

Service Quality in Maja Baru Village, Maja, Lebak Regency

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ABSTRACT

The problems behind the researchers in conducting this study include the effectiveness of services still not achieving the desired results, lack of discipline of sub-district employees in attendance when entering and leaving the office and lack of response of service officers to the community who want to perform services. This study was conducted to determine how and to what extent the quality of service in Maja Baru Village, Maja District, Lebak Regency. The method used in this research is qualitative research, namely to understand the phenomena experienced by research subjects holistically in a descriptive way in the form of words and language. Researchers use in-depth interviews, documentation and observations in data collection. Research informants are determined by Purposive Sampling, where researchers determine for themselves who are research informants. The research instrument is based on Service Quality from the theory of Zeithaml where there are 5 (five) dimensions of quality, namely Tangibels, Realibility, Responsiveness, Assurance and Emphaty. Data processing and analysis techniques use qualitative data analysis techniques that are carried out from the first data until the research ends by following the concepts of Miles and Huberman. The results of the research analysis of service quality in Maja Baru Village, Maja District, Lebak Regency in its implementation have been good, although the limitations and level of Service Quality in Maja Baru Village, Maja District, Lebak Regency are still not optimal.

Keywords: Quality of Service, Village.

ABSTRAK

Permasalahan yang dilatarbelakangi peneliti dalam melakukan penelitian ini antara lain efektivitas pelayanan masih belum mencapai hasil yang diinginkan, kurangnya kedisiplinan pegawai kecamatan dalam hadir ketika masuk dan keluar kantor serta kurangnya respon petugas pelayanan terhadap masyarakat yang ingin melakukan pelayanan. Penelitian ini dilakukan untuk mengetahui bagaimana dan sejauh mana kualitas pelayanan di Desa Maja Baru, Kecamatan Maja, Kabupaten Lebak. Metode yang digunakan dalam penelitian ini adalah penelitian kualitatif, yaitu untuk memahami fenomena yang dialami subjek penelitian secara holistik secara deskriptif berupa kata-kata dan bahasa. Peneliti menggunakan wawancara mendalam, dokumentasi dan observasi dalam pengumpulan data. Informan penelitian ditentukan dengan Purposive Sampling, dimana peneliti menentukan sendiri siapa informan penelitian. Instrumen penelitian didasarkan pada Kualitas Layanan dari teori Zeithaml dimana terdapat 5 (lima) dimensi kualitas yaitu Tangibels, Realibility, Responsiveness, Assurance dan Emphaty. Teknik pengolahan dan analisis data menggunakan teknik analisis data kualitatif yang dilakukan dari data pertama sampai penelitian berakhir dengan mengikuti konsep Miles dan Huberman. Hasil analisis penelitian mutu pelayanan di Desa Maja Baru, Kecamatan Maja, Kabupaten Lebak dalam pelaksanaannya telah baik, meskipun keterbatasan dan tingkat Kualitas Pelayanan di Desa Maja Baru, Kecamatan Maja, Kabupaten Lebak masih belum optimal.

Kata Kunci: Kualitas Layanan, Desa.

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INTRODUCTION

The birth of the Unitary State of the Republic of Indonesia was formulated in the preamble to the 1945 Constitution, namely protecting the entire nation and all Indonesian bloodshed, promoting general welfare and educating the nation's life and participating in implementing world order based on independence, lasting peace and social justice. In general, the ideal is to form an equal and prosperous society within the forum of the sovereign Unitary State of the Republic of Indonesia and based on Pancasila. *Good government* or good governance is an implementation of responsible development management (accountability), in line with democratic, effective, and efficient principles. In addition, the government that aspires is also contains the principle of involving the public and the private sector in participation, openness, equality, all citizens have equal opportunities and rights to participate in development and improve community welfare. The role of the government in a country to create a conducive environment in facing the era of globalization is something that absolutely must be done. The vision of the government of a country in addition to having an internal dimension (the ideals of the nation concerned) cannot be separated from existing external aspects, especially those related to trends in relations between countries and between members of society in future eras.

