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Performance analysis of the community meeting hall at Mountain Village: A case at Garawastu

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ABSTRACT

The meeting hall is used for community deliberation, security, and a gathering place for other activities. One of them is the meeting hall in Cipari Hamlet, Garawastu Village, but the condition of the meeting hall is not suitable for use. So that community services hamper the performance of the meeting hall. This study aims to analyze the performance of the Hamlet meeting hall for community services and determine the level of importance and community satisfaction with the performance of the meeting hall. The research methods used in this research are qualitative methods and quantitative methods. The data needed in this research include questionnaires and visual surveys. Thus, the output expected in this study is in the form of priority levels and data on proposed improvements to the Hamlet hall, which is the result of this IPA method). The average importance value is 5.31, while the average satisfaction value is 5.34, and the average gap value is -0.0388. Quadrant IV is a quadrant with high satisfaction and top priority importance. So, it is necessary to improve the suitability of the meeting hall for community services, and the village government also needs to increase responsiveness to community complaints.

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INTRODUCTION

Bureaucracy is a governmental system where personnel follow hierarchical structures and work arrangements and adhere to complex rules and regulations. Bureaucracies are imperative for modern societies but are often overlooked by social scientists (Dahlström & Lapuente, 2022). In running a government system or bureaucracy, facilities and infrastructure must continue to be a concern. In various developed countries, facilities and infrastructure in the government bureaucracy have been seriously considered over the past decade or even on a small scale. One small example of the bureaucratic infrastructure is the rural hamlet hall. Development in rural areas can be a priority in many countries. The village is the foremost entity in all processes of nation and state development (Putra et al., 2022).

Within the government bureaucracy system, which is a remnant of the New Order era, there is a widespread prevalence of brokering in the management of public affairs. This includes practices such as nepotism, collusion, and other bureaucratic pathologies. As a result, there is a daily reality of high costs for public affairs and foreign investors (Mufti et al., 2019). Indonesia itself is currently undergoing bureaucratic reform, which should be a solution for the government in Indonesia. Government programs include village development programs such as developing and maintaining infrastructure facilities. However, the reform is slightly hampered because the Indonesian government has been unable to run or solve existing problems. The hamlet hall is a social facility in every rural hamlet. The community also uses this hamlet hall to gather and convey aspirations channelled to the local hamlet head, who will convey these aspirations to the village government. Additionally, it was shown that specific communication issues might negatively impact the effectiveness of public authorities. These issues include a lack of clear or concise information, delayed or insufficient communication of decisions, and a failure to engage in conversation with residents (ISTRATE et al., 2023).

The village serves as the forefront in executing development initiatives in Indonesia, encompassing economic and social governance and assistance duties, which are interdependent (Mu'alim et al., 2021). In its journey, the village has developed in various forms. Hence, it needs to be empowered to become strong, advanced, independent, and democratic to organize governance and build a just, prosperous, and prosperous society. West Java has a program to improve physical infrastructure, including a hamlet or meeting hall. The meeting hall is a village infrastructure facility whose buildings usually stand in the middle of the village community. The meeting hall is a gathering place for the hamlet community for meetings with the village government and the community. In addition, the meeting hall is also used as a place for community deliberations, security, and a gathering place for other activities. Informal conversations also empower citizens to participate in these more demanding organized discussion events (Schmitt-Beck & Grill, 2020). Instead, to carry out these activities, the meeting hall must have a proper building so that activities run smoothly and well.

The meeting hall is a building used as a community gathering place, often attended by representatives of the village government, such as the dusun head. In these meetings, the dusun head usually discusses the policies of the village government. The performance of the village head in village development is a serious problem that requires joint attention, which in its implementation requires cooperation between the village government and the community so that efforts and goals to advance the village can be carried out properly (Djaafar et al., 2023). In addition, this government hall is a social facility useful for local communities in rural areas. Especially if the village government misappropriates funds, the hall can also function as a gathering place and deliberation centre. The village hall generally functions as a workspace where government officials manage and deal with people's requirements (Sukmawan et al., 2023).

In Indonesia, balai dusun or meeting halls are only found in rural areas. Areas that still maintain the same activities as their predecessors regarding bureaucracy. The meeting hall is very important for running a bureaucracy or a good government system. The effectiveness of the village government as a mediating factor is contingent upon the application of stakeholder theory, which posits that the organization (the village government) should not only function for its interests but also serve the needs of its stakeholders (the community) (Husni et al., 2023). However, it is often seen that hamlet halls or meeting halls in certain areas are neglected. This is certainly not to the wishes of the village government and the community, who want to make these meeting halls as comfortable and safe as possible. It is widely believed that the reduced availability of local facilities negatively impacts 'liveability' (Christiaanse & Haartsen, 2020).

