

Implementation of Village Government Public Services During the Covid-2019 Pandemic

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Abstract

Public services will continue to run and are needed even though the world and society are faced with various situations and conditions. The current Covid-19 pandemic requires governments at all levels of government to make arrangements and adjustments. Through the use of a qualitative design this research was conducted to explain the form and pattern of services carried out by the village government in the Sonder District Government, Minahasa Regency, North Sulawesi Province in the Covid-19 pandemic situation. work for local governments during the Covid 19 pandemic and work systems in the new normal order set by the central government as well as the implementation of health protocols. The form and pattern of public services is limited in terms of time and physical involvement in the village office, dividing work in the form of pickets and conducting house-to-house services and utilizing communication media for the publication of service information. Work competence and supporting facilities as a step in implementing online services as needed and required during the pandemic have not been carried out.

Keywords: Implementation, Public service, Village government, Covid-19

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Introduction

The epidemic of Covid-19 that has swept the globe, including Indonesia, has wreaked havoc on the operations of the community and the government in terms of the economic, social, and public service components of such activities (Lumbanraja, 2020; Rohman & Larasati, 2020). This is quite obvious, and its effects may still be felt to this day. The Covid 19 virus is a kind of virus that has a rapid transmission rate, affects the population, and ultimately proves to be fatal. Patients who are infected with Covid 19 do not yet have access to any vaccines or medications that are recognized by the medical community as being capable of curing them of the disease.

As a solution to the dilemma posed by the rapid propagation of the Covid-19 epidemic, the government has enacted a variety of measures to restrict the activities of the community and the administration of the government (Christiani, 2020). This involves the restriction of activities in order to prevent the virus from spreading further (Kurdi, 2020; Lumbanraja, 2020). People are encouraged by the government to work, study, and worship in the comfort of their own homes (Christiani, Kurdi, & Larasati, 2020; Rohman & Larasati, 2020). People are cautioned to maintain a safe distance from one another, to wear masks, to thoroughly wash their hands, and to avoid congregating in large groups while participating in community events. All of this is done in the hopes of preventing the spread of the Covid 19 virus across the community. Therefore, it is essential to put restrictions on the activities in the community (Lumbanraja, 2020; Christiani, 2020).

There are many regulations placed by the government on actions that are carried out in the community, and these regulations have an effect on public administration across all government departments (Lumbanraja, 2020; Rohman & Larasati, 2020). There have been significant changes throughout time, in terms of both form and manner, for workers whose jobs include providing services to the community. Because of the presence of one policy, namely working from home, it causes disruptions to the services provided to the community (Lumbanraja, 2020). In a similar vein, the use of service pickets, limitations on service times, and adjustments to service procedures were also used (Lumbanraja, 2020; Christiani, 2020). This problem may also be seen at the level of government services provided at the subdistrict and village levels.

In order for the government to fulfill its responsibility to the community, the community must be provided with public services. These public services might take the shape of the execution of development, administrative services, or empowerment. The government is obligated to continue providing the best service possible, despite the fact that on the other hand, it is necessary to carry out health protocol appeals for the safety of both service providers and clients by establishing social and physical distance. The government, via its most recent initiatives, is also causing problems in the service bureaucracy system by making changes relating to the new normal or New Lifestyle. Decree of the Minister of Home Affairs (Kepmdagri) No. 440-830 of 2020 and Circular Letter of the Minister of Administrative Reform and Bureaucratic Reform (PANRB) No. 58/2020 emphasize the adjustment of work patterns so that an adaptive work culture and integrity can be realized. Both of these documents can be found in the year 2020 (Rohman & Larasati, 2020). The government of the sub-district is responsible for coordination, while the government of the village is vested with the responsibility to regulate, organize, and service the community in accordance with the capacity that is now available. Given the circumstances, we have no choice but to keep operating and continuing to serve the community.

