	R Square	Adjusted R Square	Std. error of the estimate	Durbin-Watson
1	.850 ^a	.722	.719	3.48320	2.031

a. Predictors: (Constant), Implementation

b. Dependent Variable: Public Service

Table 3 Anova^b

	Model	Sum of Squares	df	Mean Square	F	Sig.
1	Regression	13.106	2	6.553	.540	.586 ^a
	Residual	570.236	47	12.133		
	Total	583.341	49			

Table 4 Coefficients^a

Model		Unstandardized coefficients		Standardized coefficients	t	Sig.	Collinearity statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	9.912	1.600		6.195	.000		
	Zoning	.653	.660	.651	5.331	.742	.874	1.144
	Protection	.662	.678	.524	3.804	.425	.024	1.144

4.1 Implementation of Policies (X₁) Significantly Affect the Customer Satisfaction (Y)

Based on Table 1, Correlation that the influence between variables Implementation of Policies (X₁) on Customer Satisfaction (Y), which is calculated with a correlation coefficient of 0.714 or ($r_{xy} = 0.714$). This shows the strong influence among Implementation Policies on Customer Satisfaction. Meanwhile, to declare the size of contributions X₁, Y or coefficient against determinant = $r^2 \times 100\%$ or $0.714^2 \times 100\% = 50.97\%$, while the remaining 49.03% is determined by other variables. Then to find significant levels of correlation coefficients X₁ to Y by using one hand (one tailed) of output (measured from Probability) .00 Since the probability of generating numbers far below 0.50, then the Implementation Policies on Customer Satisfaction was significant

Coefficients of Table 4, illustrates that the regression equation is as follows:

$$Y = a + b_1X_1 = 9.912 + 0.651$$

The constant of 9.912 states that if there is no increase in the value of the variable Implementation of Policies (X₁), then the value of the Customer Satisfaction (Y) is 9.912. A regression coefficient of 0.651 states that any additions (for the sign +) of the score or the value of Implementation of Policies will give rise to a score of 0.651.

T-test to test the significance of the constants and the dependent variable Customer Satisfaction. Test criteria regression coefficients of the variables on the Customer Satisfaction of Implementation of Policies as follows:

Basis for a decision by comparing the value t table with t , as follows:

If the t count $>$ t table, then H_0 is rejected it means a significant regression coefficient

If $t < t$ table, then H_0 accepted means of regression coefficients were not significant = 5.331.

Taken from Table 4, t value variable coefficient $X_1 = 5.331$ t table = 1.684. The significance level $\alpha = 0.05$ df (degrees of freedom) = the number of data (n) $-2 = 50 - 2 = 48$. The test was done one side, so that the value t table = 1.684 (interpolation). Decision: because t count $>$ t table, or $5.331 > 1.684$, then H_0 Rejected. Visible column sig (significant) in the Table 4 coefficient sig 0.000 or less than the probability value 0.05, or 0.05 value $>$ 0.000 hence H_0 refused and H_a acceptable means significant regression coefficients, it is thus Implementation of Policies significantly affect Customer Satisfaction

4.2 Public Service (X_2) Significantly Affect the Customer Satisfaction (Y)

Based on Table 1, correlation between variables that the Public Service (X_2) on the Customer Satisfaction (Y), which is calculated with a correlation coefficient of 0.709 or $(r_{xy}) = 0.709$. This shows the strong influence among the Customer Satisfaction. As for the size of the contribution declare variables X_2 to Y or coefficient determinant = $r^2 \times 100\%$ or $0.709^2 \times 100\% = 50.27\%$, while the remaining 49.73% is determined by other variables.

Then to find significant levels of correlation coefficients X_2 to Y by the method of one-sided (one tailed) of output (measured from Probability) 0.00 Since the probability of generating numbers far below 0.50, then the Public Service on Customer Satisfaction was significant

Coefficients of Table 4, illustrates that the regression equation is as follows:

$$Y = a + b_2 \times X_2 = 9.912 + 0.524$$

The constant of 9.912 states that if there is no increase in the value of the variable Public Service (X_2), then the value of the Customer Satisfaction (Y) is 9.912. A regression coefficient of 0.524 states that any additions (for the sign $+$) of the score or the value of Public Service will give rise to a score of 0.24.

Basis for a decision by comparing the value t table with t , as follows:

If the t count $>$ t table, then H_0 is rejected it means a significant regression coefficient

If $t < t$ table, then H_0 accepted means of regression coefficients were not significant

$t = 3.804$. Taken from Table 4, the coefficient t value $X_2 = 3.804$, t table = 1.684. The significance level $\alpha = 0.05$ df (degrees of freedom) = the number of data (n) $-2 = 50 - 2 = 48$.

The test was done one side, so that the value t table = 1.684 (interpolation). Decision: because t count $>$ t table, or $3.804 > 1.684$, then H_0 rejected. Show column sig (significant) in the Table 4 coefficient sig 0.24 or smaller than the probability value 0.05, then H_0 is rejected and H_a accepted means significant regression coefficients, it is thus Public Service significantly affect Customer Satisfaction.

4.3 Cultural Organization (X_1), and Work Motivation (X_2) Jointly Significant Effect on Performance (Y)

According to the Table 2. Model Summary that the influence of organizational culture and work motivation together — Same against which performance is calculated by the correlation coefficient is 0.850 or $r_{X_1X_2Y} = 0.850$, suggesting a strong influence, while together (simultaneously) variable X_1 and X_2 to $Y = R^2 = 0.850^2 \times 100\% \times 100\% = 72.25\%$ while the remaining 27.75% is determined by other variables. Then to determine the level of significant multiple correlation coefficient shown in Table 3 Anova between variables Implementation of Policies and Public Service together on Customer Satisfaction. With the first method tailed of output (measured by

probability), yielding 0.000 sig figures. Because the probability is much lower than the figures sig 0.05, then the influence of Implementation of Policies and Public Service together against Customer Satisfaction is significant.

From Table 4 illustrates that multiple regression coefficient as follows:

$$Y = a + b_1X_1 + b_2X_2 = 9.912 + 0.524 + 0.651X_1 X_2$$

Constant amounted to 9.912 states that if there is no increase of the variable Implementation of Policies (X_1) and Public Service (X_2), then the performance value is 9.912. A regression coefficient of 0.651 and 0.524 states that each additional score or value of Implementation of Policies and Public Service, will give rise to a score of 0.651 and 0.524. F-test at Anova table 3, for test the significance of the constants and the dependent variable (Customer Satisfaction). Test criteria regression coefficients of the variables of Implementation of Policies and Public Service on Customer Satisfaction as follows:

Taken from Anova^b analysis, F count = 7.544. Basis for a decision by comparing the value of F arithmetic with F table value as follows: If F count > F table value, then H_0 is rejected, it means a significant regression coefficient. If the value of F arithmetic < F table value, then H_0 received, meaning that a significant regression coefficient

Looking F table value using the F table with the formula:

Significance $\alpha = 0.05$

F table = F (1- α) (df = k), (df = n-k-1)

= F (1- α) (df = 2), (df = 50-2-1)

= F (1 to 0.05), (2,47)

Or numerator = 2, denominator = 47

F table = 3.20 (interpolation) Decision:

It turned out that F count > F table value, or 7.544 > 3.20, then reject H_0 and H_a accepted that Implementation of Policies and Public Service jointly significant effect on Customer Satisfaction

5. Conclusion

- (1) Implementation of Policies showed good applicability;
- (2) Public Service shown good improvement/increase;
- (3) Customer Satisfaction high performance/good;
- (4) Implementation of policies and public service significant effect either partially or jointly against the customer satisfaction.

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