

## Political Dynamics in the Administrative Services of Potangoan Village, Bukal District, Buol Regency

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**Abstract** : *Village administrative services constitute an important aspect of public service delivery because they directly influence community satisfaction and trust in local government. However, administrative services in many villages often encounter challenges related to procedural implementation, service effectiveness, and compliance with established service standards. This study aims to analyze the implementation of administrative services in Potangoan Village, Bukal District, Buol Regency, and identify factors that influence the quality of service delivery. The study employed a descriptive qualitative approach. Data were collected through observations, interviews, and documentation involving key informants consisting of the village head, village officials, community leaders, youth leaders, and community members. Data were analyzed using descriptive qualitative techniques, while source and method triangulation were applied to ensure data credibility. The findings reveal that administrative services have generally been conducted based on existing procedures; however, their implementation has not been fully optimal. Service delivery is frequently carried out outside the village office, resulting in delays in service completion and reducing service effectiveness. In addition, available facilities and infrastructure have not been utilized optimally to support administrative processes. The study concludes that improving administrative service quality requires stronger adherence to standard operating procedures, optimal utilization of service facilities, and increased professionalism among village officials to enhance the effectiveness and efficiency of public service delivery.*

**Keywords** : *Village Administrative Services; Public Service Quality; Village Governance; Service Effectiveness; Potangoan Village.*

## INTRODUCTION

Village government services to the community are very important for every village, so the village government in essence must be fully involved in carrying out services to the community, therefore the government must be more improved and disciplined in carrying out

its duties as village apparatus. Therefore, the implementation of good governance, the functions of the government itself are regulated based on the principles of good governance as stated in Law Number 25 of 2009 concerning administrative services. Providing services to the community is the government's primary

responsibility in improving services to the community even in the political era, but village officials follow the path of increasing times. Therefore, the government must better understand and increase knowledge in carrying out its duties as a village government.

Services are an indicator of how well the government functions and can be directly carried out by the community through the implementation of professional, effective, efficient, and responsible public services, the public can directly evaluate the government's performance so as to increase public perception of it. (2020:22; Ibrahim).

The stewardship put forward by (F. David Schoorman, 1997) provides a strong conceptual framework for understanding the dynamics of public services, including administration and village governance. In this context, village officials as stewards have an intrinsic motivation to serve the interests of the community (principals) as well as possible. The implementation of government is in line with the principles of Stewardship Theory, which emphasizes the importance of efficiency, effectiveness, transparency, and accountability in the administration of government. The existence of the principle of good governance plays a role as a factor that can strengthen or weaken the influence of these two variables on village performance achievements.

In line with the opinion (Sari, 2022), performance can be interpreted as a tangible result of the implementation of a policy or program in achieving the organization's

strategic goals. Within the scope of the village, this performance can be assessed from how effective and efficient the implementation of government tasks in services to the village community is taking place, especially in the aspect of service quality, administrative service quality is formed from the interaction of the service system, apparatus capacity, service approach, and community involvement as service users. Digital transformation through the implementation of e-government is believed to encourage the creation of more transparent and responsive services (Indrajit, 2006). The use of e-government in the village environment reflects the government's adaptation to the development of information technology, with the main goal of accelerating and simplifying the administrative process and providing open access to information to residents. As conveyed by, (Dwiyanto, A, 2006).

Good governance is not only measured by political stability and progress economic, but also from its ability to carry out administrative service functions to the community effectively, professionally, and accountably. In a legal state system like Indonesia, public services and village administration are not just administrative obligations, but part of citizens' constitutional rights that must be fulfilled by the government. This is in line with Article 1 paragraph (3) of the 1945 Constitution of the Republic of Indonesia, which affirms that Indonesia is a state of law. In this context, all forms of government policies

and administration must be carried out based on clear, transparent, and accountable rules.

Bureaucracy as the main instrument in the administration of government has a strategic role in ensuring that administrative service policies can be implemented effectively in the field. Max Weber in his theory of rational bureaucracy emphasized that the ideal bureaucratic system must have a clear hierarchical structure, an objective work system, and an efficient service mechanism. In practice, a rational bureaucracy not only aims to improve the efficiency of government work, but also ensures that public services to the village community can be accessed fairly and equitably by all levels of society. However, in reality, the bureaucracy is often faced with various obstacles, such as overlapping regulations, limited human resources, and lack of innovation in the village administration system, (Dwiyanto, A, 2006).

