



The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency

Nur Zakiyah¹, Amud Sunarya²

¹²Universitas Terbuka, Indonesia

Correspondent: amud@ecampus.ut.ac.id²

Received : February 20, 2024

Accepted : April 12, 2024

Published : April 30, 2024

Citation: Zakiyah, N., Sunarya, A. (2024). The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency. *Ilomata International Journal of Social Science*, 5(2), 397-409.

<https://doi.org/10.61194/ijss.v5i2.1134>

ABSTRACT: Public service is at the core of government administration, and providing quality service is key to assessing the performance of an institution. Village governments, as direct service providers, are expected to deliver professional and efficient services by law number 6 of 2014 to improve the welfare of the community. However, several obstacles such as the lack of effectiveness and efficiency in service delivery have led to dissatisfaction among the public. This research aims to analyze the supporting and inhibiting factors for the role of the Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency. The method used is descriptive qualitative with analysis tools, uses an interactive analysis model through a selection or reduction model, namely summarizing data obtained through direct contact with informants, events and situations at the research location. The real implication of this research is to find out what factors support and hinder the role of the Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency. So that way it can provide input for the village to improve services to the community. The results indicate that village governments play a role as mobilizers, facilitators, and regulators in improving public services, with cooperation among officials and community participation as supporting factors, while working conditions, infrastructure limitations, and the quality of human resources serve as inhibiting factors.

Keywords: Village Government, Public Services, Galangpengampon Village



This is an open access article under the CC-BY 4.0 license

INTRODUCTION

According to (Ibad, 2021) public service is an activity carried out as the most basic form of service in terms of administration as a form of organizing the government. Public services play an important role in an agency, especially in the government either centrally, regionally, or in the

The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency

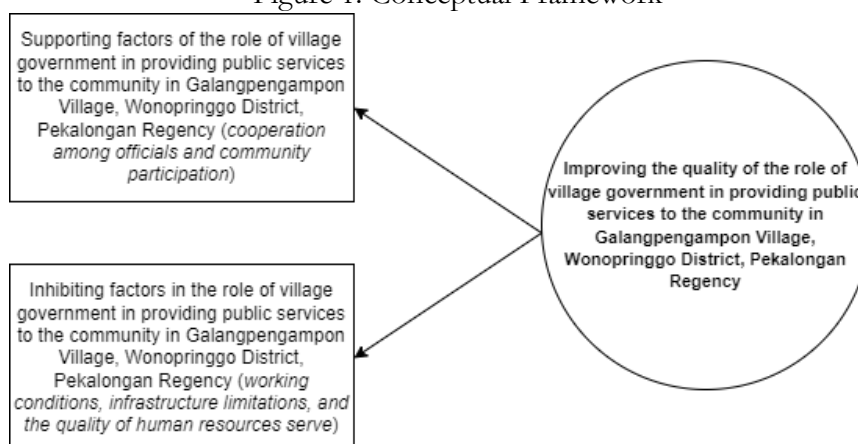
Zakiyah and Sunarya

village (Wuri et al., 2017). While according to (Suandi, 2019) states public services are a benchmark for whether an agency has a role in providing quality services to the general public. By [law regulation number 63/KEP/M.PAN/7/2003](#) concerning general guidelines in the implementation of public services which states that services provided by village governments must pay attention to the needs of the general public. If the government cannot provide good public services to the community according to public expectations, the quality of service is said to have not met public satisfaction.

Often public services provided to the community are still ineffective, inefficient, complicated, less professional, have unclear procedures, no certainty of time and cost, are not optimal in utilizing information technology, vulnerable to KKN actions (corruption, collusion, and nepotism), lack of community participation, unpleasant apparatus attitudes colored by paternalism culture, and excretion in weak service delivery (Hardiyansyah, 2018). In addition, the quality of human resources is considered less able to provide services to the needs of the community. In addition, timeliness in completing administration is also a problem that is often complained about by the community. This condition indicates that there is a need for solutions and implementation as an effort that can be done to optimize the role of village governments in providing quality services and service performance that can create satisfaction for the community. The village government is expected to carry out its role by [law number 6 of 2014](#) which discusses that one of the objectives of the regulation regarding villages is expected to improve public services to the community (Hajar et al., 2021). The village government is expected to act as the most important administrative administrator in its work area. From the above problems, it is necessary to have a good village government review from its apparatus to carry out its duties and obligations effectively. From this, the researcher chose the title of the study “The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency”.