During this epidemic, one of the most important actions that public services should do is to transition from manual to system by using newly developed technology (Kurdi, 2020; Lumbanraja, 2020). Because this will decrease the amount of direct physical connection that occurs between the government and the population and will not result in the formation of crowds, it is believed to be suitable during the present epidemic. To carry out the type of service in a system by using new or digital technology would truly take a huge amount of resources (Kurdi, 2020), and it will not be as quick as turning the palm of your hand. Up to this point, the Covid-19 pandemic has taken place, and its transmission across the population is accelerating. While this is going on, public service cannot be interrupted or avoided (Kurdi, 2020; Lumbanraja, 2020; Rohman & Larasati, 2020).

This situation also occurs in the government of the Sonder sub-district office and 19 villages within the Sonder sub-district government which are obliged to serve 19,801 people, 5,829 heads of families. In the Covid-19 pandemic situation, the sub-district and village governments in Sonder District continue to carry out services to the community by making adjustments according to the policies set by the Minahasa Regency government, North Sulawesi provincial government and the central government. Even though the Covid-19 pandemic has not ended, service providers must prepare themselves with facilities, both facilities and infrastructure, including human resources (employees and government apparatus) which include competence and self-giving (Kurdi, 2020).

This study was conducted to identify the problems faced by the sub-district and village governments in providing services to the community in the current pandemic situation. The

sub-district government and village government in the Sonder Sub-district, Minahasa Regency, which are faced with budget constraints, do not have new technology in government administration and services continue to provide services to the community. Services to the community that are still running but are still faced with complaints from the community and obstacles to implementation by employees need to be identified and an appropriate service model or pattern is formed. Given the ongoing Covid-19 pandemic and there is no medicine that is considered effective for use in treatment, the government continues to provide services to the thirsty community. So research is considered important and urgent to do at this time. With the results of this study, the University of Sam Ratulangi can recommend to the Minahasa Regency Government, especially the Sonder District Government in the use of models or patterns of public service delivery.

Kursi (2020) explains that public services are a necessity. Public services during a pandemic require the use of technology. Service-providing agencies must prepare themselves with facilities, both facilities and infrastructure, human resources who have the competence and self-giving needed during the corona pandemic. Lumbanraja (2020). Public services that have been carried out by direct interaction must be limited and even have to switch to online services. Christiani (2020). Various policies were carried out by the government during the current Covid-19 pandemic. There has been a change in services from face-to-face to digital networks. Not all government agencies can innovate without compromising service quality. The obstacles faced are infrastructure and people who are technology literate. The use of technology in public services must be carried out with the support of reliable infrastructure and human resources.

Rohman & Larasati (2020). The current Covid-19 pandemic has demanded changes in the service bureaucracy, but the quality of service must be maintained. Public services in the new normal era by implementing established policies will have an impact on service access to the community (Sasauw et al., 2019). The implementation of public services in the sub-districts is still less responsive and accountable due to the lack of support for facilities and many employees who are not in the office during service time. The implementation of public services is still a lot of disappointment for the community (Lololoran et al., 2021). The quality of services provided by the village government will affect community satisfaction. The long service time that occurs in the service process is caused by the lack of support for work facilities and infrastructure.

The previous research above shows that the importance of public services provided by the government to the community. Public services provided by the government to the community at the sub-district and village levels before and during the COVID-19 pandemic have not met expectations and are still very disappointing. The existence of the Covid 19 pandemic which requires changes in service patterns, working from home and staying away from crowds is increasingly disrupting service delivery to the community. Even though the pandemic is still happening, service to the community cannot be stopped, so the government must innovate in public services.

The previous studies above show the various problems faced in public services before and during the Covid 19 pandemic. However, they do not emphasize and focus on services at the sub-district and village levels. The implementation of services at the sub-district and village levels that directly deal with the community requires solutions and innovations during the Covid 19 pandemic. Through this research, it is attempted to identify the forms and patterns of public services at the village and sub-district levels during the Covid 19 pandemic. So the results of this research will be become a recommendation from Sam Ratulangi University in

helping local governments to continue to deliver quality services at the sub-district and village levels during the Covid 19 pandemic.

