

The Leadership Role of The Village Head in Improving Public Services in The Kalibobo Village Office, Nabire District, Nabire Regency

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Abstract

The Village Head as a Leader has the ability to influence employees in his work environment at the Kalibobo Village Office, in working both office work in his field of work and also to be able to provide services to the public to the maximum, so that with the abilities possessed by employees, they can show performance because when people are satisfied with the results of the work given, the employee is considered capable and responsible for the work he is doing. The research location is at the Kalibobo Village Office using a total sample of 18 employees who are used as respondents, the research method uses quantitative descriptive methods based on questionnaires that are processed according to the answers from respondents. The results showed that the Head of Kalibobo Village had carried out his duties optimally as a leader because in carrying out his duties he followed the duties and functions as a leader but there were also obstacles faced in carrying out his duties but the Village head could respond wisely so that the results were satisfactory so that when serving the community with the level of need which are diverse, of course, are supported by the cooperation of employees in the Kalibobo Village Office environment, so that the expected results can provide satisfaction in serving the community to the maximum.

Keywords

Leadership; Public Service



I. Introduction

In an organization where the role of a leader becomes a benchmark for the success of the place he leads because the soul of a leader is certainly a reference for subordinates to work according to their abilities.

A leader according to Kartono (2003: 38) is a person who has skills and advantages (especially skills and advantages in a field), so that he is able to influence others to jointly carry out certain activities, for the achievement of one or more goals.

Therefore, as a leader, he must be able to provide his leadership skills to his employees to be able to carry out work tasks that will later be able to achieve the expected goals.

This is in all organizations, both government and private, of course expecting leaders who have a firm spirit and are responsible for the organization they lead in accordance with their abilities. Organization must have a goal to be achieved by the organizational members (Niati et al., 2021). The success of leadership is partly determined by the ability of leaders to develop their organizational culture. (Arif, 2019).

As an organization at the lowest level where Kalibobo Village employees must at least be a role model for the running of professional work activities in working in accordance with their expectations and goals

To support work activities, employees must be able to maximally provide the best service for the public to serve the community in accordance with the needs that are needed, the ability to serve becomes a measure of employee performance at work because when the community is satisfied with the service, of course, because the abilities possessed by employees meet the elements. satisfaction, because of course the community wants to get maximum service from employees

According to Hardiyansyah (2011: 12) the notion of public service is to serve the needs of people or communities or organizations that have an interest in the organization, in accordance with the basic rules and procedures determined and aimed at providing satisfaction to service recipients.

The Head of Kalibobo Village as a leader is certainly able to show his role in leading and is also able to carry out his duties so that in carrying out work, especially in serving the community, he can provide maximum service.

1.1 Research purposes

The purpose of this study is to determine the extent of the role of the Head of Kalibobo Village, Nabire District, Nabire Regency as a leader in improving public services.

II. Review of Literature

2.1 Leadership

According to Handoko, (2004: 274) in Sartono leadership is the ability that a person has to influence others to work to achieve goals and objectives. Meanwhile, according to Toha (2010: 259) leadership is the implementation of activities and decision making. Meanwhile, according to Muchlas (2008: 314) leadership is a very important process in every organization because this leadership will determine the success or failure of an organization. Muchlas stated that one of the main elements that every organization pays attention to is how to attract, train, and retain people who will become effective leaders.

According to Utomo (2002; 34-52), leadership is the process of influencing or setting an example to his followers through the communication process in an effort to achieve organizational goals.

According to Anoraga (in Edy Sutrisno, 2011: 214) suggests that "leadership is the ability to influence other parties, through communication either directly or indirectly with the intention of moving people so that with understanding, awareness and pleasure they are willing to follow the will of the leader".

The type of leadership according to GR Terry in Kartono (2011), namely:

1. Personal Leadership
Leaders establish direct relationships with subordinates so as to create an intimate personal relationship.
2. Non-Personal Leadership
In this type the relationship between the leader and his subordinates through planning and written instructions.
3. Authoritarian Leadership
In this type, the leader conducts relations with his subordinates arbitrarily so that his subordinates actually carry out all orders not because of responsibility but rather out of fear.
4. Fatherly Leadership

This type of leadership does not give responsibility to subordinates to be able to make their own decisions because they are always assisted by the leader.