In Indonesia, the implementation of public and administrative services has been regulated in various regulations to ensure effectiveness and transparency in the bureaucracy. Law Number 25 of 2009 concerning Public Services mandates that every public service provider is obliged to provide services that are fast, easy, transparent, and oriented towards public satisfaction. In addition, Law Number 30 of 2014 concerning Government Administration emphasizes that every state administration policy must be based on the principles of legal certainty, openness, and accountability. In the context of local

government, the City of Bandung stipulates Regional Regulation of the City of Bandung No. 16 of 2011 concerning Public Services as the main guideline in the implementation of services to the community. This regulation aims to realize a bureaucracy that is professional, accountable, and responsive to the needs of village and public administration.

Literally every human being needs services and this cannot be separated from the needs of society and socialization. One of them is in the process of implementing public services by the government. The community always demands quality service from the government apparatus that provides services. Along with the development of globalization that is happening today, it has directed people to be more responsive and critical of all forms of their rights and obligations as citizens. However, in the implementation of public services, not a few people experience obstacles and complain about the behavior or response given by the apparatus or regional apparatus in providing services. The service that the community expects is the ability to provide superior service and support the needs of the community. Because in reality, the state carries out the function of public service. He was not created to help himself, but to develop his abilities and creativity to achieve common goals (Ahdhan, 2017).

The three elements that emerged in the midst of the present government colored the map of the political dynamics of this village government. Village Head, BPD and Traditional

Eelit. The success and failure of the wheels of government in the process of government service and village development is actually greatly influenced by the power relationship between these three elements, in a society there is always a group of individuals called elites who have influence in exercising power and who decide who is given good service, and often determines the life and change of society, even though the change of society does not completely depend on the role they play. Meanwhile, the Village Head and BPD are two village government institutions that are given formal authority to carry out different duties and functions, but synergize with various elements of the community in managing government and village development, especially in the village administration service system, the village government and other elements of the village government help and provide these services properly and correctly in (Chalik, 2017:26).

The village is not only an administrative government unit, but also a political space where various actors such as village heads, village officials, village consultative bodies (BPD), and the community interact and negotiate with each other in making decisions, so political communication strategies must be carried out by the village government to improve the performance of village administrative services. This communication affects public perception, public participation, and how administrative service policies are understood and implemented.

The enactment of the Law on Villages, namely No. 6 of 2016, improving community services is expected to be one of the goals of the Village Law. Among them are citizenship administration services such as making land purchase and sale letters and submitting birth certificates, population cards, and family cards. Therefore, the village government is an organization that contributes and is tasked with realizing all environmental goals. One of the locations is in Bukal District, Buol Regency, Central Sulawesi Province, more precisely in Potangoan Village. Where the government and its representatives oversee peace and engagement in the jurisdiction and act as the main planning administrator of government activities.

## **METHODS**

This study uses a qualitative approach with a descriptive type of research. Descriptive research is research that aims to describe and explain a phenomenon based on facts found in the field without comparing or connecting variables, but focusing on revealing the actual conditions as they occur at the research location. According to Sugiyono (2020), descriptive research is research that determines the value of one or more independent variables without making comparisons or connecting with other variables. Meanwhile, Denzin and Lincoln (1994) explained that qualitative research is research conducted in a natural setting with the aim of interpreting various phenomena that

occur through the use of various available methods. In this study, the focus of the study is directed at the administrative services provided to the community in Potangoan Village, Buol Regency. The research was carried out in Potangoan Village, Bukal District, Buol Regency because the location is considered relevant to the problem being researched and allows researchers to obtain the data and information needed optimally. The research time is carried out for one month after the proposal exam is completed.

The informants in this study are parties who have knowledge and information related to the conditions and problems that are the focus of the research. The research informants consist of key informants and supporting informants. Key informants include village heads, village officials, community leaders, and youth leaders who are considered to have a deep understanding of the administrative service process in the village. Meanwhile, supporting informants come from the general public who are considered to be able to provide information according to their experience as recipients of administrative services. The data used in this study consisted of primary data and secondary data. Primary data was obtained directly through observation and interaction with informants in Potangoan Village, Bukal District, Buol Regency. The secondary data is obtained through literature studies by utilizing various literature sources such as books, journals, official documents, and other references relevant to the research topic.