The sub-district government carries out the coordination function from and to the district and village governments in the implementation of public services, general government, development and empowerment of the community (Londa, 2020). Likewise, the village government based on its authority (Law Number 6 of 2014) serves the community according to its potential. In the situation of the Covid 19 pandemic that hit the world including Indonesia, it has had an impact on the administration of government, public services as well as social and economic.

Efforts to make adjustments and arrangements have been and continue to be made by the government, including in the implementation of public services. Decree of the Minister of Home Affairs (Kepmdagri) No. 440-830 of 2020 which regulates guidelines and work procedures for local governments during the Covid 19 pandemic and Circular Letter of the Minister for Administrative Reform and Bureaucratic Reform (PANRB) No. 58/2020 concerning the Work System of ASN Employees in the New Normal Order becomes the basis for policies in adjusting work patterns in serving the community. This policy is also the basis for the sub-district government and village government in serving the community.

Services at the sub-district level are still unresponsive, inadequate facilities and employee behavior patterns that do not support the achievement of service quality, causing a lot of disappointment for the community (Sasauw et al., 2019). As well as the discovery of services provided by the village government which are still long from the aspect of time and the limited work facilities and infrastructure, it shows that improvements and innovations are needed in services during the current pandemic (Lololoran et al., 2021).

Public services, which are a necessity (Chair, 2020) and cannot be avoided, require the use of technology. The provision of facilities and infrastructure and human resources who have competence and self-giving are very much needed during the corona pandemic. This needs to be done in an effort to limit activities or direct interaction between employees/apparatus and the community and one step is to switch to online services (Lumbanraja, 2020). The change in services from face-to-face to digital requires also the role of people who are not technology literate in addition to readiness from the government (Christiani, 2020).

Because the current Covid-19 pandemic situation has demanded changes in the service bureaucracy, but the quality of service must be maintained. Public services in the new normal era by implementing established policies will have an impact on service access to the community (Rohman & Larasati (2020). Public service standards must adjust to health protocols by making improvements to service procedures and service periods, conditions and community situation, service products provided, adequate facilities and infrastructure as well as employees who are ready to work who have competence and work experience (Rohman & Larasati, 2020).

Methods

The research design that will be used is a qualitative design. Determination of this design in an effort to achieve the research objectives, namely the analysis of the organizational culture of fishing communities. Because using qualitative designs in exploring data and theories will make it easier for researchers to identify and analyze public services carried out in the Sonder District government area, namely at the Sonder District Office and in 19 village offices to the community in the Covid 19 pandemic. The research location will be used as a collection point. direct data in the form of observations and interviews, namely at the Sonder District Office and

19 villages in the Sonder District government area, namely Kauneran Village, Kauneran Satu Village, Kolongan Atas Village, Kolongan Atas Satu Village, Kolongan Atas Dua Village, Leilem Village, Leilem Village Dua, Leilem Tiga Village, Rambunan Village, Rambunan Amian Village, Sendangan Village, Sendangan Satu Village, Sawangan Village, Talikuran Village, Talikuran Satu Village, Timbukar Village, Tincep Village, Taunelet Village and Tounelet Satu Village.

Informants interviewed in this study are those who are considered to have knowledge, data and information in relation to the object of research. The informants are representatives of the elements; (1) Sonder District Government (Leader and Staff); (2) Village Governments in 19 Villages in Sonder District (Old Law and Village Apparatus); (3) Community of Sonder Sub-district (Meet at the Sub-District Office & at the Village Office in the Sonder District area).