5. Democratic Leadership

In every problem the leader always includes the opinions of his subordinates in decision making, so they will feel involved in every problem that exists and feel that their opinions are always taken into account.

6. Talent Leadership

This type of leader has the ability to invite others, and be followed by others.

According to Luthans (2006) defines leadership as a group of processes, personality, fulfillment, certain behavior, persuasion, authority, goal achievement, interaction, role differences, initiation of structure, and a combination of two or more of these things.

According to Khuntia and Suar (2004) states that all theories about leadership emphasize three ideas that are built either together or separately, namely: (1) rationality, behavior, and personality of the leader; (2) rationality, follower behavior, and personality; and (3) factors related to task execution, organizational climate, and culture

2.2 Public service

According to Ratminto and Atik Septi Winarsih (2007:4-5) public services or public services are public services or public services can be defined as all forms of services, both in the form of public goods and public services which in principle are the responsibility and carried out by the agency. government at the center, in the regions, and within the State-Owned Enterprises or Regional-Owned Enterprises, in an effort to meet the needs of the community as well as in the context of implementing the provisions of laws and regulations

According to Hardiyansyah (2011:12) public service is serving the needs of people or communities or organizations that have an interest in the organization, in accordance with the basic rules and procedures determined and aimed at providing satisfaction to service recipients.

According to Hardiyansyah (2011: 23) the types of public or public services provided by the government are divided into three groups, namely:

a. Administrative services

Administrative services are services in the form of providing various forms of documents required by the public, for example: Making Identity Cards (KTP), Land Certificates, Birth Certificates, Death Certificates, Motorized Vehicle Ownership Books (BPKB), Vehicle Number Certificates (STNK), Permits Building Buildings (IMB), Passports, and so on.

b. Goods Service

Goods service is a service that produces various forms/types of goods that become public needs, for example: telephone network, electricity supply, clean water supply.

c. Services

Services are services that produce various forms of services needed by the public, for example: higher and secondary education, health care, transportation, postal services, environmental sanitation, solid waste, disaster management, social services.

According to Atep Adya Bharata (2003:11) expressed his opinion that there are four important elements in the public service process, namely:

- a) Service providers, namely parties who can provide certain services to consumers, either in the form of services in the form of providing and delivering goods (goods) or services (services).

- b) Service recipients, namely those who are referred to as consumers or customer who receive various services from service providers.
- c) Types of services, namely services that can be provided by service providers to parties who need services.
- d) Customer Satisfaction, in providing services, service providers must refer to the main goal of service, namely customer satisfaction.

According to Moenir (2014: 88-119) the factors that influence the implementation of services are:

1) **Consciousness Factor**

Awareness shows a condition in one's soul, which is the meeting point of various considerations so that a belief, calmness, determination and balance are obtained in the soul concerned.

2) **Rule Factor**

Rules are an important tool in all people's actions and actions. The role of the rules must be made, obeyed, and monitored so that they can achieve the goals in accordance with the objectives.

3) **Organizational Factor**

The organization in question is not merely in the embodiment of the organizational structure, but rather in the arrangements and mechanisms that must be able to produce adequate services.

4) **Income Factor**

Acceptance of someone in return for the energy and thoughts that have been devoted to the organization, both in the form of money and facilities within a certain period of time.

5) **Skill and Ability Factor**

Ability comes from the basic word capable which in relation to work means being able to do work so as to produce goods or services, while skill is the ability to carry out work using available limbs and work equipment.

6) **Service Facility Factor**

All types of equipment, work equipment and other facilities that function as the main tool in carrying out the work.

III. Research Method

3.1 Types of research

This type of research is quantitative descriptive research which according to Estu Aprilian NW (2012: 6) is research on data collected and expressed in the form of numbers, and also in the form of qualitative data to support it, such as words or sentences arranged in a questionnaire, sentences resulting from consultations or interviews between researchers and informants

3.2 Population and Sample

The population is the entire research subject to be studied, where the sample is all employees at the Kalibobo Village Office and using a total sample, namely all employees of the Kalibobo Village Office as a sample of 18 employees.