Local government of Lebak regency's policy in the context of efforts to accelerate regional development has been carried out through various activities, both physical and non-physical work contained in various regional regulations. One of the efforts made by the local government is through the expansion of the Maja Baru Village area in order to accelerate public services and development in various sectors in the hope of accessing the aspirations of the community. Along with the demands for reform and autonomy authority handed over to the regions in accordance with law number 32 of 2004 then changed to law number 23 of 2014 concerning regional government, the realization of the State Government Apparatus that functions to serve the community, professional, efficient, productive, transparent, free from corruption, collusion and nepotism needs to be supported by good performance. The growth and development of human resources is the result of process sequences in the form of a system that regulates and directs the role of humans in realizing organizational goals to be achieved, including behavior, attitudes and skills more broadly the coaching process carried out by leaders to employees or subordinates is the core of human resource management.

As an implementation of the enactment of law number 23 of 2014, the implementation of regional autonomy in its implementation gives the authority to the local government to regulate and manage its own household to improve efficiency and results for the administration of government. In order to optimize the implementation of regional autonomy, and the existence of regional apparatus and regional technical agencies or agencies in its implementation, it needs to be supported by officials who are capable in innovative attitudes and mindsets. As it is understood that the essence of government is service to society, therefore government is not formed for itself but to serve the community and create conditions that can enable people to develop their abilities and creativity for progress and common goals. The services provided by the government apparatus in Indonesia mostly tend to "run in place" while the impact is very broad in political, social, cultural and other lives. In political life, service improvement also has broad implications, especially in improving trust in the government. Meanwhile, in social and cultural life, poor quality services result in disruption of community psychology as indicated by reduced mutual respect and solidarity among the community, mutual suspicion which ultimately causes a sense of public indifference both to the government and others

Service performance measurement is often interchangeable with government performance measurement. This is not surprising because basically, services are the



responsibility of the government. The government bureaucracy carried out by bureaucrats must always lead to the interests of the people. The power that has been in the hands of bureaucrats must shift its locus to the community, because everything that becomes the policy of bureaucrats comes from the aspirations, needs and interests of the community. In addition, no less important for the community is also that bureaucrats are aware of where they must act and behave by using the authority and power of the State, if they have to be servants and public servants, which must not show the play of strength and power.

The quality of village government apparatus services to the community is the level of efficiency, effectiveness and productivity of the institutional capability system, staffing and management in encouraging, growing and providing protection for the fulfillment of the needs of implementing community rights and obligations. Services that are expected and become demands for services by public organizations, namely the government, are directed to the delivery of public services that are more professional, effective, efficient, responsive, transparent and accountable. Nowadays society is increasingly modern so that its needs are increasingly complex. The Provincial and Regency/City Governments in meeting the needs of the community carry out various efforts, as well as in Lebak Regency in order to improve services and accelerate development. Maja Baru Village is an organization/institution of district/city regional apparatus that has the task of carrying out some of the duties of the district/city government delegated by the regent mayor.

At a glance about the integrated administrative services of Maja Baru Village, the integrated administration services of Maja Baru Village are the implementation of public services in Maja Baru Village where management process, from application to the stage of document issuance is performed in one place. One place means enough through one service desk. This system positions community residents only in contact with service desk/counter officers in Maja Baru Village. When people come to the Maja Baru Village office to take care of administrative services, they no longer go to every interested officer, such as the section head, Maja Baru Village secretary and sub-district, but simply submit the file at the service desk, wait for a moment and then wait to be called to receive the completed documents. After that, make a payment (if there is a tariff to be paid). Payment is also made and recorded transparently by the service officer. So that people are no longer burdened with the question of whether the payment money reaches the regional treasury or is lost on the way, then everything needs to be recorded and reported. The following is one example of requirements, cost and time in the service process. For example, making a Building Permit (IMB- Izin Mendirikan Bangunan) requires filling out the application form, photocopying of ID cards, photocopies of certificates/other land documents, power of attorney and photocopies of ID cards (if authorized), copies of PBBP2 bunnas marks, building plan drawings and completion time of 10 working days and attachment of fees if there are fees to be paid. For more details, the following are the types, times and requirements for licensing in the Integrated Administration Service of Maja Baru Village

