



Village Government Performance and Public Service Quality: An Islamic Economic Perspective in Bagelen Village, Lampung

Meri Sintia Putri¹, Mardhiyah Hayati², Okta Supriyaningsih³

¹²³UIN Raden Intan Lampung

e-mail: merisiputri24@gmail.com

ARTICLE INFO

Article History:

Received December 03 2023

1st Received in revised form March 12 2024

2nd Received in revised form 23 March 2024

Acceptance on April 12 2024

Available online on June 30 2024

Keywords:

Village Government Performance, Public Service Quality, and Islamic Economics

ABSTRACT

The Bagelen Village government, as an extension of the district government, is responsible for providing the best possible services to the community to achieve overall welfare in accordance with relevant laws and regulations. However, Bagelen Village faces several issues, such as annual floods and complaints about the unequal distribution of social assistance. This study aims to analyze community satisfaction with service quality and the performance of the Bagelen Village government from an Islamic economic perspective. This qualitative research employs field research and literature review methods. Data was collected through observation, interviews, and documentation and analyzed using SWOT analysis to assess the government's position based on strengths, weaknesses, opportunities, and threats. The findings indicate that the performance of the Bagelen Village government is satisfactory to the community, with a focus on welfare through infrastructure development, administrative services, and fair distribution of social assistance. The performance aligns with the Islamic economic perspective in the Qur'an and Sunnah, aiming to reduce socio-economic inequalities in the village.

1. Introduction

The regional autonomy applied in Indonesia today is a manifestation of the enactment of decentralization. Autonomy is the right, authority and obligation of an autonomous region to regulate and manage its government affairs and the interests of the local community in accordance with the Law. It is in line with the enactment of Law No. 32 of 2004 concerning Regional Government and Law No. 33 of 2004 concerning Financial Balance between the Central Government and Regional Governments. Apart from being based on legal references,

the implementation of regional autonomy is also an implementation of the demands of globalization, which must be empowered by giving the regions wider, more real and responsible authority, especially in regulating, utilizing and exploring potential sources that exist in their respective regions.

The purpose of granting regional autonomy is to enable the regions concerned to regulate and manage their households in increasing the efficiency and results of government administration for community services and development implementation. Regional autonomy and decentralization are regional demands that have long been echoed, as well as strategic steps for the Indonesian people to welcome the era of economic globalization that strengthens the regional economic base. The implementation of regional autonomy is an important focus point in order to improve people's welfare. The local government can adjust the development of an area with the potential and uniqueness of each region.

A village is a legal community unit that has territorial boundaries that are authorized to regulate and manage government affairs, local community interests based on community initiatives, origin rights, and or traditional rights that are recognized and respected in the government system of the Unitary State of the Republic of Indonesia. The village can be seen as a key element of the Indonesian government's efforts to extend decentralization down to the smallest element of government. This effort is a form of continuity of the decentralization process.

With the issuance of Law Number 6 of 2014 concerning Villages, the position of the village government has become even stronger because it is no longer regulated by Law Number 32 of 2004 concerning Regional Government but is regulated by a separate law (Puspawardani, 2017). The presence of this Law, in addition to strengthening the village's status as a community government, also strengthens the community and empowers village communities. This Law also contains policies regarding villages that lead to broad Village Autonomy.

Regional financial performance and capacity is one measure that can be used to see the ability of the region to carry out regional autonomy. In line with the above, the village government, as an extension of the district or city government, is obliged to provide the best possible service to the local community in an effort to achieve the welfare of the whole community based on the provisions of the laws and regulations governing the authority of the village itself as a legitimate government institution.

The village has its government. Village administration consists of the Village Government, which includes the Village Head, Village Apparatus and Village Consultative Body (BPD). The village head is the head of village government administration based on policies established with the Village Consultative Body (BPD). The Village Consultative Body (BPD) is an institution that embodies democracy in administering village governance.

Village government is part of the state bureaucracy and at the same time as a local leader who has a significant position and role in building and managing village government (Suwarno, 2012). The village government has the main task of creating a democratic life, encouraging community empowerment and providing good public services.