IV. Result and Discussion

4.1 Leadership

In Leadership there are 3 (three) indicators studied, namely 1). Task Implementation, 2 Task). Organizational Climate and Work Culture

a. Implementation

The implementation of tasks is the responsibility carried out by the head of the Kalibobo Village in accordance with the main duties and functions of carrying out their duties and roles

For the results of the questionnaire about the implementation of leadership duties always run smoothly where the results of research conducted on 18 employees in Kalibobo Village obtained the answer that there were 10 respondents or 55.56% who gave answers in the category of answers sometimes while in the category of answers Always as many as 5 respondents or 27.78% and for the answer category Never as many as 3 respondents or 16.66%, this means that in carrying out the task, of course the leader is less able to perform according to his abilities so of course the leader must be able to work together with his subordinates in carrying out tasks according to the task. subject in each field

For the results of the questionnaire about the implementation of leadership duties always run according to the rules where the results of research conducted on 18 employees in Kalibobo Village obtained the answer that there were 9 respondents or 50.00% who gave answers in the appropriate answer category while in the Inappropriate answer category as many as 5 respondents or 27.78% and for the Inappropriate answer category as many as 4 respondents or 22.22%, this means that of course the head of the Kelurahan as the leader in carrying out his duties has understood the work rules and also the main duties and functions so that in carrying out his duties the leader assigns tasks to subordinates in accordance with the main tasks in accordance with their field of duty and assigns responsibility for their duties

b. Working Climate

Work climate is a work atmosphere provided by the Head of Kalibobo Village in the work environment in order to create comfort in working

For the results of the questionnaire about the leadership being able to motivate subordinates in work where the results of research conducted on 18 employees in Kalibobo Village obtained the answer that there were 9 respondents or 50.00% who gave the answers in the category of having answers while in the category of answers lacking have as many as 6 respondents or 33.33% and for the category of answers not having as many as 3 respondents or 16.67%, this means that motivation from the leader to his subordinates can certainly create a work climate in the organization so that with the motivation given, employees can certainly have enthusiasm at work

For the results of the questionnaire about the leadership being able to create employee harmony at work where the results of research conducted on 18 employees in Kalibobo Village obtained the answer that there were 7 respondents or 38.89% who gave answers in the Able answer category while in the Poor answer category as many as 7 respondents or 38.89% and for the category of Unable to answer as many as 4 respondents or 22.22%, this means that at work, of course, a harmonious working atmosphere becomes comfortable in working because with a comfortable work climate, of course, employees can feel comfortable in working, especially as a leader, the village head must be able to create a harmonious work climate, while sometimes there are differences of opinion at

work. so that sometimes the atmosphere is uncomfortable but different opinions become input that if it can provide improvements in work where those who provide answers are able and less able as many as 7 respondents or 38.89%

c. Work Culture

Work Culture is a habit that is always carried out by the Kalibobo Village Head in creating a work atmosphere in order to understand the work that is his responsibility

For the results of the questionnaire about employees enjoying their work where the results of research conducted on 18 employees in Kalibobo Village were answered that there were 8 respondents or 44.44% who gave answers in the Enjoying answer category while in the Less Enjoying answer category as many as 6 respondents or 33.33% and for the category of answers Not enjoying as many as 4 respondents or 22.23%, this means that employees who work at the Kalibobo Village Office where the work done is a routine job that is a burden of responsibility in working so of course the employees already understand the tasks they are doing

For the results of the questionnaire about employees being responsible for their work where the results of research conducted on 18 employees in the Kalibobo Village obtained the answer that there were 8 respondents or 44.44% who gave answers in the Responsible answer category while in the Less Responsible answer category there were 6 respondents or 33.33% and for the Irresponsible answer category as many as 4 respondents or 22.23%, this means that the work culture that is owned in the work environment in the office provides a sense of comfort employees in carrying out work duties so that in carrying out routine workloads, of course, employees have a sense of responsibility to be carried out and completed according to needs

4.2 Public service

There are 3 (three) indicators studied in Public Services, namely 1). Service System, 2). Service capability and 3). Service Facilities

a. Service System

The Service System is a procedure that must be understood by employees at the Kalibobo Village Office in providing services to the required service needs