Furthermore, one of the regional apparatuses in Lebak Regency is the Maja Baru Village office of Maja Baru, Maja District which has the task of carrying out some regional household affairs in the fields of government, peace and order, empowerment of rural communities, social welfare and public services as well as coordination with Autonomous and vertical government agencies in the region. The realization of the purpose of regional expansion in improving service quality does not seem to have received the expected results. It is non-negotiable that maximum service is a right for all people and the government is obliged to provide services as a form of service to its community. But it seems to still be something that has not materialized yet. The quality of service in Maja Baru Village, Maja District is still not optimal, this can be seen from:



First, in terms of the effectiveness of administrative services provided by service providers that are less effective and exceed the stipulated time. Lack of effectiveness in completing services is a sad thing that happens in the organizational environment which is certainly very detrimental to the community.

Second, the problem found by researchers in the field is discipline in Maja Baru Village employees. For example, from field observations, researchers found problems, one of which was the presence of sub-districts that were not optimal. Another thing that researchers found was the lack of employee discipline in entering and leaving the office. Maja Baru Village employees should start working Monday – Thursday from 08.00 to 16.00 WIB except Friday from 08.00 to 15.30 WIB. However, from the results of observations in the field, researchers found the problem of many employees who entered beyond the set time, namely the average entry to the office at 08.20 WIB and left early at around 15.00 WIB, the Maja Baru Village office was empty of employees. This certainly hampers and harms the community who should get optimal services. The establishment of Maja Baru Village is intended to make it easier for people to access services according to their individual needs. However, apparently, to get excellent service is still a difficult thing to achieve, one of the reasons is the lack of employee discipline in terms of entering and leaving the office where when entering employee working hours and employee leaving work hours are absent from the time previously set.

Third, the problem that researchers found in field observations is the lack of response of service officers to the community who want to perform services. Lack of attention to individual service users provided by service providers. So that people who will do services are confused, do not feel comfortable and feel unhelped. This is because not all people know how the procedure for the stages of service flow at the Maja Baru Village office

THEORETICAL STUDIES

Service Theory

The term service in the Big Dictionary Indonesian described service as an effort to serve the needs of others. While serving is helping prepare (take care of) what someone needs. The definition of service according to Lukman in Sinambela (2006: 5) that service is "an activity or sequence of activities that occur in direct interaction between someone and others or still physically and provide satisfaction to customers" while according to Kotler in Sinambela (2006: 4) service is "any activity that benefits in a group or unity and offers decisions even though the results are not related to a product physically"

Another opinion about service according to Gronros in Ratminto and Winarsih (2006: 3): "Service is an activity or series of activities that are invisible (invisible) that occur as a result of interactions between consumers and employees or other things provided by service delivery companies intended to solve consumer / customer problems."

Service Quality Theory

Quality according to Goets and Davis (1994: 4) in Hardiyansyah (2007: 117) quality is "a dynamic condition related to products, services, people, processes and environments that meet or exceed expectations. In addition, according to Tjiptono (1995) in Sarah (2011: 27) there are five sources of quality, namely

- a. Programs, policies and attitudes involving commitment from top management
- b. Information systems that emphasize accuracy, both time and detail
- c. Product design that emphasizes reliability and extensive product agreements prior to market
- d. A production policy with a workforce that emphasizes well-maintained equipment, well-trained workers, and rapid storage discovery



e. Vendor management that emphasizes quality as the primary means

According to Sinambela (2006: 6), quality has conventional and strategic definitions. Quality in the strategic definition is anything that is capable of meeting the wants or needs of customers, while the conventional definition of quality usually describes the immediate characteristics of a product, such as:

