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The Effectiveness of the Performance of Apparatus in Public Services in Tindalun Village, Anggraja District, Enrekang Regency

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ABSTRACT
This study aims to determine the effectiveness of civil servant performance in public services in Tindalun Village, Anggeraja District, Enrekang Regency, and to identify factors that influence their effectiveness in public services in Tindalun Village, Anggeraja District, Enrekang Regency. The research method used was qualitative. Data collection techniques were conducted through observation, interviews, and documentation. Informants in this study were civil servants from Tindalun Village, Anggeraja District, Enrekang Regency, and the community. The analysis techniques used were data reduction, data presentation, and conclusion drawing. The results of this study indicate that civil servant performance in public services in Tindalun Village, Anggeraja District, Enrekang Regency is in accordance with performance effectiveness indicators. This can be seen from the effectiveness indicators: work quality, work quantity, and time utilization, indicating that civil servant performance in public services in Tindalun Village is effective. This study also shows that, of the four factors that influence the performance of the apparatus, namely organizational characteristics, environmental characteristics, worker characteristics, and characteristics of management policies/practices, only environmental characteristics and characteristics of management policies/practices are proven to influence the performance of the apparatus at the Tindalun Village office. This is because environmental factors, such as workplace comfort and the availability of facilities (Wi-Fi internet network), as well as management policy/practice factors, especially in the process of communication and delivery of information on regulatory changes, still have obstacles that affect the performance of the apparatus. Meanwhile, organizational characteristics and worker characteristics do not have a significant influence because both have been running well according to their duties and functions..

A. INTRODUCTION

Faced with globalization that is filled with challenges and challenges, the apparatus as a servant of the community is also required in the main beikeirja in terms of providing the best service to the community in order to manage the management of the best management of the government. An apparatus is an eileimein that can achieve eifisieinsi and eeficivity for beirresults or not in carrying out the functions and duties of an agency or leimbaga. An apparatus is expected and required to be effective in carrying out its duties in order to ensure the smoothness and efficiency of service to the community. However, in practice, there are still a number of problems with public

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services, such as the absence of apparatus during the clock, long queues in the management of the apparatus, the resumption of apparatus discipline, the limitation of human resource competition, and the lack of optimal facilities and infrastructure supporting the service. The condition of the apparatus has a direct impact on the effectiveness of the apparatus to the extent that it causes a negative public perception of the apparatus in the public service.

Almost the same problem is also seen in the office of the Deisa Tindalun Keicamatan Anggeiraja of EInreikang Regency as the location of the deisa is quite far from the city center which can impede the connection of the internet to the point of hindering the service. Incidentally, there are many residents who have to travel far from the office of the deisa kei keicamatan if there is a beirkas who need a peirseidestination from the pikak keiikan. This makes the administrative affairs of the same kind of time and cost. Due to information limitations, the community along with not knowing the procedures, the requirements. As a result, meireika goes back and forth only to make the administrative beirkas. Meinurut (Solong eit al., n.d.) Administration is a business and activity that is related to the management of policy to achieve the goals of the administration. According to Mariati Rahman (2017). Public Administration is a total of actions taken to implement the discretion of the administration in providing services to the community. Public administration involves the collection and implementation of policies carried out by the bureaucracy on a large scale, and for public interest.

Apparatus in the public service still faces various challenges in supporting the effectiveness of the apparatus, the problem of public service is not only related to the standardization of service standards, but also to the aspects of impact, apparatus capacity, and the environment. The research gap of the research of the reileivan teirseibut can be found in the variety of locations and also the public service as it is influenced by dynamic eiksteirnal contexts, such as administrative reformation. Therefore, further research can focus on cross-seictional studies to assess how this factor impedes the effectiveness of time and time, or the exploration of community participation as an indeipeindein variable. Further research can expand the scope of other research areas and review the performance of apparatus in public services.

This research aims to provide a better picture of the effectiveness of public services in relation to the apparatus. The use of qualitative research methods, in this research, allows researchers to visualize in a complete way the reality of the service as experienced directly by the apparatus and the community as service users. This research is expected to influence the study of public administration by making a conceptual comparison between the quality of public service and the performance of the apparatus at the level of the government closest to the community..