This research aims to analyze the supporting and inhibiting factors for the role of the Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency. The research question is what factors support and hinder the role of the Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency? Apart from that, the conceptual framework in this research can be seen in the image below:

Figure 1: Conceptual Framework



Role Definition

According to ([Rosidi & Setiadi, 2017](#)) role is a position (status) or a foundation that has perception, used when someone interacts in an organization or group to carry out an activity related to its duties and obligations. In other words, it can be said that: a) roles relate to norms associated with positions or places in society. Role in this case means a series of rules that are used as a guide for someone in community life; b) the role as a concept related to what a person does in society; and c) the role in other words is said to be behavior in the social structure of society. In roles related to a job, individuals are expected to be able to carry out their obligations by the role given or become a handle. According to ([Pertiwi et al., 2021](#)) the role becomes a benchmark to provide limits on what someone must do in the position. The indicators of the role of village government are as follows: a) as a facilitator, it means that the village government is a medium used as a provider of infrastructure facilities as a support in the development process; b) village government mobilizers function as mobilizers or directors in carrying out actions related to development for the public or community interest; dan c) village government regulators act as a balancer in the development implementation process by issuing regulations for the effectiveness and conduct of development administration.

Village Government

According to ([Ulumiyah, 2013](#)) village government [in law number 5 of 1979](#) states that village government is the administration of government whose implementation is at the village or kelurahan level. In [law number 32 of 2004](#), it is explained that regulation is made aware of the thoughts of diversity, participation, original autonomy, democracy and also community empowerment. Therefore, in its implementation, the village government is a subsystem that has policies and authorities to be able to regulate and take care of the interests of the general public. Village government is a service provider for the general community at the village level who have individual or group interests and also as a provider of community needs. This aims to create welfare for rural communities. Village government is one of the important references in improving the welfare of the community by meeting all the needs of the community, fulfilling the rights of its residents, providing services and providing protection to the community ([Haruna et al., 2017](#)). It can be concluded that the village government is an organizing organization in the village level government which includes: a) the leader or called the Village Head; and b) assistant Village Head (Village Apparatus) consisting of village Secretary or service staff, technical and regional executors (Hamlet Head). According to ([Ali & Saputra, 2020](#)) in carrying out its duties, the village government functions as: a) providing services to the community, organizing development and welfare of the community at the village level; b) increasing community participation; c) conduct coaching by creating harmony and order for the community; and d) carry out the duties and functions assigned by the sub-district.

Village governance involves the administration of local affairs by the village government and the Village Consultative Body, aiming to regulate and manage the interests of the local community based on local customs and traditions that are acknowledged and respected within the framework of the Unitary State of the Republic of Indonesia (NKRI) governance system ([Asrori, 2014](#)).

The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency

Zakiyah and Sunarya

According to ([Subarto, 2012](#)) rural areas are often neglected in governance and development, leading to significant disparities compared to urban areas. Effective village administration is crucial for rural progress and community welfare, warranting urgent attention on Indonesia's national agenda. Additionally, according to ([Indartuti & Radjikan, 2021](#)) as the frontline of governance at the grassroots level, villages directly interact with the community and bear significant responsibility in addressing community issues. Hence, there is a need for the establishment of a governance system that is oriented towards "good governance."

Duties and Authorities of Village Government

According to ([Lumempow et al., 2021](#)) in the process of its implementation, the Village Government becomes an element of the General Government function which is the main duty of the Village Government, namely carrying out the functions, duties, obligations, authorities and responsibilities of Java in the relevant village government: 1) the duties of the Village Head: as a leader, conducting guidance both in terms of community life and in the economy, creating order and peace in the community, and as a representative in the court; 2) Duties of the Village Government Apparatus: the staff element performs services administratively, the implementing element as the technical implementer, the regional element as the head of the environment. The tasks and authorities are carried out in accordance with the prevailing village laws. To ensure their optimal execution, the local village community and the village government itself need to provide support ([Nainggolan et al., 2017](#)). Additionally, according to ([Chintary & Lestari, 2016](#)) the role of Village Government in institutional management is the forefront unit of development for the community. Especially, Village-Owned Enterprises (BUMDes) are government programs that must be empowered for the socioeconomic empowerment of the community, emphasizing community participation and initiative.

