

ABSTRAK

Laoli, Aswin Syahman. 2025. Evaluasi Kinerja Pemerintah Desa Dalam Pelayanan Publik Di Desa Hilimbowo Idanoi Kecamatan Gunungsitoli Idanoi Kota Gunungsitoli. Skripsi. Pembimbing. Lase, S.E., M.Pd.

Pelayanan publik merupakan salah satu tanggung jawab utama pemerintah desa dalam memenuhi kebutuhan masyarakat secara cepat, tepat, dan adil. Namun kenyataannya, masyarakat Desa Hilimbowo Idanoi Kecamatan Gunungsitoli Idanoi masih mengalami hambatan dalam memperoleh pelayanan, khususnya terkait keterlambatan administrasi kependudukan, rendahnya kedisiplinan aparatur desa, serta minimnya fasilitas pendukung. Tujuan dari penelitian ini adalah untuk mengevaluasi kinerja pemerintah desa dalam penyelenggaraan pelayanan publik, mengidentifikasi faktor penghambat, serta merumuskan upaya yang dapat dilakukan untuk meningkatkan kualitas pelayanan publik di Desa Hilimbowo Idanoi. Jenis penelitian ini adalah penelitian deskriptif dengan pendekatan kualitatif. Informan penelitian terdiri dari kepala desa, perangkat desa, ketua dan sekretaris BPD, serta tokoh masyarakat. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Analisis data dilakukan dengan tahapan reduksi data, penyajian data, triangulasi, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa kinerja pemerintah desa dalam pelayanan publik masih belum optimal, terutama dalam aspek ketepatan waktu, disiplin kerja, dan pemanfaatan sarana kantor desa. Faktor penghambat utama adalah rendahnya komitmen aparatur desa, kurangnya sanksi tegas atas pelanggaran kedisiplinan, keterbatasan sumber daya manusia, serta rendahnya partisipasi perangkat desa dalam program kesehatan masyarakat. Meskipun demikian, terdapat aspek yang sudah berjalan cukup baik, yaitu adanya responsivitas terhadap kebutuhan masyarakat dan upaya pemerintah desa untuk menjaga hubungan sosial dengan masyarakat. Berdasarkan hasil penelitian, disarankan agar pemerintah desa meningkatkan kedisiplinan aparatur, mempertegas sistem sanksi, memaksimalkan pemanfaatan fasilitas kantor desa, serta mengembangkan pemanfaatan teknologi informasi guna mendukung pelayanan publik yang lebih efektif dan efisien.

Kata Kunci: Evaluasi Kinerja, Pelayanan Publik, Pemerintah Desa

ABSTRACT

Laoli, Aswin Syahman. 2025. Evaluation Of Village Government Performance In Public Services In Hilimbowo Idanoi Village, Gunungsitoli Idanoi Subdistrict, Gunungsitoli City. Thesis. Advisor: Delipiter Lase, S.E., M.Pd.

Public service is one of the main responsibilities of the village government in fulfilling the needs of the community in a fast, precise, and fair manner. However, in practice, the community of Hilimbowo Idanoi Village, Gunungsitoli Idanoi Subdistrict, still faces obstacles in obtaining services, particularly related to delays in population administration, low discipline among village officials, and limited supporting facilities. The purpose of this study is to evaluate the performance of the village government in providing public services, to identify inhibiting factors, and to formulate efforts that can be made to improve the quality of public services in Hilimbowo Idanoi Village. This study used a descriptive qualitative approach. The informants consisted of the head of the village, village apparatus, the head and secretary of the Village Consultative Body (BPD), and community leaders. Data were collected through observation, interviews, and documentation. The data analysis technique was carried out through data reduction, data presentation, triangulation, and drawing conclusions. The results of the study show that the performance of the village government in providing public services is still not optimal, especially in terms of punctuality, work discipline, and the use of village office facilities. The main inhibiting factors are the lack of commitment of village officials, the absence of strict sanctions for indiscipline, limited human resources, and the low participation of village officials in community health programs. However, there are aspects that have been running quite well, namely the responsiveness to community needs and the government's efforts to maintain social relations with the villagers. Based on the findings, it is recommended that the village government improve the discipline of its officials, enforce stricter sanction systems, optimize the use of village office facilities, and develop the utilization of information technology to support more effective and efficient public services.

Keywords: performance evaluation, public service, village government