The stages of data analysis were carried out since the research process took place starting from the background in the field until the collection of all the required data such as interviews, observations and secondary documents. In conducting data analysis, the researcher used a systematic literature review technique, where the researcher carried out the process of identifying, assessing, and interpreting a number of data related to the research theme that had been previously determined in order to fulfil the research objectives (Kitchenham & Charters, 2007). This research will also conduct focus group discussion activities to strengthen data analysis

Results and Discussion

The Sonder District area is within the scope of the Minahasa Regency government, North Sulawesi Province. Sonder District has 19 villages namely Kauneran Village, Kauneran Satu Village, Kolongan Atas Village, Kolongan Atas Satu Village, Kolongan Atas Dua Village, Leilem Village, Leilem Dua Village, Leilem Tiga Village, Rambunan Village, Rambunan Amian Village, Sendangan Village, Sendangan Village One, Sawangan Village, Talikuran Village, Talikuran Satu Village, Timbukar Village, Tincep Village, Taunelet Village and Tounelet Satu Village with a population of 19,801 people, 5,829 families.

The administration of the sub-district government places more emphasis on the coordination process for the running of the public service process, development, empowerment and security and order from the district government to the village government. In the implementation of public services in the village, the village government has a very large role through the village head or what is also called the old law. The Village Head or Hukum Tua in carrying out his duties and functions is assisted by the Village Secretary, Section Head, Head of Affairs and Head of Dusun and Mewetang. For the smooth running of tasks and functions in government, development, service to the community and empowerment, there is also a Village Representative Body. With regard to the Main Duties and Functions of the Village Apparatus as contained in the Minister of Home Affairs Regulation 84 of 2015 concerning the Organizational Structure and Work Procedure of the Village Government as an elaboration of Law Number 6 of 2014 concerning Villages, it is stated as follows:

The Village Head or Old Law is the Head of the Village Government who leads the administration of the Village Government. Village Head The Village Head or Hukum Tua is in charge of administering Village Government, implementing Village development, developing Village community, and empowering Village communities. In the current Covid-19 pandemic situation, even though there are restrictions and tightening of various community activities, public services must still be carried out. So that the village government in the Sonder District Government of Minahasa Regency carries out public services while still guided by the

Decree of the Minister of Home Affairs (Kepmdagri) No. 440-830 of 2020 which regulates guidelines and work procedures for local governments during the Covid 19 pandemic and Circular Letter of the Minister for Administrative Reform and Bureaucratic Reform (PANRB) No. 58/2020 concerning the ASN Employee Work System in the New Normal Order. These two policies are used as the basis for work patterns in serving the community.

Decree of the Minister of Home Affairs (Kepmdagri) No. 440-830 of 2020 and Circular Letter of the Minister of Administrative Reform and Bureaucratic Reform (PANRB) No. 58/2020 at the level of implementing public services in villages within the Sonder District Government area, it is manifested in the form of service delivery that is still carried out by; (1) Limitation of service time at the village office; (2) Enforcement of a picket system for village officials in serving the community; (3) Enabling the hamlet head in house-to-house services so as to reduce the number of people who come to the village office; (4) Utilizing communication media such as loudspeakers, Facebook and WhatsApp in every public service information in the village; (5) Make a tent in front of the village office as a waiting room for people who are served directly; (6) Provide facilities to support the implementation of health protocols at the village office; (7) Services at the village office apply health protocols starting from wearing masks, checking body temperature, washing hands and maintaining distance.

Observing the seven steps taken in the implementation of public services during the Covid-19 pandemic to village governments within the Sonder District Government of Minahasa Regency, apart from being in line with the policies set by the government in providing public services during the Covid-19 pandemic, it also reflects that public service standards must comply with protocols. Health by Rohman & Larasati (2020) especially in terms of service period, community conditions and situations, service products provided, facilities and infrastructure. Meanwhile, elements of employees who have competence and work experience have not been given much attention when referring to Rohman & Larasati (2020).

