

REFORMASI BIROKRASI KINERJA APARATUR PEMERINTAH DESA

DALAM PENYELENGGARAAN PELAYANAN PUBLIK

(Studi Pada Desa Plumpungrejo, Kecamatan Wonoasri, Kabupaten Madiun)

Mansur Safi'i
NIM : 232365201011

Pembimbing 1 : Drs.H.Shobirin Noer, M.HI.

Pembimbing 2 : Drs.H.Hudallah,M.Si.

ABSTRAK

Penelitian ini bertujuan untuk mengetahui efektivitas kinerja aparatur pemerintah desa dalam penyelenggaraan pelayanan publik di Desa Plumpungrejo. Penyelenggaraan pemerintah desa tidak lepas dari kinerja aparatur desa yang diharapkan memiliki karakter yang profesional dan dapat melaksanakan tugas se- efektif mungkin tak terkecuali di Desa Plumpungrejo, Kecamatan Wonoasri, Kabupaten Madiun. Penelitian ini menggunakan pendekatan kualitatif dengan mengumpulkan data melalui wawancara secara langsung dengan narasumber. Penelitian ini menggunakan 4 narasumber, yaitu Kepala Desa, Petugas Pelayanan Desa dan dua warga Desa Plumpungrejo. Teknik analisis data mulai dari reduksi data, penyajian data dan penarikan kesimpulan. Hasil analisis menyatakan bahwa pelayanan di Desa Plumpungrejo sudah menguasai tugas dan fungsi dengan baik, kemudian ramah, sopan dan informatif sesuai dengan aturan Bupati Madiun Nomor 80 Tahun 2021. Kemudian juga petugas sudah tanggap dan informatif. Sarana dan prasana yang sudah sangat memadai. Namun sesekali belum dilakukan dengan teliti dan cermat.

Kata Kunci : Efektivitas, Pelayanan Publik, Desa

**BUREAUCRATIC REFORM OF VILLAGE GOVERNMENT
APPARATUS PERFORMANCE IN PROVIDING PUBLIC SERVICES**

(Study in Plumpungrejo Village, Wonoasri District, Madiun Regency)

Mansur Safi'i
NIM : 232365201011

Supervisor : Drs.H.Shobirin Noer, M.HI.
Co-supervisor : Drs.H.Hudallah,M.Si.

ABSTRACT

This study aims to determine the effectiveness of village government officials' performance in providing public services in Plumpungrejo Village. Organizing village government is inseparable from the performance of village officials, who are expected to have a professional character and be able to carry out their duties as effectively as possible, including in Plumpungrejo Village, Wonoasri District, Madiun Regency. This study uses a qualitative approach by collecting data through direct interviews with informants. This study used four informants: the Village Head, Village Service Officers, and two Plumpungrejo Village residents. Data analysis techniques include data reduction, data presentation, and conclusion drawing. The analysis results indicate that services in Plumpungrejo Village have mastered their duties and functions well, are friendly, polite, and informative in accordance with Madiun Regent Regulation Number 80 of 2021. Furthermore, officers are responsive and informative. Facilities and infrastructure are very adequate. However, sometimes they are not carried out carefully and meticulously.

Keywords: Effectiveness, Public Services, Village