Public Service

Public services are a series of activities, arrangements, guidance, guidance, and providers of facilities and services provided by the village government as a form of meeting the needs of the community by the provisions of the law. For example, meeting needs such as making Identity Cards (KTP), birth certificates, marriage certificates, death certificates, land certificate securities, IMB and others ([Hamel et al., 2023](#)). Public service is a form of service delivery carried out by an agency either from the private or government to the general public aimed at providing fulfillment of the needs and interests of the community. Following [law number 25 of 2009](#) relating to community services, it is explained that the definition of public service is an activity that aims to meet the needs of the general public in the form of goods, services, or administrative services by applicable laws.

According to ([Aidhila & Mashur, 2022](#)) states, there are 4 criteria in assessing the performance of public service bureaucracy: a) Public accountability is a form of conformity of public service organizers by existing values. It can be seen from the services used, actions of service delivery, and prioritizing service recipients; b) responsiveness is a form of performance appraisal seen from the ability to recognize community needs, program development by community needs and appreciation; c) Service orientation i.e. by looking at how much bureaucratic energy is used to

The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency

Zakiyah and Sunarya

provide services to the public; d) Service efficiency in the form of comparing the results of input and output of a service.

According to ([Alfrisandi, 2021](#)) as stated in Serving Society is primarily about making people happy. To ensure customer satisfaction, high-quality services from: a) transparency or open nature are publicly accessible; b) accountability or accountability; c) conditional, namely the provision of services that are appropriate or efficient and have effectiveness; d) participatory encouraging the role of the community in the delivery of public services; e) equality of rights is not discriminatory; f) the balance of rights and obligations of service providers and recipients must fulfill the rights and obligations of certain parties.

According to ([A. N. Rohman et al., 2021](#)), Public Service Quality Indicators include: a) dimensions *real* (tangible) in this dimension is related to the ability of service providers to provide and show their existence to service recipients. Indicators in this dimension include the appearance of the service provider or apparatus, place, comfort obtained, ease during the service delivery process, apparatus discipline, tools, and also ease in the application process; b) dimensions *Reability* (reliability) in this dimension includes the ability of service providers to provide services to the community appropriately and can generate trust. The shrewdness or reliability of the apparatus in providing services can help the community in receiving services quickly and easily. This shrewdness or reliability can be seen in the accuracy when providing services, the expertise of the apparatus in utilizing the available tools, the expertise of the apparatus in providing services accurately, immediately and can cause satisfaction to the community; c) dimensions *Responsibility* This dimension is the ability to provide assistance and services properly, precisely and quickly to service recipients. In this dimension, namely, the delivery of clear information so that no vagueness can cause negative perceptions of the community; d) dimensions *Guarantee* (guarantee) This dimension is related to certainty or assurance in the form of knowledge, friendliness, courtesy and the ability of the apparatus can foster a sense of trust in service recipients. Includes credibility, competence or knowledge, communication, level of security, and courtesy; dimension *empathy* (empathy) in this dimension relates to the way the apparatus or service provider in providing services does not discriminate, always prioritizes the interests of the community, service providers serve with a polite and polite attitude, the apparatus provides services by community expectations by providing a friendly attitude to the community.

According to ([Purnomo et al., 2023](#)) the elements that make quality public services are as follows: the existence of good officers or employees, adequate facilities and infrastructure, there is a responsibility, to provide fast, precise, and accurate services, communication well can keep all transactions confidential that are private, understanding the needs of the community, and can generate trust. According to ([Lumbanraja, 2020](#)) deep *New Public Service Principles*. There are 7 characteristics which include: a. the most important role of public services is to be able to assist the community to be able to meet their needs; b. the service provider gives the idea that the public interest is the paramount interest; c. strive for collectivity, responsibility and effectiveness related to government policies and programs; d. public service is defined as shared values rather than private interests; and upholding morality, the rule of law, constitutional law, norms in politics, social values, professionalism, and public interest.