- a. Performance
- b. Reliability
- c. Easy to use, and
- d. Aesthetic

According to Zeithaml, Bery and Parasuraman in Hardiyansyah (1990: 46) service quality can be measured from 5 dimensions, namely:

1. *Tangibels* (tangible), the appearance of physical facilities, equipment, equipment, employee appearance and communication facilities provided
2. *Realibility* (reliability), the ability to promise services which include two things, namely trustworthy and accurate (precise and thorough)
3. *Responsiveness*, the desire to help users and provide services quickly and precisely
4. *Assurance*, the knowledge and courtesy of the attendants and their ability to foster trust and confidence in users
5. *Empathy*, the attention of individuals and companies to users

The dimensions of service quality proposed by Zeithaml, Berry and Parasuraman affect customer expectations and the reality they receive. If in fact the customer receives service exceeding his expectations, then the customer will say the service is of quality or satisfactory and if on the contrary the customer receives service that is less or the same as his expectations, then the customer will say the service is not quality or unsatisfactory. Based on this conception, Zeithaml, Berry and Parasuraman (1985) in Sarah (2011: 45) concluded three conditions that express service user satisfaction with the services they receive, namely:

1. When customer *expectations* are lower than the perception of *the service obtained*, it becomes a pleasant surprise for service users.
2. When customer *expectations* are in accordance with the perception of *the service obtained*, the customer will feel *satisfied*
3. When customer *expectations* are greater than perceptions of *the service obtained*, customers will feel *dissatisfied* with the service

Meanwhile, Zeithaml, Berry and Parasuraman in Hardiyansyah (2007: 136) suggest that good service management cannot be realized because of 5 gaps, namely:

1. Gap 1 (Gap between consumer expectation and management perception) the gap between consumer expectations and management perceptions is not always aware, not knowing fully what consumers want.
2. Gap 2 (gap between management perception and service quality specifications) quality perception gap will occur if there is a difference between management's perception of consumer expectations and service quality specifications formulated
3. Gap 3 (gap between service quality specification and service delivery) This gap was born because of the gap in service and service delivery
4. Gap 4 (gap between service delivery and external communications) gap four is born as a gap in services and external communication can be the result of differences between services provided and promises given
5. Gap 5 (gap between perceived service and expected service) This gap occurs because the service expected by consumers is not the same as the service actually received or felt by consumers



Based on the study, Zeithml, Berry and Parasuraman identified that the focus of service quality measurement is the fifth gap, namely the gap between perceived service and service expected by service users. Therefore, measuring service quality

Thus the definition of quality in a nutshell, namely that quality is everything that is able to meet the wants or needs of customers in a timely manner according to budget and meet needs.

RESEARCH METHOD

Research methods are basically a scientific way to obtain data with specific purposes and uses. In order for research to be tested for validity, and can be accounted for, a study must use scientific methods and applicable rules, with of course paying attention to the suitability of field conditions where research practice is carried out. According to Arikunto (2002: 14) qualitative research has an inductive nature, namely the development of concepts based on existing data, following a flexible research design according to the context. Related to this, to further deepen knowledge of the problems that occur in this study, the method used in this study is a qualitative descriptive research method.

The purpose of this qualitative descriptive research is to make a systematic, factual and accurate description of the facts, properties and relationships between the phenomena investigated (Najir 2003: 54). In this study, researchers only examined one variable (independent variable), namely the variable of service quality at the Maja Baru Village office, Maja District, Lebak Regency. The research instrument used to collect data in qualitative research is the researcher himself. Qualitative researchers as human instruments, function to establish the focus of research, choose informants as data sources, conduct data collection, assess data quality, analyze data, interpret data and make conclusions on their findings.