The data collection techniques used in this study include interviews, observations, and documentation. Interviews were conducted directly with informants to obtain in-depth information about administrative services that took place in the village. Observation is carried out by directly observing various activities and administrative service processes using observation guidelines that have been prepared in advance so that the data obtained is more systematic and directed. In addition, documentation techniques are used to complement research data through the collection of various documents, archives, reports, minutes, photographs, and other documents related to the focus of research. To improve data quality, this study also applies data triangulation, which is a data examination technique by utilizing various sources, times, and data collection methods to obtain more valid and comprehensive information.

Data analysis is carried out in a qualitative descriptive manner through the process of collecting, organizing, grouping, and interpreting data obtained from the field. The analysis is carried out systematically from the beginning of data collection until the research is completed with the aim of producing an accurate, factual, and in-depth picture of the phenomenon being studied. Through this approach, the researcher seeks to describe the conditions that occur in the field starting from the initial situation, the process that takes place, to the various problems found during the research. To ensure the validity of the data, this

study uses source triangulation techniques and triangulation methods. Source triangulation is carried out by comparing information obtained from various informants to test the consistency and accuracy of the data. Meanwhile, triangulation of the method is carried out by comparing the results of observations, interviews, and documentation so that the data obtained can complement each other and strengthen the research findings. Thus, the data produced has a higher level of credibility and trust so that it is able to provide an objective picture of administrative services in Potangoan Village, Bukal District, Buol Regency.

## **RESULTS AND DISCUSSION**

### **Political Dynamics in the Administrative Services of Potangoan Village, Bukal District, Buol Regency**

#### **1. Service Procedure**

Woodrow Wilson views (in Wirman 2012:21) that administrative service is a practical matter or government affair because the purpose of the government is to carry out work to serve and provide services to the people. With administrative services, the government tries to meet the needs of the community, which cannot or will not be fulfilled by private/private businesses. Therefore, the government should meet the needs of the people in the service process. In this case, Wirman argues that administrative services are the responsibility of the government to be given to the community in order to achieve the

welfare of a group that is provided with these services, Safri, 2012:21.

The results of the study revealed that the service system carried out by the village government to the community did not run with what the community wanted, delays in providing services, making the village community's view to the village government that the provision of services was only siding with people who have close ties to the government only. In the sense that the village government does not fully provide administrative services that are not in accordance with SOPs, performance or administrative services.

From the point of view of the organizers, the level of village administrative services is not as accurate as possible because of the limited qualitative data that records community satisfaction related to the performance of the village government in administrative services, but there are several factors that support the understanding of administrative services provided by the village government to the community, including where the village government provides services to the community when there is a need for the community.

The phenomenon that is usually shown by the village government in their performance in service to the community, unworthiness and dissatisfaction in providing services to the village community, especially when the government in serving the community does not meet the service procedures, in this

case the village government provides more administrative services to the community in their respective residences, so the people who request services to take care of the papers are constrained in time as well as in the service process.

The administrative service process of every activity carried out by the village government should be beneficial in a group or unit such as the community, and offer satisfaction even if the results are not in accordance with what is offered by the government. Furthermore, in the decree of the minister of the utilization of the State apparatus Nmomr 63 of 2003, it has been explained that administrative services for all service activities carried out by public administration service providers as an effort to meet the needs of service recipients, Sinambela (2008) view,

In addition, the findings that there is involvement in the impact of politics that results in the lack of reference of the village government to serve and process services to the community, therefore the service process to the community does not run with labor procedures and regulations and goes against the SOP procedures as village government apparatus. In service procedures, the village government must prioritize community satisfaction in receiving administrative services and other services. This finding can be a benchmark for the village government to prioritize the community in the comfort and satisfaction of the community.