Like the sound of the verse QS. An-Nisa' 4:58 :

"Indeed, Allah commands you to convey the trust to its owner. When you make laws among people, you must pass them fairly. Verily Allah gives you the best teaching. Surely Allah is All-Hearing, All-Seeing."

According to the interpretation of the Qur'an, Karim amanah is something that is handed over to another party to be maintained or returned if requested by the owner. The mandate in question does not only concern material affairs and physical matters. But words are trust. Fulfilling God's rights is a trust. Treating fellow human beings well is a trust. Trusts, such as deposits, debts and every right of the entrusted person, must be given to the owner. People who don't want to give it are called traitors. God's orders, like that mandate, must be carried out and paid according to His rules.

Bagelen is a village in the Gedong Tataan sub-district, Pesawaran Regency, Lampung Province, Indonesia. This village is divided into four hamlets. This village was founded by transmigrants from Bagelen, Purworejo, who arrived in the area in the 1900s. With natural resources available so that the majority of Indigenous people earn from nature, such as farming and selling vegetable gardens, this village also gets funds every four times a year, which is quite a lot.

According to information from interviews with the secretary of the village office, namely Mr Prayugo, Bagelen Village has several problems, especially natural disasters such as floods that hit every year because this village has a fairly large river flow. There are three sources of river currents from other areas, making water difficult to dam in case of heavy rain. In addition, the community complained about social assistance, which they felt was not evenly distributed. In relation to the management of Village Fund Allocations, through this allocation of funds villages have the opportunity to manage development, governance and village social affairs autonomously. However, due to the implementation of Village Funds that have not been maximally absorbed in the regions both in terms of pattern and amount, village fund allocations have not been able to become poverty alleviation

Table 1.1

Village Information Data

Total population	Total Male Population	Total Female Population	Total human resources
7,887 people	3,759 people	4,128 people	6,144 people

Source: Filling List for 2022 Bagelen Village Potential.

So, the background and problems described above illustrate the occurrence of public policies that have not been optimal, such as floods that hit every year. Of course, it disrupts people's comfort and activities. In addition, the problems that are often complained about by the community are related to village government services in the form of distribution of social assistance consisting of Non-Cash Food Assistance (BPNT) and the Family Hope Program (PKH), Cash Social Assistance (BST), and Direct Village Fund Cash Assistance (BLTDD). The community felt that the assistance had not been properly targeted. So, the author wants to examine further the government's performance in public services through SWOT analysis research to provide internal and external factors of the village government that have been analyzed. So if there are mistakes, the government must work to maintain and make good use of the opportunities that exist as well as the government must know the weaknesses faced so that they become strengths and overcome threats to become opportunities. What finally

produced the research answer was whether they optimally and on target allocated funds in providing public services in Bagelen Village, Gedong Tataan sub-district, Pesawaran Regency, Lampung Province, Indonesia.

2. Literature Review

Public Service Concept

Law Number 25 of 2009 concerning Public Services defines public services as activities or a series of activities in the framework of fulfilling service needs in accordance with statutory regulations for every citizen and resident for goods, services and administrative services provided by organizers of public service. Public service is public trust. Public services are carried out responsibly and in accordance with existing rules and regulations (Gregory, 2005). Meanwhile, in the context of public service, it is serving the needs related to the public interest. Public service is serving as a whole the basic service aspects needed by the community to be fulfilled in accordance with the provisions. Public service becomes a system that is built in government to meet the elements of the interests of the people. Public service is the provision of services provided to citizens in a good and professional manner, whether services, goods or administrative as part of the needs of society. Good public services provide satisfaction to the community for these services. Service professionalism is supported by attitudes and behaviour in service delivery. Human resources are an important indicator in public services (Indriyati & Hayat, 2015).

