

Maximizing the Administrative Performance of the Silimabanua Village Government, Tuhemberua District, Nias Utara Regency

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Abstract: *This study aims to determine the maximization of the administrative performance of the government of Silimabanua Village, Tuhemberua District, North Nias Regency. Qualitative research methods are used in this study so that it requires interaction between researchers and research objects. data collection technique used is in - depth interviews with informants. Observation through direct observation of research objects that can be accounted for. Data analysis techniques used by doing data reduction, presenting data by describing what is a phenomenon and facts which in the end draw conclusions. Based on the results of the study, it showed that maximizing the administrative performance of the Silimabanua Village government, Tuhemberua District, North Nias Regency had been carried out, but there were still various obstacles, especially in increasing the productivity and performance of village officials, the unavailability of adequate infrastructure and the lack of village community participation in supporting public services. In overcoming these obstacles the village government, driven by the village head, made various efforts to minimize the obstacles it faced.*

Keywords: Maximizing, Administrative, Performance

1. Preliminary

Government administration plays a very important role because of the large government involvement in the development process in the administrative system. For this reason, so that development goals can really be achieved as expected, what must be considered is the existence of government coordination that has adequate quality. To improve adequate capabilities and skills must also be accompanied by high discipline so that in realizing national goals in accordance with the development policies set by the government, the emphasis on development needs to be directed at rural communities because most of Indonesia's population lives in villages, currently the population is Indonesians living in villages 50.2 percent (Marwan: 2016).

The village government and its apparatus are the main organizers of government, development and community activities as well as the builders of peace and order in their territory. The village is directed at efforts to strengthen the position of its government so that it is able to mobilize the community to participate in development and is able to carry out administration properly so that the village it leads can develop properly.

Village government officials have an important role in determining the progress of a government unit. To carry out effective village administration, it requires education and training by the village government through sub - district operators who are experts in their fields, for village government apparatus, so that village officials can properly carry out their duties and obligations in serving the community. This is regulated in article 112 of Law Number 6 of 2014 which explains various types of guidance and supervision. Village administration development carried out to develop a village government administration system that

functions as a source of data and information for all government activities in national development.

The village government and its apparatus are the administrators of the main organizers of government, development and community activities as well as the builders of peace and order in their area. Their role is so important and determines the progress of a government unit. So we need village officials who are truly capable and able to work together in carrying out the tasks they are responsible for. Village officials in carrying out their daily duties, especially those related to presenting the required data and information, are increasingly required to work hard and have optimal capabilities to facilitate the implementation of government tasks. The village head as a leader in a community environment must be able to realize the goals that have been determined.

The village head can carry out his leadership function, the village head must not only have authority but must have the ability to use his authority over officials in order to obtain or bring about good device performance. Principles that need to be determined in an institution is the division of tasks. The indicator that must be considered in the principle of division of tasks is the ability of the individuals assigned the task. So in an institution there needs to be effective management that is able to direct and foster the behavior of institutions and administration.

This research is classified as a qualitative research. Qualitative research is research that has characteristics, in which the data is stated in a natural state or as it is without changing symbols or numbers. Qualitative research can be interpreted as a series of activities or processes to capture data or information that is reasonable about a problem in terms of aspects or fields of the object.

2. Conceptual Study

In general, the definition of performance is the result of work in quality and quantity that can be achieved by an employee in carrying out his main duties and functions as an employee in accordance with the responsibilities assigned or given to him.

According to Afandi (2018: 83) Performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, not violating the law and not contradicting morals and ethics. Performance can basically be seen from two aspects, namely employee performance (individually) and organizational performance. Employee performance is the result of individual work in an organization.

While organizational performance is the totality of work results achieved by an organization. The term performance comes from the word job performance or actual performance (work achievements or achievements actually achieved by someone). In the Big Indonesian Dictionary it is stated that performance means something that is achieved, the achievements shown, the ability to work.

According to Afandi (2018: 83) performance is the result of work that can be achieved by a person or group of people in a company in accordance with their respective authorities and responsibilities in an effort to achieve organizational goals illegally, does not violate the law and does not conflict with morals and ethics. The work function or activity referred to here is the implementation of the results of work or activities of a person or group which is the authority and responsibility in an organization. For the factors that affect the results of work / work achievement of a person or group consists of internal and external factors. Internal factors that affect employee/group performance consist of intelligence, skills, stability, emotions, motivation, role perception, family conditions, one's physical condition,

According to Sutrisno (2010: 46), performance is a person's success in carrying out tasks, work results that can be achieved by a person or group of people in an organization in accordance with the authority and responsibility of each or about how someone is expected to function and behave in accordance with the task that has been assigned to him as well as the quantity, quality and time used in carrying out the task.