This result has a strong correlation with several studies according to Arsul Tumnusa (2016) stating that to provide services, it must meet the demands of the community, good government apparatus. A government that provides the best service to the community, does not neglect to serve its citizens and prioritizes work to meet the needs of the community, and carries out its duties as well as a government apparatus that is entrusted to provide and carry out services. In this case, the government has begun to make improvements by equipping the apparatus with significant changes in all aspects of life so that the administrative service system runs well and according to procedures.

Based on the observation of the results of research and the theory of woodrw wilson Political dynamics in village administrative services, that services to the community are very concerning because the service system to the community, has not been carried out with service SOPs or is not in accordance with the performance as a government apparatus, in this case, too, the political influence that makes the situation and service process make service procedures only based on one person who is a reference in Provision of village administration services.

In addition, this researcher revealed the existence of obstacles to the village government in providing services such as the low level of village government in the process of providing services and the political impact that became the problem of obstacles to the implementation

of service provision to the community. This finding is consistent with previous empirical studies showing that the village government's low knowledge in carrying out the service process is in accordance with service procedures. Therefore, encouraging the performance and knowledge of the village government in carrying out its duties well needs to be improved by falsifying mistakes and receiving input from the community.

## **2. Completion Time**

Woodrow Wilson (2012:21) in his book Wirman Syarif emphasized that public administration services are matters of practice of village government affairs because the government's goal is to carry out services at the right time in the process of completing services and carry out service work efficiently and on time in the process of completing services by the government, so that it is in line with the wishes of the people.

The results of the study show that the process of providing services to the community takes a long time, because the village government provides services in different places, making the process of service to the community time-consuming and long-term completion, in providing services the village government does not use the village office as a place where they carry out the service process, they prefer their residence as a place of service that makes the community wait for a long time Fast service.

In the process of completing administrative services to the community, it

takes a long time, as some people said that in the process of service the village government does not directly serve the community in the service but is asked for information that should no longer need to be asked by the village government. In Wilson's view, the provision of administrative services to the community is fast and efficient and completed quickly and on time, so that the community and the government have the same view.

The completion of administrative services is the task of the village government in the process of providing services to the community, and improving the quality of service procedures, in order to achieve the comfort of residents in receiving services, the village government must also ensure that the completion of services is appropriate and carried out with the time set by the government, in this case the village government must attach more importance to the efficiency and comfort of the community in receiving administrative services, So that performance achievements become the foundation and breakthrough for all village governments in carrying out their duties properly and in accordance with administrative service procedures.

From Sinambela's point of view (in Nurlita, 2023), administrative services are when someone in an organization voluntarily carries out their duties as a ruler and performs their duties according to procedures and timely service completion. Tampa must always wait for directions from his superiors. This reflects a sense of responsibility for work as a

government, in order to achieve a precise and efficient settlement, which has indeed become part of its obligation. One of the main characteristics of this attitude is the independence and speed of the ruler in carrying out his duties as a village government apparatus.

Based on the findings of the study, a number of empirical studies are in line with the results obtained. Administrative and political services, in this case, the settlement in the service there are obstacles in the service process, there are factors that become the settlement process takes a long time, in this process the village government carries out their duties, quickly there will be a request from the superiors or village head. This is a reference for slow and time-consuming completion time.

Based on the findings of research and review of Woodrow Wilson's theory, the completion time in this case satisfaction, the community is the most important in the service system and the completion is fast and at the right time, the village government must comply with the time set in working hours, then in providing services will run quickly and does not take a long time. like Wilson's concept *Predictability*. The existence of a clear time schedule for the service stages so that it does not cause the time for the completion of services to the community to hang, just as the village government is inconsistent with their work, slowing down the administrative service process does not prioritize the needs of the community.

In addition, the results of the study show that the completion time takes a long time in the service process. In this it shows that the village government slows down services to the community, due to the interference of the political impact system, this triggers delays in carrying out the service process to the community, the lack of reference from the village government to a handful of people who do not take sides with the village head and other government officials, this causes the service process to the community to be slow and takes quite a long time. Therefore, to improve and eliminate such a service process requires complaints and comments from the community to be the view of the village government and become a reference for the village government to improve administrative service procedures in the village.

The results of the research as expressed by (Robines and Sukmana, 2006:260), stated that in the service process, especially in the provision of timely services in the settlement, it can be seen from the quality of government services to the community, which can be measured using several measures, including the quality of the government's quantity in providing services to the community with a timely and efficient completion time in implementing and a fast service process and completion according to service procedures.

