

PERSEPSI MASYARAKAT TERHADAP KINERJA APARATUR DESA DALAM PELAYANAN PUBLIK

YUDI PRASETIA

18416287205026

ABSTRAK

Penelitian ini bertujuan untuk mengetahui persepsi masyarakat terhadap kinerja aparatur desa dalam pelayanan publik. Pendekatan yang digunakan dalam penelitian ini adalah pendekatan kualitatif, dengan menggunakan metode deskriptif. Teknik pengumpulan data dalam penelitian ini menggunakan wawancara, observasi, dokumentasi dan teknik analisis data dalam penelitian ini melalui reduksi data, penyajian data, serta verifikasi. Hasil yang didapat dalam penelitian ini ialah, pelayanan publik yang dilakukan oleh aparatur pemerintah Desa Duren sudah sangat baik, selain saling mendukung dan mengayomi masyarakat sesuai dengan tugas pokok dan fungsinya masing-masing, tentunya kritik dan saran yang diterima dari masyarakat selalu ditanggapi dengan baik pula, contohnya ketika dalam rapat desa kritik saran yang diterima dari masyarakat selalu tersampaikan kepada kepala desa, disampaikan dengan baik dalam rapat seluruh aparatur desa yang dilaksanakan seminggu sekali. Penelitian akan persepsi masyarakat terhadap kinerja aparatur desa dalam pelayanan publik akan memberikan dampak yang positif serta terjadinya perbaikan-perbaikan dalam proses pelayanan publik, untuk itu kepada pihak aparatur desa agar lebih mengembangkan lagi kinerja dan loyalitasnya kepada masyarakat guna terjadinya kontribusi positif antara aparatur desa dan masyarakat demi mendukung keberhasilan kinerja aparatur desa dalam pelayanan publik.

Kata Kunci : Persepsi Masyarakat Desa, Kinerja Aparatur Desa, Pelayanan Publik

PUBLIC PERCEPTION OF THE PERFORMANCE OF VILLAGE APPARATUS IN PUBLIC SERVICES

YUDI PRASETIA

18416287205026

ABSTRACT

This study aims to find out the community's perception of the performance of village officials in public services. The approach used in this study is a qualitative approach, using descriptive methods. Data collection techniques in this study used interviews, observation, documentation and data analysis techniques in this study through data reduction, data presentation, and verification. The results obtained in this study are that the public services carried out by the Duren Village government apparatus are very good, in addition to supporting and protecting the community in accordance with their respective main tasks and functions, of course, criticism and suggestions received from the community are always well responded to, for example when in village meetings criticism of suggestions received from the community was always conveyed to the village head, conveyed properly in meetings of all village apparatus which were held once a week. Research on people's perceptions of the performance of village apparatus in public services will have a positive impact as well as improvements in the process of public services, for this reason the village apparatus should further develop its performance and loyalty to the community in order to make a positive contribution between village apparatus and the community in order to support the successful performance of village apparatus in public services.

Keywords: *Village Community Perception, Village Apparatus Performance, Public Service*