B. METHODS

This research is carried out using a selection or approach that is adjusted to the formulation of the problem being studied, namely the qualitative approach. So that the results of the data obtained are really relevant to the existing conditions. The purpose of this research is to convey events or information, circumstances, phenomena, and circumstances that occur when the research takes place by presenting what actually happened. This research interprets and describes the data related to the situation that is currently occurring. Meanwhile, according to Sugiyono (2016:15) explained that this research method is a research method based on post-positivism, used to research on the condition of scientific objects, where the researcher is a key instrument, data collection

techniques with triangulation instruments, data analysis is inductive and qualitative, and qualitative research results emphasize meaning rather than generalization.

The object of this study is the effectiveness of the performance of the apparatus in public service. The object of research is the problem being researched, the object of research is the nature of the state of an object, person, or that becomes the center of attention and the object of the research. The nature of the situation in question can be in the form of nature, quantity, and quality that can behave, activities, opinions, views of assessment, attitudes pro-con, sympathy-antipathy. According to Husein Umar (2005:303), the definition of the object of research is as follows: "The object of research explores what and or who is the object of the research. Also, where and when the research is carried out, can also be added with other things if deemed necessary".

C. RESULTS AND DISCUSSION

RESULT

The results of the research were obtained through observation, interviews, and documentation of the Tindalun Village Apparatus and the community who had used the services at the Tindalun Village Office. The informants in this study amounted to 9 people, consisting of 7 village officials and 2 communities, based on the results of research in the field, the findings of this study showed that the performance of the apparatus in public services at the Tindalun Village Office, Anggeraja District, Enrekang Regency was effective but there were still factors that affected the performance of the apparatus, namely environmental characteristics and characteristics of management policies/practices.

DISCUSSION

1. **The effectiveness of the Kineirja apparatus in public service in Deisa Tindalun, Anggeiraja District, Einreikang Regency.**

The effectiveness of public services in Deisa Tindalun, Keicamatan Anggeiraja, EInreikang Regency can be measured through various indicators of effectiveness based on the services of the Dasa Apparatus in carrying out their duties to serve the community. The indicators referred to here are Keirja Quality, Keirja Quantity, and Time Utilization (Hasibuan 2016:132)

a. Quality of Work

The results of the interview with the informant showed the quality of the Beirja based on the informant's statement that the level of quality of the deisa apparatus in serving the community was seen from the assignment of duties. The apparatus carried out the duties according to the responsibilities and served the community according to the questions conveyed by the community, there was coordination with the leadership to avoid and minimize the inaccuracy of the deisa in carrying out the duties until the deisa apparatus came down directly to help the community if there were people and the elderly who were ordinary or could not take care of the paperwork. As far as the quality of the Deisa Tindalun apparatus could be said to be effective, the community as informants also conveyed that the performance of the deisa apparatus was quite good and effective. This is in line with Hasibuan (2016:132) that the quality of keirja is the attitude shown by employees in the form of keirja results in the sake of irrimanship, knowledge, and relevance of results by not ignoring the volume of research in the field of research.

b. Working Quantity

Based on the results of the interview with the informant and the quantity of the information from the results of the interview, we can find that: the quantity of the deisa apparatus from the daily standard of service used, and the service to the community has been categorized as good. The standard of service used by the deisa apparatus is also based on the reikom of the central and regional authorities. The people who are quite satisfied with the service at the Deisa Tindalun office also conveyed that they are quite satisfied with the services provided.

Knowing the Importance of Work at the Deisa Tindalun Office as the administrative burden and the letter of inyurat is disbursed on the same day, the apparatus at Deisa Tindalun is also diligent, alert and diligent in disbursing their duties, but the administrative work that is more complex and biased takes a long time. This is in line with Hasibuan (2026: 132) that the quantity of keirja is the volume of keirja produced under normal conditions. So far we can know that from the quantity of keirja apparatus in the Deisa Tindalun office can be well controlled. In contrast to the findings of Dwi Rafika Rahmat's research (2022), where the services that have been set by the Manis Village government are still not in accordance with the scheduled time according to procedures where the community experiences ineffective service time in the processing of certificates, it still takes a long time.

c. Time Utilization

From the results of interviews with the informants of the area related to the use of time (discipline, the responsibility of the apparatus in the office) here, it can be concluded that the discipline of the keirja peigawai in the Deisa Tindalun office is quite good seen from the use of time in the distribution of keirja hours and can make a positive contribution to the time of time in the work and the time of attendance. This is in line with Hasibuan (2016:132), namely the use of time is the use of working period that is adjusted to the company's discretion so that the work is completed on time.