In addition, the results of the study show that the completion of administrative services to the community is not efficient and does not meet service procedures. As said by

some Potangoan Village people, the service process to the community can be said that the village government provides inappropriate services in completion, taking a long time. The provision of services is very slow, the village government is slow to speed up and solve community affairs such as asking for permits to do things. This shows that the government is not pro-service to the community.

### **3. Advice and infrastructure**

According to Woodrow Wilson (in Wirman Safri, 2012:21), the government meets the needs of the community, especially in fulfilling suggestions and infrastructure to facilitate the process of providing services to the community, so that administrative services run smoothly and efficiently achieve community welfare in receiving services. This shows that the government must be a government that is agile in providing services, especially in the fulfillment of facilities and infrastructure.

Research shows that the facilities and infrastructure at the Potangoan Village Office, Bukal District, Buol Regency, are adequate and complete to serve the needs of the village community, but the village government does not use these facilities, the village government prefers to serve the community in their respective residences, if it is far from the view of the researcher that the facilities and infrastructure in the village office are only a display because the community does not Sempenan felt the facility, when the community wanted fast administrative services,

the government was not in the village office, so this became a delay in services.

The factors affecting the community do not get good facilities in receiving administrative services, making the service not good and slow. This is because the village government does not provide services at the village office, the village government prefers to provide services at their homes at night, this makes the service system unstable and does not use facilities and infrastructure at the village office.

Overall, the village government does not feel how the community wants, fast service and get facilities or facilities and infrastructure, in service procedures facilities and infrastructure should be used to serve the community, and the community also has the right to get fast and timely services, the government should provide comfortable services for the community by using facilities and infrastructure as the facilities are provided to accelerate Village Administration Service System.

Based on the view of Woodrow Wilson and Lukas (2008), said that facilities and infrastructure are places to provide services to everyone, who need services from the government, in this case the government must complete the facilities in the office in order to achieve comfortable and fast services in handling in the administrative service process.

The findings of the study show that the facilities and facilities that exist in the village office are adequate but the village government does not use these facilities to carry out the

process of administrative services to the residents, basically the village government prefers to provide services at home or at their respective residences, and carry out the administrative service process at night, this is the means and infrastructure that exist in the village office are not used to serve or administrative service process to the community.

### **Factors inhibiting administrative services in Potangoan village, Bukal District, Buol Regency**

#### **1. Improper place**

In the provision of administrative services, the place that lacks the most important place in the provision of services as stated by, Moenir and Wastiono Sadu 2002, argues that service is an activity carried out by the government or a group with a foundation, to meet the needs of the community, in order to achieve quality services and the welfare of the community, especially in the right settlement, especially in a comfortable place to provide services for the community The accuracy of the service place and comfortable for the community.

The results of the study revealed that the place of providing services to the community, because it is not in accordance with the service procedures of most Potangoan village governments carry out administrative services in the form of making business licenses and making ID cards, they carry out services in places that are difficult to meet the village head, as well as other government officials, in making

village administrative services weak in service because the village government do not settle in the place of service such as in the village office.

The administrative services provided by the village government are not suitable and do not satisfy the community because the community gets services that slow down the service process, which should be the village government providing administrative services to the community at the village office, however. The village government prefers to provide services in their respective residences, so in this case it makes it difficult for people to get fast services and a place where they can apply for services.

This finding is in line with what Sinambela (2010:5) said that inappropriate service places or inappropriate service locations are part of the government's weakness in providing services to the community, tangible (physical) aspects and bureaucratic management, which hinder the quality of administrative services to the community, in this case the provision of inappropriate services or non-strategic locations, Inadequate facilities, difficult to reach, cause discomfort, inefficiency, and reduce the level of community satisfaction with the performance of the village government in providing services.

In addition, the findings of this study are in accordance with empirical studies that support the findings of the research, in addition to one of them conducted by (Wilson) this study emphasizes the negligence of the government in

providing administrative services in Central Java villages. The results of the study show the community's dissatisfaction with the provision of services, especially in asking for the signature of the village government, because the place of the place in requesting services and the inaccuracy of the government providing services make the service time slow.