Fulfillment of the scope of public services must be fulfilled by the state as a service provider to the community as service recipients. The two of them integrate each other in carrying out the rules and regulations of the nation and state so that this collaboration results in the progress and prosperity of the nation for the community. Optimizing public services is a necessity for the government and is the goal of society. One of the achievements of bureaucratic reform and good governance is influenced by the optimal quality of public services provided. There are several factors in optimizing public services, namely:

- (1) Leadership
- (2) Organizational Culture
- (3) Work Procedure
- (4) Management of public complaints

Public Service Function

Every government agency that implements good and quality public services is influenced by the basic conception that was built with bureaucratic reform towards a professional management system and system. Performance professionalism, by maximizing the potential of competent and competitive human resources, has positive implications for the quality of performance. The quality of performance with the capabilities and soft skills possessed by each apparatus, has a comprehensive effect on the quality of services provided. Legal certainty is intended to ensure that the needs of the community will be fulfilled in accordance with the provisions of the laws and regulations that apply to public services. Public service is actually for the community, what is needed by the community in terms of public service is the obligation for the apparatus to serve it. However, the community must also consider it, the system and how to receive public services.

The principle is to mutually comply with the rules and regulations that apply in the implementation of public services. For example making a KTP, the public must know the terms and conditions for making a KTP. Likewise, the apparatus must also know about the provisions that apply in making KTPs, both in terms of the completion time and the cost aspect. So that if this is fulfilled properly, public services will run well in accordance with the principles of public service.

Public Service Purpose

The purpose of public service is solely for the benefit of the people who receive the service. If the service is good, the community will be satisfied with the service received. Community satisfaction is a reference for good or bad public services.

Article 3 of Law Number 25 of 2009 states that the objectives of public service include:

- a. The realization of clear boundaries and relationships regarding the rights, responsibilities, obligations and authorities of all parties related to the administration of public services;
- b. Realization of a proper public service delivery system in accordance with the general principles of good governance and corporations;
- c. Fulfillment of the implementation of public services in accordance with statutory regulations;
- d. The realization of legal protection and certainty for the community in the implementation of public services.

The emphasis in this article is on providing certainty. Law to the people who receive the service. Realizing the principles of public service in accordance with statutory provisions provides legal consequences for those who provide services to those who receive services. The

rights and obligations of the community and apparatus in the administration of public services are the corridors that limit and regulate the running of these public services.

However, the purpose of public service in Indonesia is still experiencing various obstacles and challenges. Indonesia faces four obstacles to the development of public services, namely: Politics, weak use of technology, employee recruitment, reward and punishment (Safroni, 2012). The most important element in realizing good and quality public services is the competence of the natural resources of the apparatus, which is supported by high intellect and good behaviour. The provision of service lies not in what is given and what is received but rather in how to provide the service. Suppose a good way of giving is used as a foundation in providing public services. In that case, it is inevitable that a good reception or a good evaluation of public service personnel.

Public Service Performance

Armstrong and Baron's opinion states that performance is the result of work that has a relationship with the organization's strategic goals, customer satisfaction and making an economic contribution. In another perspective, performance can be interpreted as what is done and how to do the work. As well as how the results obtained from his work (Wibowo, 2016). Meanwhile, Wibawa's opinion is that performance is the result of the work of an individual or organization compared to what should be achieved by the person concerned. The results achieved are descriptions that can be found in the rules for forming an organization through the vision, mission, objectives and strategies used, and the expectations to be generated. Performance is not objective but subjective in principle, that is depending on the size, the standard used and depending on the person assessing, time and place of assessment (Santoso et al., 2004).

Performance is the result of work that can be achieved by a person or group of people in an organization, in accordance with the authority and responsibility inherent in each of them, in order to achieve organizational goals legally, not violating the Law and in accordance with existing morals and ethics.

The above formulation illustrates that performance is work carried out by a person in accordance with applicable regulations with high ethical and moral values. Performance is the output produced for certain purposes in accordance with what is expected together. Performance becomes a part that is one between a person and his work.

Therefore, performance is inherent in a person or organization in carrying out and completing. On the other hand, the performance of human resources has almost the same meaning as the explanation above. Bambang Kustiyanto said that the performance of human resources comes from the words job performance or actual performance, which is a

comparison of the results achieved with the participation of the workforce per unit of time (Muh Kadarisman, 2012).