For the results of the questionnaire about the service system provided, carried out optimally where the results of research conducted on 18 employees in Kalibobo Village obtained the answer that there were 8 respondents or 44.44% who gave answers in the Maximum answer category while in the Less Maximum answer category there were 8 respondents. or 44.44% and for the No Maximum answer category as many as 2 respondents or 11.12%,this means that in carrying out their duties, of course, the Kalibobo Village office employees provide maximum service in accordance with the required needs although sometimes the services provided are less than optimal because sometimes employees are slow in completing work due to additional workloads that must be prioritized to be completed but responsibility with work able to be completed by employees

For the results of the questionnaire about employees being able to provide an understanding of the services they have where the results of research conducted on 18 employees in Kalibobo Village obtained the answer that there are 7 respondents or 38.89% who gave answers in the category of Able answers while in the category of Poor answers as many as 6 respondents or 33.33% and for the Poor answer category as many as 5 respondents or 27.78%, this means that in providing services to the public, of course, Kalibobo Village employees are able to provide understanding and explain the needs

needed by the public because with the understanding given of course The public who need services are able to understand the needs and also the procedures that must be prepared for the completion of the required needs

b. Service System

Service capability is the ability of employees at the Kalibobo Village Office in providing services to the community according to the needs needed

For the results of the questionnaire about village employees being able to serve the community according to their needs where the results of research conducted on 18 employees in Kalibobo Village obtained the answer that there were 9 respondents or 50.00% who gave answers in the category of Able answers while in the Poor answer category as many as 6 respondents or 33.33% and for the category of Unable to answer as many as 3 respondents or 16.67%, this means that the Kalibobo Village Employees have the ability to provide services to the community in accordance with the service needs needed because of course employees understand the workload so that the needs needed the community can be provided according to the community's request

For the results of the questionnaire about employees being on time in providing services where the results of research conducted on 18 employees in Kalibobo Village obtained the answer that there were 6 respondents or 33,33% who gave answers in the category of on time answers while in the category of answers less timely as many as 8 respondents or 44,44% and for the category of Inappropriate answers as many as 4 respondents or 22.23%, this means that there are employees who in providing services are not in accordance with the completion time because employees have additional tasks that must be completed so that sometimes it appears that there are several files that are piled up on the workbench that are pending in completion

c. Service Facilities

Service Facilities are residential equipment owned by the Kalibobo Village Office in supporting the service process used by employees

For the results of the questionnaire about the service facilities owned are able to carry out work activities where the results of research conducted on 18 employees in Kalibobo Village obtained the answer that there were 6 respondents or 33.33% who gave answers in the category of Able answers while in the category of Poor answers as many as 9 respondents or 50.00% and for the category of Poor answers as many as 3 respondents or 16.67%, this means that the supporting facilities in assisting the administration of administrative services owned by the Kalibobo Village Office are still not optimal where sometimes there are obstacles to the equipment used by employees because experienced damage, besides that, the number of supporting facilities such as computers and printers was lacking so that completing work was often hampered

For the results of the questionnaire about the work facilities owned by each field able to support work activities where the results of research conducted on 18 employees in Kalibobo Village obtained the answer that there were 8 respondents or 44.44% who gave answers in the category of Able answers while in the answer category.

Underprivileged as many as 5 respondents or 27.78% and for the category of Poor answers as many as 5 respondents or 27.78%, this means that each section must be able to provide maximum service to the public in accordance with the responsibilities attached to the main tasks and functions that are owned, therefore with the work facilities owned at least the work that is the responsibility of the section must be completed in accordance with the facilities owned

V. Conclusion

The conclusions from the results of this study are:

1. The Kalibobo Lurah has a role in improving public services because the Lurah as the leader must be able to carry out his duties in accordance with his responsibilities
2. The obstacle faced by the Kalibobo Village Head in improving public services is that the work facilities in the office are still minimal so that in providing services there is a delay.
3. Kalibobo sub-district employees carry out their duties in accordance with their main duties and at work having a work culture can affect a comfortable and harmonious working atmosphere.

Suggestion

Suggestions from the results of this study are:

1. Leaders need to provide morale for their subordinates to be motivated and improve employee performance at work
2. Need to complete work facilities to support service activities at the Kalibobo Village Office
3. It is necessary to improve the ability of employees in training and coaching so that they can be maximized in providing services to the community

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