The research instrument used to collect data in qualitative research is the researcher himself. According to Nasution in Sugiyono (2005: 62), researchers as a research instrument are compatible for similar research because they have characteristics including:

1. The researcher as a tool is sensitive and can react to any stimulus from the environment that must be expected to be meaningful or not for the study.
2. Researchers as a tool can adapt to all aspects of circumstances and can collect a variety of data at once.
3. Each situation is a whole. There is no instrument in the form of a test or questionnaire that can capture the whole situation, except humans.
4. A situation that involves human interaction, knowledge cannot be understood alone. To understand it we need to feel it often, dive into it based on our knowledge.
5. The researcher as an instrument can immediately analyze the data obtained and he can interpret it.
6. Only humans as instruments can draw conclusions based on data collected at a given moment and use them immediately as a reversal to obtain affirmation, change and improvement.
7. If humans as instruments, strange and distorted responses are given attention. Other responses than others, even contradictory ones are used to increase the level of confidence and level of understanding of the aspect under study.

According to Sugiyono (2005: 97) population is a generalized area consisting of subjects / objects that have certain qualities and characteristics determined by researchers to be studied and then drawn conclusions. The population in this study is residents in Maja Baru Village, Maja District, Lebak Regency. Informants or resource persons were obtained from the results of visits made at the research location, namely in Maja Baru Village, Maja District, Lebak Regency. The informants intended in this study are people involved in



research who will provide information or answers about what is the object of research. The list of informants in this study are stakeholders or parties involved in the implementation of services in Maja Baru Village, Maja District, Lebak Regency. The following will be described a list of informants related to this research, namely:

Table 1. List of Informers

No	Position/Status of Informer	Many
1	2	3
1	Maja sub-district head	1
2	Head of Government and Land Kec.	1
3	Chairman of BPD Maja Baru	1
4	Head of Maja Baru Village	1
5	Secretary of Maja Baru Village	1
6	Community	7
Sum		12

Data analysis is the process of organizing and sequencing data. Data processing is the beginning of the data analysis process. The data processing process is a stage, where data is prepared, classified and formatted according to certain rules for the purposes of the next process, namely data analysis. Data analysis is the process of organizing and sorting data into patterns, categories, and basic description units so that themes can be found and working hypotheses can be formulated as suggested by the data. From this formulation we can draw an outline that data analysis intends to first organize data. The data collected is copious and consists of field notes, researcher comments, images, photos, documents in the form of reports, biographies, articles, and so on. After data from the field is collected using the data collection methods above, the researcher will process and analyze the data using descriptive-qualitative analysis using triangulation techniques, which are data collection techniques that combine various techniques and data collection and existing data sources. Which means researchers use different data sources to get data from the same source. Researchers use participatory observation, in-depth interviews and documentation for the same data sources simultaneously.

The data collection tools used in this study, especially in conducting interviews are:

1. The interview sheet is to record all information from the source.
2. Digital camera to create visualizations during interviews as research documentation material.

Then the data collection techniques used in this study are:

- a. Interview, which is the process of obtaining information to achieve research objectives carried out through verbal communication activities in the form of conversations. In this study, interviews were conducted using interview guidelines.
- b. Documentation, namely data collection sourced from relevant official documents, such as the Performance Accountability Report of Maja Baru Village Government Agencies, Maja District, and documents related to employee service quality analysis problems in Maja Baru Village, Maja District, Lebak Regency.
- c. Observation, namely data collection by observing activities carried out by research sources in the field.

To give meaning to the data that has been collected, data analysis and interpretation are carried out. Given that this research was carried out through a qualitative approach, the analysis was carried out from the first data until the research ended. This research was



conducted at the Maja Baru Village Office, Maja District, Lebak Regency. The research was conducted in April-August 2022.