However, there are important indicators in measuring the performance of public services. Public service performance indicators as a measure for public service providers in providing their services. Performance is a form of achievement achieved by the organization in a certain period. Every performance produced by the apparatus is an award for the organization to get a reward (award). Likewise, poor performance must get a reward in the form of coaching (Bastian, 2006).

The performance of public services must actually run according to its nature and form. In principle, the nature of public service performance is to assist the community in accepting their rights and obligations, namely receiving the services they need properly. Service personnel should professionally provide services. Receiving good service to the community and providing professional services will form the character of good cooperation between the community and the government in the framework of leading to a better governance order good governance may be realized.

Good Governance

UNDP defines good governance as "the exercise of political, economic and administrative authority of a nation's affairs at all levels" (the application of political, economic and administrative power to manage the affairs of a nation at all levels). The World Bank defines it as "the way state power is used in managing economic and social resources for the development of society" (meaning it is the way government authority is used in managing economic and social resources for community development (Adisasmita, 2011).

Good governance must rely on three aspects, namely government, private sector, and society in its implementation. UNDP proposes several characteristics of good governance as follows:

- a) participation
- b) Rule of Law
- c) transparency
- d) Responsiveness
- e) Consensus orientation
- f) equity
- g) Effectiveness and efficiency
- h) Accountability
- i) Strategic vision

Therefore, good governance is the administration of a state that has clear legal certainty in accordance with applicable regulations and provisions, carried out continuously and jointly

between the government, the community and the private sector in order to improve the welfare and benefit of the community. The effectiveness and efficiency of state administration rests on the values of accountability, professionalism and proportionality in accordance with government goals.

The development of good governance is based on accountability, transparency and participatory aspects, which illustrate that the government is only a facilitator in achieving these goals. At the same time, society and the business world must be prioritized because globalization is determined by competitiveness, and the business world is the main actor. The problems that must be faced in the future are civil society issues, such as democratization, human rights, gender, and so on (Idrus, 1999).

Islamic Economics of Public Services

Public service is a matter of convenience provided to the community in relation to goods and services. In practice, the state government is obliged to serve in the sense of providing public services to every citizen and resident to fulfill their basic rights and needs. This service is basically a way of serving, helping, responding, managing, and completing the needs of a person or group of people (Rahmadana et al., 2020). In public service, we must really provide the best service because the bad business behaviour of the entrepreneurs will determine the success or failure of the business they run. As explained in the Al-Qur'an letter Al-Imron verse 159, which reads:

"So by the grace of Allah, you (Muhammad) treat them gently. If you had been tough and rough-hearted, they would have distanced themselves from around you. Therefore forgive them and ask forgiveness for them, and consult with them in this matter. Then, when you have made up your mind, put your trust in Allah. Indeed, Allah loves those who put their trust in " (QS Al-Imron 159).

According to the interpretation of Al-Muyassar, with mercy from Allah to you and your friends (O Prophet), Allah bestows HIS gifts on you so that you become gentle towards them. If you were a person who behaved badly and had a hard heart, your friends would surely distance themselves from you. So, do not punish them for the actions that arose from them in the Uhud war. And ask Allah (O Prophet) to forgive them. And consult with them in matters where you need deliberation. Then, if you have made up your mind to carry out one of the affairs (after deliberation), carry it out depending on Allah alone. Verily, Allah loves those who put their trust in Him.

So, the verse above explains that every human being is led to be gentle so that other people feel comfortable when they are beside him. Moreover, in services where consumers have

many choices and many desires if business people are unable to provide a sense of security with gentleness, consumers will move to other places. Therefore, please provide the best possible service to the community so that they feel comfortable and explain in as much detail as possible the solution to the problem they are complaining about.

