

## FACILITIES AND INFRASTRUCTURE ADMINISTRATIVE GOVERNANCE ASSISTANCE TO IMPROVE SERVICE EFFICIENCY

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### Abstract

This study aims to describe the current conditions regarding the administration of facilities and infrastructure in Babadan 01 hamlet, Patent village, dukun sub-district, Magelang district. This research was done because of the need for more socialization in the village apparatus about recording the administrative management of existing facilities and infrastructure. Thus, the first work program provided assistance and socialization to the community on the importance of recording the administrative management of hamlet facilities and infrastructure. The method used is PAR (participatory action research), meaning that this program was created because it needed to be strengthened by information obtained from the head of the hamlet and not the development of existing activities. This program has had a positive impact on both the hamlet and the surrounding community.

*Keywords: Governance; Administration; Society service*

### Abstrak

Pengabdian ini bertujuan untuk mendeskripsikan bagaimana kondisi yang saat ini terjadi tentang tata kelola admilistrasi sarana dan prasarana yang terjadi di Dusun babadan 01, Desa paten Kecamatan dukun Kabupaten magelang terhadap efisiensi pelayanan terhadap masyarakat. Penelitian ini di buat karena kurangnya sosialisasi kepada perangkat dusun tentang pentingnya pencatatatan tat kelola admilistrasi sarana dan prasarana yang ada. Dengan demikian program kerja yang dilaksanakan pertama yaitu dengan pendampingan dan sosialisasi terhadap masyarakat terhadap pentingnya pencatatantata kelola admilistrasi sarana dan prasarana dusun. Metode yang digunakan adalah PAR (*participatory action research*), artinya program ini dibuat karena dibutuhkan dikuatkan dengan informassi yang didapat dari Kepala dusun dan bukan pengembangan dari kegiatan yang ada. Program pengoptimalan pencatatan tata kelola admilistrasi dusun untuk meningkatkan efisiensi pelayanan terhadap masyarakat berhasil memberikan dampak positif baik untuk dusun maupun untuk masyarakat sekitar.

*Kata kunci: Tata kelola; Admilistrasi; Pelayanan masyarakat*

## 1. INTRODUCTION

Service is any profitable activity in a collection of units that offers satisfaction even though the results are not physically tied to a product (Sinambela, 2011). Meanwhile, according to Giroonroos, service is an activity or series of invisible activities (cannot be touched) that occur as a result of interactions between officers

and the community or other things provided by service-providing companies that are intended to solve problems that exist in society (Moarfa, 2012).

As stated by Atmaja that public service can be interpreted as providing the organization's services following the basic rules and procedures that have been established (Ihsanuddin, 2014). Public service is defined as providing services (serving) the needs of people or communities who are interested in the organization according to the basic rules and procedures that have been determined. Furthermore, according to KEPMENPAN No. 63/KEP/M.PAN/7/2003), public services are all service activities carried out by public service providers as an effort to fulfill the needs of service recipients and the implementation of statutory provisions.

Adjusted to the conditions of the community's needs and ability to pay based on the provisions of the applicable laws and regulations while adhering to efficiency and effectiveness. Third, the quality, process, and results of public services must be strived to provide security, comfort, smoothness, and legal certainty that can be accounted for. Fourth, public services held by government agencies are forced to be expensive. In that case, the government agency concerned is obliged to provide opportunities for the community to participate in organizing them following applicable laws and regulations.

Service efficiency is the best comparison between service input and output. Services will be efficient if the service bureaucracy can provide service inputs that relieve service users, such as costs and service times. Likewise, on the service output side, the ideal bureaucracy should be able to provide quality service products, mainly cost and service time. Efficiency on the input side is used to see how easy public access to the service system offered is. Public access to services is efficient if the public has guarantees or certainty regarding service costs. The certainty of service costs incurred by the public is an essential indicator of the intensity of corruption in the bureaucratic service system. A corrupt public service bureaucracy will be marked by the high extra costs that service users must incur in accessing public services, thereby having to pay extra to be able to obtain the best service from the bureaucracy, even though, in principle, the public as a whole should enjoy the best service. (Darmanto & Fadillah, 2010).

Likewise, service efficiency from the output side is used to see the delivery of service products by the bureaucracy without being accompanied by coercive actions on the public to pay extra for services, such as bribes, voluntary donations, and various fees in the ongoing service process. In the culture of bureaucratic services in Indonesia, the term "know and know" has long been known, which means that there is tolerance on the part of the bureaucratic apparatus and the public who use services to use the bribery mechanism to get the best service.

Based on the results of interviews and observations conducted with Bambang as the hamlet head (Bambang, 2022), it was found that the administration of hamlet

facilities and infrastructure still needed to be improved. This can be seen from. 1) Administrative records of facilities and infrastructure that have not been maximized, namely still on a piece of paper and have not been recorded, which will easily be lost at any time. 2) HR capacity is still low related to organizational knowledge and experiencing problems in providing data and information, and 3) Infrastructure support for an administration still needs to be improved.