Public Service Standards

Good quality service is the most important thing in a government, especially a village government. The process of delivering public services must be by applicable SOP standards. This is by law number 63 of 2004 which states that public services must be by procedures, have punctuality, clear costs, adequate facilities, and infrastructure to support services, and also the competence of quality Human Resources (HR). According to (A. Rohman & Larasati, 2020) public service standards encompass: 1) service procedures, 2) completion time, 3) service costs, 4) service products, 5) facilities and infrastructure, and 6) the competence of service providers. Additionally, there are supporting factors in achieving excellent service, such as awareness, regulations, public organizations, income and welfare, employee abilities and skills, as well as adequate facilities and infrastructure. Then obey ([Nugroho & Halik, 2016](#)) service standards are benchmarks used as guidelines for service provision and as reference points for assessing the quality of service as the obligation and promise of service providers to the community in delivering quality, fast, easy, affordable, and measurable services. The government's attention to welfare improvement for the community, through enhancing the quality of public services, has been carried out through the issuance of various legislative regulations. Policies that have been issued include [MENPAN Decision No. 63/KEP/M.PAN/7/2003](#) on General Guidelines for Public Service Provision; [Government Regulation No. 65/2005](#) on Guidelines for Preparation and Implementation of Minimum Service Standards; and [Minister of PAN Regulation No. 20/2006](#) on Guidelines for the Preparation of Public Service Standards. [Furthermore, in 2003](#), General Guidelines for Handling Public Complaints were issued by the Minister of State Apparatus Empowerment of the Republic of Indonesia ([Wirijadinata, 2020](#)).

Types of Public Services

According to Menpan number [63/KEP/Menpan/7/2003](#) public service includes: a) administrative is a form of service whose output results are in the form of official documents needed by the public such as KTP, birth certificate, marriage book, BPKB, SIM, IMB, Passport and other ownership certificates; b) in-kind services, for example, electricity and clean water providers. Services in the form of services are services whose output results are in the form of services provided, for example, education, health maintenance, and transportation services. According to ([Permatasari, 2020](#)) public services can be categorized into several types based on the characteristics and nature of activities in the service process, as well as the service products produced. These types of services are: 1) administrative services; 2) goods/services; and 3) services. The same thing was said by ([Endah, 2018](#)) in MENPAN Decision Number [63/KEP/M.PAN/7/2003](#) regarding the General Guidelines for Public Service Provision, the general categorization of public services includes administrative, goods, and services. Apart from that, there are also opinions from ([Suryantoro & Kusdyana, 2020](#)) who say the same thing, namely the types of general or public services provided by the government are divided into three groups: Administrative Services, Goods Services, and Services. Additionally, according to ([Holle, 2011](#)) direct contact in service provision poses a risk of maladministration. To mitigate this, Indonesia has implemented e-Government initiatives, aiming to improve service quality and adhere to principles of good governance, as outlined in [Presidential Instruction Number 3 of 2003](#). The

The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency

Zakiyah and Sunarya

utilization of e-government within the bureaucracy is envisioned to serve as an alternative for bureaucratic reform towards improved service delivery (Musaddad et al., 2020).

METHOD

This research is qualitative with a descriptive approach. Data is obtained from two sources: primary and secondary. Primary data include verbal, gesture, or behavior of research subjects or informants, while secondary data come from surveys, observations, and literature studies. The informant determination technique uses purposive sampling, where researchers deliberately select informants based on their knowledge and experience. Research instruments include researchers, interview guidelines, stationery, recording tools, and documents. Data were collected through interviews, observations, documentation studies, and literature studies. Meanwhile, data analysis uses interactive analysis through a selection or reduction model, that is, summarizing data obtained through direct contact with informants, events and situations at the research location. After that, the data was checked in terms of completeness, perfection and clarity. Then, it is sorted to be used as research report material. This aims to ensure that the data obtained is in accordance with the research problem. Data presentation model, namely, data is presented and classified or classified and selected according to its type. This data classification aims to limit discussion and so that the report can be prepared systematically. In this case the data is presented descriptively in narrative form. Data interpretation, namely, the author tries to interpret the data that has been obtained and compiled. This aims to make it easier for researchers to draw conclusions. Drawing conclusions, that is, the author draws conclusions based on the narrative prepared previously with the aim of providing answers to the problems studied. Verify the results of data analysis at this stage, the conclusions that have been obtained through the previous stages of data analysis are put back into operation. Verification is carried out by analyzing newly discovered data by the researcher. The verification stage is continuously carried out throughout the research.