The use of the time of the apparatus or peigawai in Deisa Tindalun has been spied in beikeirja and carrying out duties, the kareina seimua has been scheduled every day, and there are verbal sanctions as a responsibility to bring in the mismanagement of the mistakes in the beikeirja

2. Factors that affect the effectiveness of the performance of the apparatus in Public Service in Deisa Tindalun, Anggeiraja District, Eireikang Regency.

Effectiveness of keirja is the level to which a person or group of people in carrying out their main tasks to achieve the desired goals. The term effectiveness is used in the organizational or business environment to describe whether or not the target chosen by the company is a good idea. The effectiveness of the project can be seen from the benefits or advantages of something that is chosen for the management of the organization or business (Tanjung eit al., 2025). However, there are factors that impede the effectiveness of the company, namely: organizational characteristics, environmental characteristics, peikeirja characteristics, and characteristics of wisdom/practice of management.

a. Organizational Characteristics

The results of the interviews that have been conducted, from the results of the interviews of the characteristics of the organization in Deisa Tindalun have

been quite good from the structure which is led directly by the deisa leadership assisted by the deisa leadership and has the same good keirja, as well as having a public service orientation that creates social relations between the deisa apparatus and the community.

b. Environmental Characteristics.

Environmental characteristics, environmental characteristics in Deisa Tindalun are still lacking, especially in the facilities section, the location of the deisa which is quite far from the city impedes the quality of the signal, the network that is usually not smooth can impede the performance until the performance is slow. In the results of the interview, it was also found that the comfort of the atmosphere was very impedious to the satisfaction of the service of the apparatus or the ruler for the community, and the beirpeingaruh to the kineirja peimeirintah deisa. The findings of this research are also supported by research conducted (Syukur et., n.d.) 2021 facilities and infrastructure are one of the factors that affect the effectiveness of public services in the Batulappa District Government, Pinrang Regency. The findings of the research conducted by Dwi Rafika Rahmat (2024) that the obstacles encountered in the performance of the Manis Village apparatus in providing services in providing public services are the occurrence of disruptions in the service process which is caused by power outages and network errors.

c. Job Characteristics

The character of the peikeirja, the character of the peikeirja in the Deisa Tindalun Office is quite good because the relationship with the deisa is very good as well as with the apparatus and the community, which is what supports the smooth running of the deisa apparatus in the beikeirja. The findings of this research are also supported by research conducted by Resa Anugrah Wasapada (2024) which shows that the adaptation of the relationship between the apparatus is quite good and committed, which supports the effectiveness of services.

d. Characteristics of Wisdom/Management Practice

Practical skills of wisdom/practice of management in the office of Deisa Tindalun beilishative of the main communication process, lack of information every time there is a need for regulation and regulation of the process of service to the community, the slowness of information until the situation becomes the main factor in the effectiveness of the service to the community. Other obstacles are also in the form of time ladders that are narrowed so that in administrative matters can be difficult to become a problem.

D. CONCLUSION

Based on the results of the research conducted on the Effectiveness of Apparatus Performance in Public Services in Tindalun Village, Anggeraja District, Enrekang Regency, it can be concluded that:

1. Effectiveness of Apparatus Performance in Public Service in Deisa Tindalun Keicamatan Anggeiraja, EInreikang Regency is in accordance with performance effectiveness indicators. This can be seen from the indicators of effectiveness: quality of performance, quantity of quality, and time utilization, which shows that the performance of apparatus in public services in Tindalun Village has been effective

2. Based on the results of the study, it can be concluded that of the four factors that affect the performance of the apparatus, namely organizational characteristics, environmental characteristics, characteristics of workers, and characteristics of management policies/practices, only environmental characteristics and characteristics of management policies/practices have been proven to affect the performance of apparatus in the Tindalun Village office. This is because environmental factors, such as workplace comfort and availability of facilities (Wi-Fi internet network), as well as management policy/practice factors, especially in the process of communication and delivery of information on regulatory changes, still have obstacles that affect the performance of the apparatus. Meanwhile, organizational characteristics and worker characteristics do not have a significant influence because both have run well in accordance with their duties and functions.

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