Constraints in public services in terms of time and limited work facilities and infrastructure as stated by Lololoran et al. (2021) do not occur in public services in 19 villages within the government area of Sonder District, Minahasa Regency. Likewise, only the problem of responsiveness of village officials in serving the community as stated by Sasauw et al. (2019) was not found in the village government within the Sonder District Government of Minahasa Regency during the Covid 19 pandemic. This was anticipated by the village government in the form of concrete actions. serving the community, namely the functioning of the hamlet head in house-to-house services, thereby reducing the number of people who come to the village office

Efforts to limit direct interaction between the government and the community being served (Lumbanraja, 2020) can be carried out by the village government in the Sonder District Government of Minahasa Regency during the Covid 19 pandemic through limiting service time, diverting services by maximizing the role of the hamlet head and using communication media such as WhatsApp to delivery of documents needed by the community as a physical form of required public services. This application has actually given good results in the implementation of public services in the village. So that this method is still used by the village government to this day.

The village government is given space but also the responsibility to serve the community as Law Number 6 of 2014 serves according to its potential. The potential referred to here is not only related to the potential of the village in terms of socio-economic and political as well as cultural or local wisdom possessed. However, it is also necessary to pay attention to the potential of village apparatus resources in carrying out public services during the Covid 19 pandemic. Lumbanraja (2020) suggests that one of the steps that can be taken by the

government during a pandemic to keep public services running is to utilize information technology, namely switching to public services. by online. This situation will not only break the chain of bureaucratic processes that are sometimes long and take a long time but also provide space for the village government and the community not to congregate so as to break the chain of spreading the virus. To be able to realize this, employees who are ready to work are needed who have the competence and work experience as stated by Rohman & Larasati (2020). In this situation, it was found that the Minahasa District Government specifically provided training for village officials to use new information technology in public services. This happened because the government never predicted that there would be a pandemic that could disrupt the implementation of public services as it is today. Likewise, only in terms of efforts to use new technology through the internet system and digitization of public services has not been taken seriously by the Minahasa Regency Government to remote villages and sub-districts. This weakness is the finding of this study which is the concern and seriousness of the Minahasa Regency Government if it wants good public services at the village level.

One of the information media used today, namely WhatsApp, is indeed very simple and most of the villagers have used it. This media is considered a simple step that can be recommended for use today by the village government because it has provided good evidence from the aspect of time, service products and implementation of health protocols in terms of maintaining distance and avoiding crowds. However, the procedures and procedures for services using WhatsApp need to be socialized and regulated through a formal standard operating procedure (SOP) that has strong legitimacy in services at the village level. So that the village government will make standard operating procedures (SOPs) as the basis for services in the village from face-to-face to online. In addition, the Minahasa Regency Government needs to think about and take appropriate, efficient and effective steps to implement online public services in village services, even if the Covid 19 pandemic will not exist or in the implementation of the new normal.

Conclusion

As a government institution that is given the responsibility and authority to provide public services to rural communities, the village government in any situation and condition is obliged to run it. The COVID-19 pandemic that has hit the world requires governments to make arrangements and adjustments in public services. This arrangement and adjustment in public services also occurs in the village government within the Sonder District Government, Minahasa Regency, North Sulawesi Province. Nineteen villages located in Sonder District through their village government made adjustments to public services as stated in the Decree of the Minister of Home Affairs (Kepmdagri) No. 440-830 of 2020 and Circular Letter of the Minister of Administrative Reform and Bureaucratic Reform (PANRB) No. 58/2020 and the implementation of health protocols. The form and pattern of public services in the village is limited in terms of time and physical involvement in the village office, dividing work in the form of pickets and functioning of the hamlet head in house-to-house services and utilizing communication media in the form of loudspeakers, facebook and whatsapp in various forms. publication of service information. The village, sub-district and district governments have not prepared village officials in terms of work competence and supporting facilities to provide online services as needed and must during the pandemic. Improvement efforts that must be made by district, sub-district and village governments are to prepare infrastructure and employee resources as well as budgets for the implementation of online public services at the village level which are directly connected to sub-district and district governments. Another improvement step is to issue a policy that can be used as a guideline for the operational

implementation of public services in the village during the Covid 19 pandemic and during the implementation of the new normal. As well as providing encouragement to the village government to continue to run public services as the form and pattern of services carried out at this time before the transition of services from manual to online system.

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