Ethics in the administration of public services is the key to the sustainability of the service itself. However, not many service providers pay attention to public service ethics. Public services, in this case government officials are more concerned with the implementation of services as a routine so that they forget the true value of these services. As a result, public services are carried out only to fulfil a sense of responsibility without being oriented towards the satisfaction of the people who receive these services. Once the importance of ethics, it is not uncommon for many public administration scientists to associate this aspect of public service ethics with the quality of the public services produced.

This value system can also be one source of ethics that gets attention derived from beliefs, namely religious values. Religion is a way of life for its followers so they can live safely in this world and the hereafter. Moreover, they believe in religious values which emphasize that all actions committed in this world will receive a reward, whether it is a good deed or a bad deed. The act of serving people well is a good value taught by religion, and of course, it must be practised in everyday life. Especially in the context of public services carried out by the government, this aspect of service is an obligation for the government and its apparatus because it is related to their roles and functions. State civil servants who believe religion is part of their lives will certainly be aware that the public services they provide are part of the activities of good deeds that will be rewarded later. It is where the important point of public service from an Islamic perspective. Honest, quality and trustworthy. This phenomenon can certainly be found in the lives of people who really make religion the basis of their work activities (Astuti & Rustam, 2018).

So in religious demands, the parties responsible for instilling these religious values are the leaders, the clergy and the community. Suppose these elements of society ignore and do not care about the behaviour and morals of government employees. In that case, automatically, problematic government employees will be born in the context of Indonesia, where the majority of its people are Muslims (Rustam, 2015).

3. Research Method

Types and Nature of Research

Type of Research This research is a type of field research, namely research that aims to study intensively the background of the current situation and environmental interactions of a social unit, both individuals, groups, and community institutions (Roberts et al., 1964). Field research was carried out by collecting data from the Bagelen Village Government and the Bagelen Village community using the interview method.

The data was obtained from interviews with Village Government Agencies and the people of Bagelen Village, Gedong Tataan District, Pesawaran Regency, Lampung Province. Secondary Data Secondary data is data obtained from existing sources, which are obtained from journals, articles, the internet and government agencies.

4. Result

The results of this study demonstrate that the Bagelen Village government has made significant strides in improving public services, which the community has positively received. Through interviews with village officials and residents, it was evident that the government's focus on professionalism and the effective utilization of human resources has had a substantial impact on service delivery. This commitment is grounded in the principles of bureaucratic reform, aiming to establish a management system that is both professional and responsive to the needs of the community.

One key finding is that the Bagelen Village government has implemented a range of initiatives to ensure the quality of public services. For instance, the use of suggestion boxes at the village hall has provided residents with a direct channel to voice their concerns and suggestions, which the government actively considers in its decision-making process. Furthermore, the government's efforts to make information accessible, such as through the official village website, have contributed to greater transparency and public engagement.

The interviews highlighted the government's responsiveness, particularly in handling administrative tasks and emergencies. The village officials, including those who work late hours or during holidays, prioritize the needs of the community, ensuring that services are available whenever required. This level of commitment has been crucial in maintaining public trust and satisfaction.

Infrastructure development is another area where the Bagelen Village government has excelled. The construction of roadways and the planned gabion dam for flood prevention are examples of the government's proactive approach to addressing the village's recurring issues. Despite the delays in funding for the dam, the government's continuous efforts to improve infrastructure demonstrate a strong commitment to the community's well-being. Additionally, the equitable distribution of social assistance has been a focal point for the

village government, ensuring that all residents benefit from government programs, which aligns with the principles of fairness and justice.

5. Discussion

The Performance of the Bagelen Village Government on Public Services

Every Primary data is data obtained directly by researchers obtained from the source. The data was obtained from interviews with Village Government Agencies and the people of Bagelen Village, Gedong Tataan District, Pesawaran Regency, Lampung Province.

Government agency that implements good and quality public services is influenced by the basic conception that was built with bureaucratic reform towards a professional management system and system. Performance professionalism, by maximizing the potential of competent and competitive human resources, has positive implications for the quality of performance. The quality of performance with the capabilities and soft skills possessed by each apparatus, has a comprehensive effect on the quality of services provided. In Law Number 25 of 2009 concerning Public Services in Article 2, it is stated that public services are intended to provide legal certainty in the relationship between the public and administrators in public services. Legal certainty regarding the rights and obligations of citizens in receiving public services. The community has the right to receive good and quality service, with fast, easy, cheap, timely and good service.