RESULT AND DISCUSSION

The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village

In general, village governments have main roles or tasks in improving public services including:

1. Village government as a mobilisator

Questions to informants	Answers from informants
In providing services, does the Galangpengampon village government show an attitude of simplicity?	Budi Handoko (informant): <i>Yes, that's right, in providing services to the community, the Galangpengampon village government always shows a simple attitude. I felt this when I was processing the certificate to apply for a job, the officers provided</i>

The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency

Zakiyah and Sunarya

informative directions and assistance so that my needs could be completed quickly.

The narrative is simplicity, related to the convenience obtained when performing services besides that simplicity is also related to the service process that is fast and not complicated and understandable. In the Galangpengampon Village government in the process of service to the community where officers direct and provide whatever assistance is needed by the community, especially those related to administration for speed in service is also quite good.

Questions to informants	Answers from informants
Does Galangpengampon village government provide clear information on services so that the community can receive the information well?	Muhammad Ilham (informant): <i>That's right, the Galangpengampon village officials in providing information to the community were very clear and systematic so that I understood when processing the introduction letter from the village.</i>

The narrative is clarity, relating to clear information in terms of service. In the Galangpengampon village government, the service process is following procedures where the village government tries to inform the community well, for example providing information on requirements and procedures that are quite clear what is needed and what procedures will be carried out when they want to perform services by attaching posters that can be read by the community.

2. The village government as a facilitator

Questions to informants	Answers from informants
Are the facilities and infrastructure in Galangpengampon village complete to support the smooth running of services such as waiting rooms, WiFi access, places for breastfeeding mothers, etc.?	Sarah Putri Pertiwi (informant): <i>I think the existing facilities and infrastructure in Galangpengampon village are quite complete. The waiting room is comfortable with air conditioning, there is a place for breastfeeding mothers, free WiFi access, free coffee, etc. So when I took care of the certificate of loss of KTP, at that time I felt comfortable and felt at home there for a long time.</i>

The narrative is includes the completeness of facilities and infrastructure, in terms of this related to the availability of facilities and infrastructure in the village government to support the process of providing services such as technology equipment buildings such as computers, waiting chairs, comfortable rooms etc. The Galangpengampon village government in this case has provided adequate facilities and infrastructure as much as possible such as printers, portable photocopiers, waiting chairs, laptops, and computers that can provide convenience in the service process. In the village government, Galangpengampon also provides a Wifi network that can make it easier for officers to provide services online.

The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency

Zakiyah and Sunarya

3. The village government as a regulator

Questions to informants	Answers from informants
Can you please explain whether Galangpengampon village employees have provided services in accordance with the correct Standard Operating Procedures (SOP)?	Sulistiyowati (informant): <i>What I experienced when taking care of the need to register for work was that employees in Galangpengampon village had provided services in accordance with Standard Operating Procedures (SOP) correctly. In providing very good service. Orderly and not rushed, it really helped me.</i>

The narrative is service providers per SOPs, related to carrying out their functions and roles, village governments can direct and provide administrative management services to the community under operational standards (SOPs) so that community needs can be met.

Questions to informants	Answers from informants
Can you please explain whether the Galangpengampon village employees are always disciplined in their work? Have you ever seen a village employee arrive late?	Hendra Setiawan (informant): <i>In my opinion, the overall discipline of Galangpengampon village employees is good. However, there are still some employees who arrive late so that sometimes people have to wait a long time to receive services. Maybe this is a note from village officials for future improvements.</i>

The narrative is employee discipline, the role of the village in providing good public services, one of which is discipline. Work discipline for employees is an important point to assess the role of villages as service providers. At the Galangpengampon Village office, working hours start from 08.00-14.00 WIB, but sometimes there are still some employees who are still undisciplined which can hamper the service process. Often people still wait for a long time for officers because officers are late. This is an important note so that the government optimizes the government's role in providing good public services.

