

INTISARI

Pelayanan kepada masyarakat merupakan kewajiban dasar Pemerintah Desa. Peningkatan kinerja aparatur desa merupakan langkah utama mewujudkan kualitas pelayanan. Pemerintah Desa Kalikatak melalui pelatihan mengharapkan dapat meningkatkan kinerja aparatur. Oleh karena itu, tujuan penelitian ini untuk mendeskripsikan, mengetahui, dan mengkaji peningkatan kinerja aparatur Desa dalam mewujudkan kualitas pelayanan di Desa Kalikatak Kecamatan Arjasa. Metode penelitian ini adalah metode kualitatif dengan wawancara, observasi, dan dokumentasi sebagai teknik pengumpulan data. Informan penelitian ini terdiri dari Badan Permusyawaratan Desa Kalikatak (BPD) sebagai informan kunci, Kepala Desa Kalikatak sebagai informan utama, masyarakat dan aparatur desa sebagai informan pendukung. Teknik analisis data yakni reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian ini menunjukkan bahwa Pemerintah Desa Kalikatak melalui pelatihan telah mengupayakan peningkatan kinerja aparatur desa. Mengenai peningkatan kinerja aparatur Desa Kalikatak maka BPD membuat konsep pelatihan dan pengembangan keterampilan yang terlaksana tahun 2024 dalam mewujudkan kualitas pelayanan yang efektif. Operasional dan standar waktu dalam memberikan pelayanan kepada masyarakat sudah diterapkan dengan baik oleh aparatur Desa Kalikatak. Pelatihan yang diterapkan memberikan manfaat yang signifikan terhadap kinerja dan komitmen aparatur desa. Bagi peneliti selanjutnya diharapkan untuk ikut serta melaksanakan pelatihan untuk mengetahui sejauh mana pelatihan tersebut dijangkau oleh aparatur desa.

Kata Kunci: Pelayanan, Kinerja, Pelatihan

ABSTRACT

Service to the community is a basic obligation of the Village Government. Improving the performance of village officials is the main step in realizing service quality. The Kalikatak Village Government, through training, hopes to improve the performance of the apparatus. Therefore, the aim of this research is to describe, understand and examine the improvement in the performance of village officials in realizing service quality in Kalikatak Village, Arjasa District. This research method is a qualitative method with interviews, observation and documentation as data collection techniques. The informants for this research consisted of the Kalikatak Village Consultative Body (BPD) as the key informant, the Kalikatak Village Head as the main informant, the community and village officials as supporting informants. Data analysis techniques include data reduction, data presentation, and drawing conclusions. The results of this research show that the Kalikatak Village Government, through training, has attempted to improve the performance of village officials. Regarding improving the performance of Kalikatak Village officials, the BPD created a training and skills development concept which will be implemented in 2024 to realize effective service quality. Operational and time standards in providing services to the community have been implemented well by Kalikatak Village officials. The training implemented provides significant benefits to the performance and commitment of village officials. Future researchers are expected to participate in carrying out training to find out the extent to which the training was reached by village officials.

Keywords: *Service, Performance, Training*