Legal certainty is intended to ensure that the needs of the community will be fulfilled in accordance with the provisions of the laws and regulations that apply to public services. Public service is actually for the community, what is needed by the community in terms of public service is the obligation for the apparatus to serve it. However, the community must also consider it, the system and how to receive public services. The principle is to mutually comply with the rules and regulations that apply in the implementation of public services. For example making a KTP, the public must know the terms and conditions for making a KTP. Likewise, the apparatus must also know about the provisions that apply in making KTPs, both in terms of the completion time and the cost aspect.

So, the results of the interview are in accordance with the theory of the function of public policy in the previous CHAPTER II, which has been described where it is not only the government that must always be available to the community, but the community also needs to know in advance the conditions needed in carrying out services so that time is more efficient and runs well accordance with the principles of public service.

Good governance, as a goal of the principle of proportionality, explains that proportionality provides a line of equality and order in the administration of government, which is a balance in the administration of government. The actions and policies that are

actually made must consider many aspects and are based on justice and kindness. Every government policy must be proportional and in accordance with the applicable provisions and laws. This principle is important to encourage policy makers to comply with the Law and comply with applicable regulations. The policies taken must not contain elements of discrimination and one-sidedness. The aspects that must be considered in applying proportionality are the needs and interests of the policy itself. Aspects of public interest or public interest must be put forward as a basis for decision-making. Decisions based on the public interest with the principle of proportionality can lead to the professionalism of government administration.

Satisfaction of the Bagelen Village Community with the Quality of Public Services

Performance appraisal is a method for comparing various jobs by using formal and systematic procedures to determine an order of the levels of the jobs by determining the position and ratio of one job compared to another job (Sinambela, 2012) Performance appraisal is a process used by leaders to determine whether an employee is doing his job in accordance with his duties and responsibilities (Mangkunegara, 2005)

Performance measurement focuses on linking customer strategy and goals with action. To perform performance measurements. The right measurement, according to him, several criteria must be met, namely:

- a. Ensuring that the requirements desired by the customer have been met.
- b. Strive for performance standards to create comparisons.
- c. Maintain space for people to monitor performance levels.
- d. Determine the importance of quality issues and determine what needs priority attention.
- e. Avoid the consequences of poor quality.
- f. Consider the use of resources.
- g. Seek feedback to drive improvement efforts.

The performance measurement strategy above has good implications for human resource performance. Performance measurement does not only assess the performance of the apparatus in its performance but must have good implications for the aspects being assessed, especially those imposed by the community.

According to the results of the interviews and the theory of performance appraisal, according to the researchers, it was appropriate in practice because the village head did not hesitate to suggest that researchers ask the community directly so that the information he conveyed could be said to be appropriate. After the researchers conducted interviews with the community, the answers were the same as what was conveyed by the village head. Not

infrequently, the community gave their thumbs up when asked how the government was doing, especially during Mr. Merdi's time as the village head, who described it very well. The researchers have also written the results of other interviews in the previous chapter to adjust the theory in this study. Therefore, there are 3 (three) important components in performance appraisal, including performance planning, performance implementation and performance evaluation. These three components form a single unit with aspects that are assessed in performance appraisal, especially performance appraisal in the public sector, which focuses on service performance appraisal as its orientation.

Islamic Economy On The Quality Of Public Services In Bagelen Village

Public service is a matter of convenience provided to the community in relation to goods and services. In practice, the state government is obliged to serve in the sense of providing public services to every citizen and resident to fulfill their basic rights and needs. This service is basically a way of serving, helping, responding, managing, and completing the needs of a person or group of people (Rahmadana et al., 2020). In public service, we must really provide the best service because the bad business behaviour of the entrepreneurs will determine the success or failure of the business they run.