In addition, the role of the village government is the participation of the community in public services. General public involvement is a form of optimizing public service delivery. The involvement can be in the form of complaints, ideas, wishes interests, and problems related to public services. Other forms can be in the form of information search and other access, community appreciation and advocacy, then participant mechanisms when making decisions, namely: a) participation of the general public in complying with government regulations and applicable regulations by the implementation of public services, b) participation in conveying complaints when performing services, for example, the non-lexical service provided due to undisciplined apparatus or Facilities and infrastructure that are considered inadequate, c) maintain and maintain available facilities and infrastructure.

Supporting Factors for the Role of Village Government in Improving the Quality of Public Services at Galangpengampon Village Office

To improve the quality of service, there are supporting and inhibiting factors that must be considered and prepared. The following are supporting factors to improve service quality: a) the existence of solid village apparatus cooperation: at the Galangpengampon Village office cooperation between teams is needed to streamline service time. Cooperation between employees can ease each employee's work; and b) community participation: community involvement is needed to make service delivery function properly. With this, it is expected that between the two parties, namely service providers and service recipients, together they can improve quality services. The existence of this involvement is considered to increase the satisfaction of the services provided.

Inhibiting Factors of The Village Government's Role in Improving the Quality of Public Services at the Galangpengampon Village Office

In addition to supporting factors, there are also factors inhibiting the role of village governments in improving the quality of public services, including: a) working conditions, related to adequate work facilities, transparency of responsibilities and functions of each apparatus, good working atmosphere. However, in fact, in Galungpengampon Village, some apparatuses still lack discipline related to time which results in delays in the service process; b) limited facilities and infrastructure, in Galangpengampon Village for adequate facilities and infrastructure but the number needs to be increased to streamline service time besides that there is a need for comfortable waiting chairs so that people who perform services feel happy and comfortable; and c) the quality of human resources apparatus, human resources in Galangpengampon Village can be said to be quite good although there are still some apparatuses who do not understand how to use computers so that they impose work on one person who is considered more expert in this matter.

CONCLUSION

From the description above, it can be concluded that the role of the Galangpengampon Village government in improving the quality of public services includes: a) the village government can be a mobilizer for the community, b) the village government can be a facilitator or provide adequate facilities and infrastructure, c) the village government can be a regulator, namely a service provider by SOPs to provide quality services to the community. Factors supporting the role of the village government in improving the quality of public services at the Galangpengampon Village office are the existence of solid village apparatus cooperation and participation from the community. Factors inhibiting the role of the village government in improving the quality of public services at the Galangpengampon Village office are working conditions, limited facilities and infrastructure, and the quality of apparatus human resources.