One of the definitions of society at first was "a union of families" or society is a combination or collection of families. We can even say that the beginning of society came from relationships between individuals, then the larger group became a large group of people called society (Khairuddin, 2008).

The term Society (Society) means not given certain characteristics or scope that can be used as a guide, to carry out a scientific analysis. The term society includes simple illiterate people, up to modern industrial societies which are a state. The term community is also used to describe large human groups, to small organized groups (Soekanto, 1983).

Even though the use of the terms society is still very vague and general, it can be considered an indication of human nature which always wants to live together with other people. However, the use of the term society cannot be separated from values, traditional norms, interests, and so on. Therefore, the notion of society cannot be separated from culture and personality. Based on the understanding according to the opinion above, it can be concluded that society is the relationship of one person/group of people who live in groups or individually and interact with each other.

3. Results and Discussion

The results of the study show that village officials in general have carried out functions in welfare and service to the community so that all community administration is made according to the office schedule but maximizing performance cannot be said to have been carried out optimally but efforts to achieve goals **the implementation of governance, namely for the welfare of the community, has shown results, although not yet optimal.**

Based on the data obtained from several informants, it can be said that the productivity of the village secretariat services to the community shows the benefits felt by the community regarding the services provided by the village government which carry out service innovations that can have a positive impact on the community and village government while the quality of village apparatus services Silimabanua is very capable of providing information about the procedures for the services provided and the existence of community satisfaction with the performance of the village government regarding public services. Researchers revealed that in village community - based administrative responsiveness, the village government was able to set an agenda and service priorities according to needs

Although there are several obstacles that affect the performance of the village government in maximizing administrative performance in Silimabanua Village, Tuhemberua District, North Nias Regency. These obstacles are as follows: first, there is still a lack of village government human resources to innovate services. Second, there are no facilities and infrastructure to support public services, such as suggestion boxes. Third, there is still low community participation in seeing and assessing the performance of the Village government in public services. Fourth, there are still several village officials who have undisciplined characters or individuals, such as coming late to the office. Fourth, there is a village government that has multiple positions outside the village government.

Based on the results of the interviews conducted, the efforts made to overcome obstacles that affect the performance of the village government in maximizing the performance of village officials in Silimabanau Village, Tuhemberua District, North Nias Regency include: first, conducting socialization in places that carry out community activities and activities which was attended by representatives of the Village government. Second, holding evaluations every week attended by the entire village government. Third, the Village government conducts training and coaching to

improve the capacity of the Village government. Fourth, involve the community in public services. Fifth, provide information door to door or directly to people's homes to convey emergency information. Sixth, conduct deliberations either at hamlet meetings (musdus) or village development meetings (village musrenbang). Seventh, improve the village government's human resources either by conducting training or coaching conducted by the village head. Eighth, complete the facilities and infrastructure needed by the Village government in providing public services. Ninth, increase the ability or sensitivity to what is needed people in public service.

4. Conclusion

Based on the description of the results of the research and discussion that has been described in the previous chapter, then in this study the following conclusions can be drawn:

First, the form of services provided by the Silimabanua village government includes services in general affairs such as services for making letters and other services in accordance with the duties of each village official. Second, the village head has given authority to village officials to carry out their duties in accordance with the principles of good service delivery in accordance with established village regulations. Third, the community expects that in the implementation of public services, among others, the increasing quality of public services in the form of services that are fast, easy, fair, have legal certainty, transparent, safe, precise and accountable. Fourth, the village head has tried to carry out his duties as a village head to foster his village apparatus and his village community, however, it is less assertive in dealing with officials who often skip work, it is necessary to improve in the context of fostering the apparatus so that the implementation of government affairs is actually carried out in accordance with their duties and authorities and carried out based on the principles of good governance. Fifth, the village head has tried to maximize the performance of the village officials but there are still some obstacles, but still makes various efforts so that the goal of maximizing the performance of village officials can be realized properly.

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