As explained in the Al-Qur'an letter Al-Imron verse 159, which reads:

"So by the grace of Allah, you (Muhammad) treat them gently. If you had been tough and rough-hearted, they would have distanced themselves from around you. Therefore forgive them and ask forgiveness for them, and consult with them in this matter. Then, when you have made up your mind, put your trust in Allah. Indeed, Allah loves those who put their trust".

According to the interpretation of Al-Muyassar, with mercy from Allah to you and your friends (O Prophet), Allah bestows HIS gifts on you so that you become gentle towards them. If you were someone who behaved badly and had a hard heart, your friends would surely stay away from you. So, do not punish them for the actions that arose from them in the Uhud war. And ask Allah (O Prophet) to forgive them. And consult with them in matters where you need deliberation. Then, if you have made up your mind to carry out one of the affairs (after deliberation), carry it out depending on Allah alone. Verily, Allah loves those who put their trust in Him.

The verse above explains that every human being is led to be gentle so that others feel comfortable when they are beside him. Moreover, in services where consumers or, in this case, the public have many choices and many wishes if business people or, in this case, the government are unable to provide a sense of security with gentleness, consumers will move to other places. Therefore, please provide the best possible service to the community so that they feel comfortable and explain in as much detail as possible the solution to the problem they are complaining about.

So, the results of the interview are in accordance with the Islamic economic theory of public service performance. The Bagelen village government seeks to prosper its people, with the realization of infrastructure programs, community empowerment, distribution of social assistance and others. Furthermore, in the context of public service, this ethics is the basis for them to serve the community. Islam is also the majority religion embraced by the community and even government employees who are involved in the process of formulating development policies, implementing development programs and providing public services to the community. Bureaucratic reform in the context of realizing good governance in Indonesia without being accompanied by religious awareness, which in the Islamic context is called tauhid quotients, will bring humility and adab, especially among government officials. So in religious demands, the parties responsible for instilling these religious values are the leaders, the clergy and the community. Suppose these elements of society ignore and do not care about the behaviour and morals of government employees. In that case, automatically, problematic government employees will be born in the context of Indonesia, where the majority of its people are Muslims.

So, it can be concluded that the existing policies in Bagelen Village are fairly targeted and strive for the welfare of the community in accordance with the theory and results of the interviews. The community-oriented government always tries to be punctual in completing administrative matters as well as emergency matters, such as the Covid 19 problem when a pandemic is prioritized for the Village community so that all residents can pass the pandemic period. Bagelen Village was able to fight the pandemic because of government policies that were carried out swiftly and on target. The economy of Bagelen Village has not plummeted because of the assistance or intervention of the village government in providing assistance and empowering the community. In addition, the relationship between the community and the government is very good, the attitude given by the government makes the community happy if they need services at the village hall. It is not uncommon for community problems to be resolved by the village government by providing direction and advice. According to the results of the interviews, the researchers did not find any community members who thought that the village government was unfavourable or even ignorant towards the community. So, actually, the quality of this public service has something to do with the practice of religion, especially as a source of ethics in the life of the state civil apparatus.

6. Conclusion

The village government's performance on the quality of public services in Bagelen Village has been maximized. Judging from the results of interviews with informants and

theories that have been used, many policies have been realized and have had a good impact on all the people of Bagelen Village, such as infrastructure development policies, socio-economics for the distribution of equitable social assistance, administrative services that the community feels are very satisfying and given the convenience and fast time and a government that is willing to accept input from the community makes the relationship between the village government and the community very good and harmonious to prosper Bagelen Village jointly because the quality of public services, in principle, is the best possible service for the community.

Satisfaction of the Bagelen village community with the quality of public services seen from the results of interviews with informants and the theory used, namely the assessment of the performance of public services, is concluded to be very satisfactory for the community. One of the reasons is that the village government apparatus has a good relationship with the community so that there is an exchange of information from both parties, namely the community and the government which ultimately finds problems and new solutions. There are no gaps that make the community feel satisfied to be led and services that prioritize the needs of the Bagelen Village community. Especially for administrative services, the government has never objected to serving even outside operating hours and on working days off. They can complete administration that is time efficient and easy to get services.