REFERENCE

- Aidhila, W. M., & Mashur, D. (2022). Kinerja Ombudsman Perwakilan Riau Dalam Penanganan Keluhan Pelayanan Publik Di Bidang Pendidikan Di Kota Pekanbaru. *Jurnal Administrasi Politik Dan Sosial*, 3(2), 103–111. <https://doi.org/https://doi.org/10.46730/japs.v3i2.79>
- Alfrisandi, J. R. (2021). ANALISIS KUALITAS PELAYANAN PUBLIK BIDANG PERPUSTAKAAN OLEH DINAS PERPUSTAKAAN DAN KEARSIPAN KOTA PALANGKA RAYA. *Wacana: Jurnal Ilmu Sosial Dan Ilmu Politik Interdisiplin*, 8(1), 235–246.
- Ali, K., & Saputra, A. (2020). Tata Kelola Pemerintahan Desa Terhadap Peningkatan Pelayanan Publik Di Desa Pematang Johar. *Warta Dharmawangsa*, 14(4), 602–614.
- Asrori, A. (2014). Kapasitas perangkat desa dalam penyelenggaraan pemerintahan desa di Kabupaten Kudus. *Jurnal Bina Praja: Journal of Home Affairs Governance*, 6(2), 101–116. <https://doi.org/https://doi.org/10.21787/jbp.06.2014.101-116>
- Chintary, V. Q., & Lestari, A. W. (2016). Peran Pemerintah Desa dalam Mengelola Badan Usaha Milik Desa (BUMDes). *Jurnal Ilmu Sosial Dan Ilmu Politik (JISIP)*, 5(2). <https://doi.org/https://doi.org/10.33366/jisip.v5i2.244>
- Endah, K. (2018). Etika pemerintahan dalam pelayanan publik. *Moderat: Jurnal Ilmiah Ilmu Pemerintahan*, 4(1), 141–151. <https://doi.org/http://dx.doi.org/10.25147/moderat.v4i1.1088>
- Hajar, S., Ali, K., Saputra, A., Hajar, S., Ali, K., & Saputra, A. (2021). Optimalisasi Pelayanan Publik dalam Tata Kelola Pemerintahan Desa di Desa Pematang Johar. *Jurnal Ilmiah Muqoddimah: Jurnal Ilmu Sosial, Politik Dan Humaniora*, 6(1), 136–142. <https://doi.org/https://doi.org/10.31604/jim.v6i1.2022.136-142>
- Hamel, V. A., Suryawan, D. K., & Suryana, I. N. M. (2023). USAHA PENGURAIAN KEPADATAN LALU LINTAS DI DESA TIBUBENENG–KUTA UTARA. *Community Development Journal: Jurnal Pengabdian Masyarakat*, 4(6), 12100–12105. <https://doi.org/https://doi.org/10.31004/cdj.v4i6.21990>
- Hardiyansyah, H. (2018). *Kualitas Pelayanan Publik: Konsep, Dimensi, Indikator dan Implementasinya*. Gava Media.
- Haruna, S. I., Anderson, S. H., Nkongolo, N. V., Reinbott, T. M., & Zaibon, S. (2017). Soil Thermal Properties Influenced by Perennial Biofuel and Cover Crop Management. *Soil Science Society of America Journal*, 81, 1147–1156. <https://doi.org/https://doi.org/10.2136/SSSAJ2016.10.0345>
- Holle, E. S. (2011). Pelayanan Publik Melalui Electronic Government: Upaya Meminimalisir Praktek Maladministrasi Dalam Meningkatkan Public Service. *Sasi*, 17(3), 21–30. <https://doi.org/https://doi.org/10.47268/sasi.v17i3.362>
- Ibad, S. (2021). Hukum Administrasi Negara Dalam Upaya Penyelenggaraan Pemerintahan Yang Baik. *HUKMY: Jurnal Hukum*, 1(1), 55–72. <https://doi.org/https://doi.org/10.35316/hukmy.2021.v1i1.55-72>
- Indartuti, E., & Radjikan, R. (2021). PENYULUHAN DAN PENDAMPINGAN BIDANG PERATURAN DESA DALAM MENINGKATKAN KUALITAS ADMINISTRASI