RESEARCH RESULTS

Maja Baru Village is one of the villages in Maja District with the task of assisting in perform duties and responsibilities based on the Regulation No. 6 of 2014 concerning Villages and other government duties based on laws and regulations either Ministerial Regulations, Regent Regulations or other regulations. Maja Baru Village, Maja district is on duty of the formulation and implementation of policies in the field of coordination of all activities carried out by the Maja Village apparatus New in the framework of integrated governance

The quality of government apparatus services to the community is the level of efficiency, effectiveness and productivity of the institutional capability system, personnel and management in encouraging, growing and providing protection for the fulfillment of the needs of the implementation of community rights and obligations. Services that are expected and become demands for services by public organizations, the government, are more directed to the delivery of public services that are more professional, effective, efficient, responsive, transparent and accountable. Nowadays society is increasingly modern so that its needs are increasingly complex. The Provincial and Regency/City Governments in meeting the needs of the community carry out various efforts, as well as in Lebak Regency in order to improve services and accelerate development. Maja Baru Village is an organization/institution of district/city regional apparatus that has the task of carrying out some of the duties of the district/city government delegated by the regent/mayor.

In order to answer the formulation above, especially in the quality of employee service at the Maja Baru Village Office, Maja District, it can be measured by the following indicators:

Tangibels

According to Zeithaml, Parasuraman, and L. Berry in Hardiyansyah (1990: 46) said that one dimension of the quality of public service is Tangibels (Tangible), namely a quality of service can be supported by several indicators such as the appearance of officers/apparatus in serving customers, that is, the comfort of the place to do service, then the ease in the service process provided by the officer makes it easier for customers or the community It itself does not, not forgetting also the discipline of the officers/apparatus in doing services on time not in providing service, ease of customer access in service requests and the use of aids in waiters.

In conclusions given by the community here, researchers concluded that the quality of service must be maximized even more by empowering the potential of human resources and improving facilities, especially for people who do not know about the latest information about some policies provided by local governments

Reliability

The second dimension as proposed by zeithaml, parasuraman, and l. Berry in hardiyansyah (1990: 46) is reliability. This indicator details the accuracy of officers in carrying out services, because usually the community wants to be careful, fast and precise, for that researcher conducted interviews with the Head of Government and Land, Village Heads and several communities in Maja Baru Village, Maja District.



Responsiveness Zeithaml, Parasuraman, and I. Berry in hardiyansyah (1990: 46) stated that the third dimension is responsiveness, meaning that in carrying out the process of community service, officers respond quickly and precisely not or the community gets as they wish not especially the results of the service.

Looking at the statements, it can be concluded that there is an assessment for the dimensions and indicators of Service Quality that occurs in Maja Baru Village, Maja Baru District, although only a few respondents ranging from representatives of the Maja Baru Village government, Maja Baru Village, Village Government and the Community, if the Maja Baru Village government considers that the officers in the service have given a responsive response, fast and precise and has been careful in carrying out all services in Maja Baru Village, Maja district, because the Maja Baru Village has appointed Maja Baru Village Integrated Administration Service (Paten) officers who have the main duties and functions, especially in services, ranging from building permits, billboard permits, then business place permits, Micro trading business license and other licenses. Then in contrast to the assessment of the Village Secretary, the response given by officers in providing responsively, quickly and responsively has not been optimal and has not been careful because officers are sometimes not standby in the place of service, finally the community or devices who want to get quick service need waiting for officials and service officers to be in the office first.

Furthermore, the conclusions from the community are much more diverse, some say no one has said it has been because at the time of making the process of making service administration, some were responded to directly quickly and appropriately, some did require a long time because at that time the officers who had been assigned were not standby at the place of service.

Assurance

Based on Zeithaml, Parasuraman, and L. Berry in Hardiyansyah (1990: 46), the fourth dimension of Service Quality is Assurance (Guarantee) where all officers in performed services provide on time guarantee, cost guarantee and guarantee of legality of making in accordance with the expected policy.