The performance of the Bagelen village government towards community public services is in accordance with the basic values of Islamic economics, such as ADL, Khalifah, and takaful, seen from the performance of the government which seeks to prosper the community such as carrying out the mandate well in distributing social assistance to the community and according to the results of the interview researchers did not found that even one community thought that the village government was not good or even ignorant towards its community. So, actually, the quality of this public service has something to do with the practice of religion, especially as a source of ethics in the life of the state civil apparatus.

References

Adisasmita, R. (2011). *Manajemen Pemerintah Daerah*. Graha Ilmu.

- Astuti, W. P., & Rustam, A. (2018). *BIROKRASI PEMERINTAH INDONESIA: Pada Masa Riau Lingga dan Kerajaan Siak Sri Indrapura sampai sekarang*.
- Bastian, I. (2006). *Akutansi Sektor Publik di Indonesia*. Erlangga.
- Gregory, R. J. (2005). THE ETHICS CHALLENGE IN PUBLIC SERVICE: A Problem-Solving Guide. *Public Administration Review*, 59(1).
- Idrus, M. (1999). *Sistem Pengawasan dan Perimbangan untuk Mewujudkan Good Governance. Administrasi Negara, demokrasi dan Masyarakat Madani*. Lembaga Administrasi Negara.
- Indriyati, & Hayat. (2015). Peranan Perawat dalam kerangka kinerja pelayanan publik berdasarkan Undang-Undang Keperawatan. *Jurnal Transormasi Administrasi*, 5(1).
- Mangkunegara, A. A. A. P. (2005). *Evaluasi Kinerja SDM*. PT Refika Aditama.
- Muh Kadarisman. (2012). *Human Resource Development Management*. PT Raja Grafindo Persada.
- Puspawardani, W. (2017). Pengelolaan Anggaran Pendapatan dan Belanja Desa Oleh Pemerintah Desa Di Desa Parakanmanggu Kecamatan Parigi Kabupaten Pangandaran. *Artikel Ilmiah*.
- Rahmadana, M. F., Mawati, A. T., Siagian, N., Perangin-angin, M. A., Refelino, J., Tojiri, M. Y., Siagian, V., Nugraha, N. A., Manullang, S. O., & Silalahi, M. (2020). *Pelayanan Publik. Yayasan Kita Menulis*.
- Roberts, H. V., Ferber, R., & Verdoorn, P. J. (1964). Research Methods in Economics and Business. *Journal of Marketing Research*, 1(3). <https://doi.org/10.2307/3150065>
- Rustam, A. (2015). HUBUNGAN PERILAKU MALADMINISTRASI DAN MIND SET PEGAWAI DENGAN KETAATAN BERAGAMA DI KABUPATEN BENGKALIS, PROVINSI RIAU (Studi Kasus Di Kantor Badan Promosi Dan Pelayanan Terpadu). *Kutubkhanah*, 18(1), 62–78.
- Safroni, L. (2012). Manajemen dan Reformasi Pelayanan Publik dalam Konteks Birokrasi Indonesia. In *Pemikiran Islam di Malaysia: Sejarah dan Aliran*.
- Santoso, Purwo., Hanif, Hasrul., & Gustomy, Rachmad. (2004). Menembus Ortodoksi : Kajian Kebijakan Publik. In *Polgov.Fisipol.Ugm.Ac.Id*.
- Sinambela, L. P. (2012). *Kinerja Pegawai : Teori Pengukuran dan Implikasi*. Graha Ilmu.
- Suwarno, J. (2012). Kualitas Pelayanan Pemerintahan Desa (Studi Pelayanan KTP dan KK di Desa Teluk Kepayang Kecamatan Kusan Hulu Kabupaten Tanah Bumbu). *Jurnal Ilmu Politik Dan Pemerintahan Lokal*, 1.
- Wibowo. (2016). Manajemen Kinerja – Wibowo. In *Buku: Vol. edisi 5*.