This activity aims to increase the knowledge and skills of administrative personnel in the field of archives, administrative management, and facilities and infrastructure. Increasing knowledge and skills is carried out by providing socialization of directions and examples regarding the recording of general administration (Katili & Pariono, 2022).

Activities to optimize the administration of facilities and infrastructure records, namely activities to record, re-data, or update data on all assets, which include facilities and infrastructure in Babadan 01 Hamlet, Patent Village, Dukun District, Magelang Regency. Recording data on hamlet facilities and infrastructure assets aims to complement Dusun Babadan 01 asset data and assist the Dusun Babadan 01 head, especially the hamlet treasurer and the community in general, to fix the recording format in an appropriate and orderly manner. It is the author's hope, with the implementation of this recording activity and, at the same time, re-data collection. Later it will make it easier for related parties (treasurer and hamlet head) to record assets of hamlet facilities and infrastructure effectively and efficiently (Agustina, 2022).

With the recording of administrative governance of hamlet facilities and infrastructure to increase the effectiveness of services to the community to achieve effective and efficient hamlet administrative governance, it is necessary to have a clear division of tasks for the administration of hamlet government. Awareness of facility and infrastructure administrators to carry out their duties maximally. Because based on the fact found in the field that cooperation between hamlet's government officials has yet to be carried out optimally in the governance of Babadan 01 Hamlet, the hamlet government administration has not run effectively and efficiently.

The orderly administration of hamlet facilities and infrastructure can be said to be carried out in an orderly and reasonable manner if all of its implementations can record all activities and fill in all administrative books and reports that actually occur within the hamlet government internally or in the community and also the implementation can compile and store all documents containing essential data and letters in the village office. An administration that has been running well is a whole series of structured activities for work carried out by a group of people in cooperation to achieve these goals.

Good administrative governance of the hamlet infrastructure will be a supporting factor in the development of the hamlet and the welfare of the hamlet

community, and vice versa; if village administrative governance is not implemented correctly, it will become a separate pathology for the progress of the hamlet and society. Moreover, to achieve effective and efficient hamlet administrative governance, there needs to be a clear division of tasks for the administration of hamlet's government and awareness of hamlet officials to carry out their duties optimally (Sugito & Anam, 2021).

Based on an interview with Mr. Bambang, the head of Babadan 01 Hamlet, cooperation between hamlet government officials has not been carried out optimally in the administration of government in Babadan 01 Hamlet, Patent Village, so that village government administration has not been managed effectively and efficiently. The administrative management of facilities and infrastructure in Babadan 01 Hamlet needs to be adequately implemented, as described above, due to a lack of coordination and understanding of each other's tasks. Lack of transparency in administrative governance which includes. The hamlet register book that has not been filled in completely, the facility and infrastructure boards that do not yet exist, the guest book that does not yet exist, and the administration of the village government in Permendagri No. 47 of 2016 explains that village government administration is carried out through a) orderly recording of data and information in the village register book. b) developing the necessary village register books and organizing reports following statutory regulations. The hamlet register book contains five administrations: general administration, population administration, development administration, facilities and infrastructure administration, and other administration. Facilities supporting administrative recording activities still need to be improved. The discipline of the hamlet staff still needs to improve; based on the researcher's observations, some staff still need to be responsible for what tasks are given and also need a sense of concern for the tasks given.

## 2. METHOD

The method used is PAR (participatory action research). PAR is an attempt to make improvements and changes, which in the process, involve parties who are the target of change based on the experiences of particular groups (Khayati, Purwanto, & Mustofa, 2021). There are four stages in implementing community service using the PAR approach: inquiry, action, reflection, and inquiry (Azhari, Rifa'i, Purwanto, & Pudail, 2020). Inquiry is the stage where the servant identifies the problems and needs of the target group. Furthermore, the action stage is the stage to form a work pattern and how to implement it. Reflection is the stage after the activity is carried out through findings and results from the program. The last inquiry stage is conducted to find problems that arise after the program or activity is implemented.

The activity of recording the assets of the hamlet infrastructure facilities was carried out jointly with the hamlet head, hamlet treasurer, and representatives from

the Babadan 01 Hamlet youth. The Babadan 01 Hamlet treasurer provided formats and inventory recording data, which were still in the form of separate manual records in several books (not yet compiled). ) to be compared and adjusted to the latest and more regular format. Data updating is also carried out here, bearing in mind that there are still several assets that have just been owned but have yet to be recorded in detail.

All Babadan 01 hamlet officials, including the hamlet head, treasurer, and youth leader, were also in this activity to help collect data. The follow-up of this activity is the ease of recording following the previously agreed upon format and facilitating data checking by Dusun Babadan 01 officers, which is carried out by the inspectorate once a year.