It is interesting when talking about assurance because this is a factor in a person or community or applicant trusting the government, meaning that this is an important indicator. Usually, punctuality and cost guarantees are the main causes of people believing in the quality of services provided to the community, including in Maja Baru Village, Maja District. The various informant opinions described above are objective steps to conduct an evaluation in make improvements, especially in guaranteeing the service process provided by the Maja Baru Village government.

In addition, this is also a joint PR that how the quality applied at the Maja Baru Village Office, Maja Kec. Maja is the main thing because it is one of the New Maja Villages in Lebak Regency.

Emphaty

The last dimension conveyed by Zeithaml, Parasuraman, and I. Berry in hardiyansyah (1990: 46), is Emphaty. This indicator is conveyed that in the quality of service expected is how officers serve applicants or the community with a friendly attitude, courtesy and do not discriminate, for that the researcher asks the applicant a question in this dimension is whether the opinion of the officer / mother in serving the applicant with attitude friendly, polite, non-discriminatory (discriminatory).

From some of the informants' opinions in previous section, it can be concluded especially in terms of the Emphaty Dimension here, starting from the Village Head, Village



Secretary, and Community seeing that the quality of service in Maja Baru Village, Maja district has not shown good quality, because according to some informants friendly attitudes, good ethics and discriminating applicants or the community are still seen and felt by every applicant who wants to carry out the process of service to the government Maja Baru Village, Maja District.

Finally, researchers looked at the four dimensions that had been conveyed by Zeithaml, Parasuraman, and I. Berry in Hardiyansyah (1990: 46) on the quality of employees in Maja Baru Village, Maja District, still need several improvements ranging from facilities, reliability, fast and appropriate response, cost guarantees and the attitude of the officers themselves.

CONCLUSION

Based on research that has been conducted on Service Quality in Maja Baru Village, Maja District, Lebak Regency, the conclusions that can be drawn are as follows: To answer as the formulation above regarding the extent of service quality at the Maja Baru Village Office Kec. Maja, researchers use the theory proposed by zeithaml, parasuraman, and I. Berry in hardiyansyah (1990: 46) about service quality that to measure quality requires dimensions and quality indicators, namely Tangibels (Tangible), Reliability (Reliability), Responsiveness (Responsiveness), Assurance (Assurance) and Emphaty (Empathy). To answer the problem and the results of the analysis of Service Quality in Maja Baru Village, Maja District, Lebak Regency based on the explanation of the indicators above, especially at the Maja Baru Village Office, Maja District, it has been concluded based on information that has been obtained either from actors or officials of the Maja Baru Village Government, Maja District, Village Government and the Community itself that the quality of employees in Maja Baru Village, Maja District, still requires several improvements starting from facilities, reliability, fast and precise response, cost guarantees and the attitude of the officers themselves, Then this becomes a complete responsibility for the Maja Baru Village, Maja District, especially the Village Head, must be a good example for his subordinates because the quality of service is needed to improve good service in the future

Based on the conclusions above, especially regarding the Policy Implementation of the Regulation of the Minister of Villages, Development of Disadvantaged Regions, and Transmigration Number 14 of 2020 concerning Priorities for the Use of Village Funds in 2020 (Case Study of Covid-19 Handling in Sukamarga Village, Sajira District), researchers provide input or suggestions as follows:

Based on the explanation above, related to the research on Service Quality in Maja Baru Village, Maja District, Lebak Regency, researchers provide input or suggestions as follows: Maja Baru Village officials are expected to improve their performance so that the quality of service in Maja Baru Village, Maja District, is maintained, for example arriving on time or increasing time discipline. Then for facilities that will be used as support for improving the quality of services in Maja Baru Village, Maja District, especially completeness for services in Maja Baru Village, Maja District, the use of tools used by officers or apparatus must be careful and precise. Maximize the role and function of Maja Baru Village Administration Service officers, Maja District, so that service control and service quality can be maintained intact. Guarantees in making administration must remain a priority, in addition to guaranteeing the cost of legality in making administration of population, land and other public service administration.

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