The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency

Zakiyah and Sunarya

- PEMERINTAHAN DESA DI KECAMATAN REJOSO KABUPATEN NGANJUK. *ABDI MASSA: Jurnal Pengabdian Nasional (e-ISSN: 2797-0493)*, 1(01), 1–11. <https://doi.org/https://aksiologi.org/index.php/abdimassa/article/view/1>
- Lumbanraja, A. D. (2020). Urgensi Transformasi Pelayanan Publik melalui E-Government Pada New Normal dan Reformasi Regulasi Birokrasi. *Administrative Law and Governance Journal*. <https://doi.org/https://doi.org/10.14710/alj.v3i2.220-231>
- Lumempow, V., POSUMAH, J., & KOLONDAM, H. (2021). Evaluasi Kinerja Pemerintah Desa Dalam Menjalankan Tugas dan Fungsi (Studi di Desa Kotamenara Kecamatan Amurang Timur Kabupaten Minahasa Selatan). *Jurnal Administrasi Publik*, 7(103).
- Musaddad, A. A., Faizin Ahzani, W. K., Susilowati, M., & Arif, L. (2020). Implementasi Sistem Pelayanan Rakyat Sidoarjo (SIPRAJA) Sebagai Inovasi Pelayanan Publik. *Jurnal Syntax Transformation*, 1(6), 206–213. <https://doi.org/https://dx.doi.org/10.46799/jurnal%20syntax%20transformation.v1i6.76>
- Nainggolan, Y. P., Romadhona, M. Y. F., Hafiz, A. R., & Firmansyah, A. A. (2017). TUGAS DAN WEWENANG PEMERINTAHAN DESA DI INDONESIA. *Researchgate.Net*.
- Nugroho, M., & Halik, A. (2016). Penerapan standar pelayanan publik pada kelurahan di wilayah kota kediri. *JHP17: Jurnal Hasil Penelitian*, 1(02). <https://doi.org/https://jurnal.untagsby.ac.id/index.php/jhp17/article/view/942>
- Permatasari, A. (2020). Pelaksanaan Pelayanan Publik yang Berkualitas. *DECISION: Jurnal Administrasi Publik*, 2(1), 51–56. <https://doi.org/http://dx.doi.org/10.23969/decision.v2i1.2382>
- Pertiwi, A., Dema, H., Mustanir, A., & Anugrah, E. (2021). Penerapan E-Government Dalam Mewujudkan Transparansi Tata Kelola Pemerintahan Desa (Studi Pada Pemerintahan Desa Bulu Timoreng). *PRAJA: Jurnal Ilmiah Pemerintahan*, 9(3), 130–139. <https://doi.org/https://doi.org/10.55678/prj.v9i3.508>
- Purnomo, E., Winarti, W., & Pramono, J. (2023). ANALISIS PELAYANAN ONE DAY SERVICE DI DINAS PENDIDIKAN DAN KEBUDAYAAN KABUPATEN SRAGEN. *Jl@ P*, 12(2). <https://doi.org/https://doi.org/10.33061/jp.v12i2.8962>
- Rohman, A., & Larasati, D. C. (2020). Standar pelayanan publik di era transisi New Normal. *Reformasi*, 10(2), 526138. <https://doi.org/10.33366/rfr.v%0%vi%0i.1952>
- Rohman, A. N., Ati, N. U., & Abidin, A. Z. (2021). Kualitas Pelayanan Publik Administrasi Kependudukan Pada Kantor Camat Purwodadi Kabupaten Pasuruan. *Respon Publik*, 15(6), 72–78.
- Rosidi, R., & Setiadi, I. (2017). Peranan Anggota DPRD Provinsi DKI Jakarta Komisi E Dalam Menyerap Aspirasi Masyarakat Di Bidang Pendidikan. *Jurnal Wabana Bina Pemerintahan*, 4(2), 198–219. <https://doi.org/https://doi.org/10.55745/jwbp.v4i2.83>
- Suandi, S. (2019). Analisis Kepuasan Masyarakat terhadap Pelayanan Publik Berdasarkan Indeks Kepuasan Masyarakat di Kantor Kecamatan Belitang Kabupaten OKU Timur. *Jurnal Ilmu Administrasi Dan Studi Kebijakan* <https://doi.org/https://doi.org/10.48093/jiask.v1i2.8>

The Role of Village Government in Providing Public Services to the Community in Galangpengampon Village, Wonopringgo District, Pekalongan Regency

Zakiyah and Sunarya

- Suharto, D. G. (2012). Penyelenggaraan pemerintahan Desa dalam perspektif desentralisasi administratif dan desentralisasi politik. *Jurnal Bina Praja: Journal of Home Affairs Governance*, 4(3), 153–160. <https://doi.org/https://doi.org/10.21787/jbp.04.2012.153-160>
- Suryantoro, B., & Kusdyana, Y. (2020). Analisis Kualitas Pelayanan Publik Pada Politeknik Pelayaran Surabaya. *Jurnal Baruna Horizon*, 3(2), 223–229. <https://doi.org/https://doi.org/10.52310/jbhorizon.v3i2.42>
- Ulumiyah, I. (2013). *Peran pemerintah desa dalam memberdayakan masyarakat desa (studi pada Desa Sumberpasir Kecamatan Pakis Kabupaten Malang)*. Brawijaya University.
- Wirijadinata, J. J. (2020). Standar Pelayanan Publik Dalam Merealisasikan Akuntabilitas Kinerja Pemerintah. *Jurnal Wacana Kinerja: Kajian Praktis-Akademis Kinerja Dan Administrasi Pelayanan Publik*, 10(4), 59–70. <https://doi.org/http://dx.doi.org/10.31845/jwk.v10i4.391>
- Wuri, R. R., Kaunang, M., & Pioh, N. (2017). Kinerja Aparatur Pemerintah Desa dalam Meningkatkan Pelayanan Publik (Studi di Desa Sinsingon Kecamatan Passi Timur Kabupaten Bolaang Mongondow). *Jurnal Eksekutif*, 1(1). <https://doi.org/https://ejournal.unsrat.ac.id/v3/index.php/jurnaleksekutif/article/view/16192/15696>