In its implementation, this activity was greatly supported by the people of Dusun Babadan 01, the Dusun Babadan 01 apparatus, and a group of friends who assisted in the recording and documentation process. The presence of all related parties evidences this to assist in obtaining inventory data and conducting deliberations or sharing regarding the details of the assets of Dusun Babadan 01 and how to record inventory for Dusun Babadan 01.

The only obstacle encountered during the activity was the availability of time from all related individuals, so inventory recording activities had to wait for the proper schedule for everyone to gather. The available schedule is also minimal, so the writer must immediately complete the rough data recording within the allotted time so that it can be re-recorded regularly and in detail according to a predetermined format.

### 3. RESULTS AND DISCUSSION

The results of the service obtained are based on interview guidelines which refer to the basic principles of good administration, where the indicators include the following (Katili et al., 2022):

#### Transparency

Based on the results of interviews obtained in the field, the hamlet government, in managing the administration of hamlet, has tried to make it happen even though not all of it can be implemented yet, in its management, it is always done openly, can provide information, and meet the needs of the people in need. Why is it said to be open or done transparently? The government of Dusun Babadan 01, Patent Village, Dukun District, Magelang Regency continuously disseminates information to the public about government programs and development plans that will be realized and manages administration openly and is known by the community.



Figure 1. Recording of the hamlet administration board

### *Accountability*

Administrative management in Babadan 01 Hamlet, Paten Village, Dukun District, Magelang Regency can be accounted for in terms of legal account tability, namely compliance with the law, and honesty accountability, namely avoiding abuse of office, corruption, and collusion. Both guarantee the upholding of the rule of law and the existence of healthy organizational practices. Then the village officials can also account for the programs that have been made up to the implementation of the program, as well as the accountability for the policies that have been determined, taking into account the impacts that will be faced in the future. Moreover, financial accountability is carried out economically, efficiently, and effectively; there is no waste, leakage of funds, or corruption. However, the hamlet administration still needs to be implemented. The reasons why not all of the hamlet administration can be implemented are due to a lack of supporting tools needed, then a lack of ability or human resources so that administrative management cannot be carried out optimally, and a lack of training and discipline in the village government officials who are not yet optimal.



Figure 2. Dusun administration book recording

### *Participation*

Participation is the principle that everyone has the right to be involved in decision-making in every community administration activity. Involvement can be done directly or indirectly. Therefore, community involvement is needed to strengthen democracy. The level of community participation is already very high in the form of cooperation, one of which is discussing development activities. For every development carried out by the government, the community is directly involved in providing input and participating in meetings as well as the form of performance carried out by the community in the village.



Figure 3. Participating in deliberations with figures

Seeing the magnitude of community participation, this is not far from creating good communication between the community and the government. However, community participation could be improved when in the program implementation process where the community is indifferent or does not care and thinks the development process is handed over to the contractor and program officers there should be community participation that can accelerate the development process.

The three indicators are good things for the village government to do so that there is no element of suspicion that the third community has to spend funds, for example, in arranging the required documents. Nothing is free, but it must be done correctly so as not to cause slander and suspicion among ordinary people.



Figure 4. Arrangement of hamlet administration boards

Therefore, it is only appropriate that the hamlet officials in charge of serving the community know how they should provide excellent service to the community. According to Kossasy (2021), the administrative arrangement of facilities and infrastructure should be carried out optimally because poor management will impact service to the community. The opposite happened in Babadan 01 Hamlet, where the hamlet officials had yet to carry out the administration of facilities and infrastructure to the fullest due to inadequate levels of education and knowledge. In structuring the administrative management of hamlet facilities and infrastructure, it is not yet effective and efficient because it still needs to be well organized so that it is low on the administrative management of hamlet government facilities and infrastructure. Furthermore, the readiness of human resources at the level of governance in the hamlet has yet to fully develop the potential or capabilities of the hamlet government, so it becomes one of the obstacles that significantly influence the administrative management of hamlet facilities and infrastructure. According to Bambang as the head of the hamlet (Bambang, 2022) explained that officials who cannot work could cause services not to be optimal; this is due to their level of education and having never attended administrative training. In addition, the infrastructure owned by the hamlet needs to be improved so that it can hamper existing services.

#### 4. CONCLUSION

Based on the results of community service activities with the title optimizing the recording of administrative governance of Dusun Babadan 01 to increase the efficiency of service to the community. So it can be said that so far, the hamlet officials here are represented by the hamlet head, treasurer, and youth leader of Babadan 01. Hamlet has not managed the administration of Babadan 01 Hamlet well due to, among other things, their level of education and has never received training



in good administrative Management. And right. Therefore, according to the head of Dusun Babadan 01, the activities carried out by the service team were beneficial to his officials in rearranging the arrangement of administrative records, which needed to be properly organized according to the principles of good and correct administration. In order to maximize the Administrative Management of facilities and infrastructure in the hamlet, the head will need to improve the competence and discipline of his members.

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