In addition, the empirical study conducted by Rasyid in Mulyadi (174:2016) in the empirical study, it was stated that the provision of services by the government to the community is not in accordance with the service procedures that the government should be more optimal and consistent in providing administrative services to the community, prioritizing the comfort of the community, timeliness and place in completing the service process.

The results of the study show that services to the community are not in accordance with the procedures set by the government, because the village community does not feel appropriate and comfortable administrative services. This shows the community's dissatisfaction with the service process provided by the village government to the residents. This shows as said by Sinema about the unpreparedness of the village government in providing services to the community, especially in the timeliness and place of service delivery.

## **2. Improper timing**

According to Woodrow Wilson, inaccuracies in the service process, and the right

time in the completion of services are caused by the government's ignorance in determining the right time and place. Wilson emphasized that the government should be able to control work or be able to determine good services for the community, especially in the administrative service process.

The results of the study revealed that the administrative service process provided by the village government was very inappropriate in the service process, especially in the service implementation hours. The Potangoan village government provides services mostly at night, this is a factor of delay and inappropriate time, which should be provided in the morning and carried out at the village office, but the Potangoan village government provides these administrative services at their respective residences. This is an inhibiting factor and inappropriateness of time and place in the administrative service process.

On the other hand, in the findings of the research, which creates obstacles in time and inaccuracy in the provision of services. There is interference from politics and the government also attaches importance to work outside of their duties as government officials. This is what triggers the village government to provide services at night and provide services at their homes, so this is the factor that makes the service process disrupted and the village government does not focus on providing village administration services.

From the point of view of Sinambela (2016: 483), it is emphasized that inappropriate

timing affects the implementation of the provision of services to those who are provided services, community satisfaction in receiving services will decrease, especially in the government's ability to manage the service process. This definition emphasizes the importance of the village government on the importance of a sustainable performance process and emphasizes again in setting the time for the provision of services to the community so that achievements and work results can be optimized.

Based on the research findings, a number of empirical studies are in line with what has been obtained. Preferences Political dynamics in village administrative services, the provision of services to the community, which is uncertain in the time and place in receiving services from the village government, this is the most important thing in the implementation of service acceptance, uncertainty of service times and places of service, so this triggers community dissatisfaction in receiving administrative services from the village government.

An empirical study conducted by the researcher found that the provision of services to the community was not timely because the village government provided services to the community at inappropriate hours, namely the village government, providing services at night and at their respective residences. This causes community dissatisfaction in receiving services from the village government, especially in

places that are not in accordance with the service process.

## **CONCLUSION**

This study shows that administrative services in Potangoan Village, Bukal District, Buol Regency have been carried out based on applicable procedures, but the implementation has not been carried out optimally. The findings of the study revealed that the main obstacle lies in the inconsistency of service implementation with the operational standards that have been set, especially related to the location of services that are often carried out outside the village office and the relatively long service completion time. Although the facilities and infrastructure of services are available in adequate conditions, their utilization has not been maximized to support the effectiveness of public services. This finding makes a scientific contribution in enriching the study of public administration at the village government level by showing that the quality of service is not only determined by the availability of formal facilities and procedures, but also by the consistency of the apparatus in implementing service standards oriented to the needs of the community.

Theoretically, the results of this study strengthen the view that the effectiveness of public services is influenced by the integration between procedural aspects, supporting resources, and behavior of service providers. The qualitative approach used allows researchers to gain a deeper understanding of the dynamics of administrative services from

the perspective of officials and the community as service users. However, this study has limitations because it was conducted in one village with a limited number of informants so that the results of the study cannot be generalized in all contexts of village government that have different characteristics.

The practical implication of this study is the need to improve the discipline of village officials in providing services according to operational standards, optimizing the use of available facilities and infrastructure, and enforcing service mechanisms that are more effective, efficient, and oriented towards community satisfaction. The results of this research can be considered for village governments in improving the quality of administrative service governance. For further research, it is recommended to examine other factors that affect the quality of village public services, such as the competence of the apparatus, the use of information technology, the leadership of the village head, and the level of community participation by using more diverse research approaches and contexts so that it can produce a more comprehensive understanding of improving the quality of public services at the village level.

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