A hamlet is part of the village government's working area led by a hamlet head. Dusun is only one part of a village or urban village, the smallest regional administrative unit under the sub-district. People settle in a hamlet to live in a society with other communities and are governed by the village or hamlet government. The village is a longstanding and influential element in national development, although it is undeniable that village development in Indonesia still lags behind other development priorities (Setiawan & Melinda, 2020).

In our own country, the mention must be in order from the name of the Indonesian state, district, sub-district, urban village, village, and finally hamlet. The village is a longstanding and influential element in national development, although it is undeniable that village development in Indonesia still lags behind other development priorities (Nasution et al., 2023). Codes and names of statistical work areas are applied through the regulation of the head of the statistical center agency on work areas published annually. The procedure for coding statistical work areas refers to geographical location and is carried out in the statistical work area one level above. The coding is done in a zigzag and consecutive manner starting from the southwest region.

One of the goals of community development is to improve the quality of life in the community (Winarti et al., 2023). In Indonesia, the term Dusun differs in each region, including in the West Sumatra region; hamlet is usually called Nigari, which comes from the Sanskrit language, Nagarom, which means homeland or birthplace. In Madura, another name for the hamlet is Klebun, West Java (Kampung), Cirebon (Kuwu), Jogjakarta (Dusun), and Bali (Banjar). All other institutions in the village can also have different terms depending on the characteristics of the village's customs. The difference in terms is one of recognition and respect from the government for the origin of local customs that apply.

Society is a group of individuals who live socially for a relatively long time. Society can be defined as a group of individuals limited by class, nation, territory, and others. In a broad sense, society is the whole relationship of living together without being limited by the environment. In the large Indonesian dictionary (KBBI) are several humans in the broadest sense and bound by a culture they consider the same. Society must give birth to a culture by living in groups and trying to find ways to meet their needs. Adequate community quality will lead to positive things in the village's autonomy. Village Autonomy allows villages to realize more advanced and prosperous rural development (Nadia & Mahi, 2023).

The village plays a significant and enduring role in the nation's progress, although it is evident that village development in Indonesia still falls behind other development goals (Ilhamsyah & Zuhriyati, 2022). The community also plays an important role in improving the region's welfare and the community itself. In village development, the community has a stake in the region's progress, especially in underdeveloped areas.

The empowerment of rural communities in development is a comprehensive documentation of the sustainable progress made in village development (Handayani et al., 2023). People must participate and participate in decision-making, implementation of development, and utilization of the development results itself. Therefore, the country cannot run without the participation of the community in developing their country and region.

Many hamlets in Indonesia, especially in West Java, do not know the importance of the role of the community in promoting the development of facilities and infrastructure. During the transition from rural development to comprehensive revitalization, the responsibility of rural governance becomes heavy (Li et al., 2023). To achieve excellent public service, it needs a qualified government apparatus to provide various services the community needs, whether in the rules or other services (Ambarwati et al., 2019). In this case, the village government must play an important role in building trust with the community regarding community participation in village development; most hamlets in Indonesia entrust development to the village government. Therefore, awareness from the community is needed for the sake of advancing the development of the hamlet.

The meeting hall has damage that makes local community activities impossible because the building is no longer fit for purpose. The condition of the meeting hall building in Cipari Hamlet, Garawastu Village, is very worrying because it also has a lot of damage. The roles and responsibilities of various government departments have been reviewed to simplify public administration organizations (Ramadhan, 2019). So that the performance of the meeting hall towards community services is disrupted. So, to achieve smooth hamlet community activities and village activities, a meeting hall that is suitable for use is needed.

One example is Cipari Hamlet, Garawastu Village, which has an inadequate meeting hall. The performance of the meeting hall is hampered by its community services. Infrastructure is the basic physical and organizational structures and facilities needed to operate a society (Akbar & Sihaloho, 2019). One example is Cipari Hamlet, Garawastu Village, which has an inadequate meeting hall. The performance of the meeting hall is hampered by its community services. Infrastructure is the basic physical and organizational structures and facilities needed to operate a society.

METHOD

The research methods used in this research are qualitative methods and quantitative methods. Qualitative methods are research that comes directly to the place to be studied. Quantitative methods can be done using a lot of numbers. However, qualitative research can involve various aspects of data from field observations, interviews, and documentation (Firmansyah et al., 2022). The data needed in this study are in the form of questionnaire results and visual survey data. This data was collected at Cipari Hamlet, Garawastu Village, Sindang District, and Majalengka Regency research locations.

Cipari Hamlet is one of the hamlets in Majalengka Regency, located very far from the city centre. So, this hamlet often goes unnoticed by the government. In this hamlet, natural disasters such as landslides often occur, so the facilities and infrastructure there are often damaged by these disasters. The research location is in Figure 1.

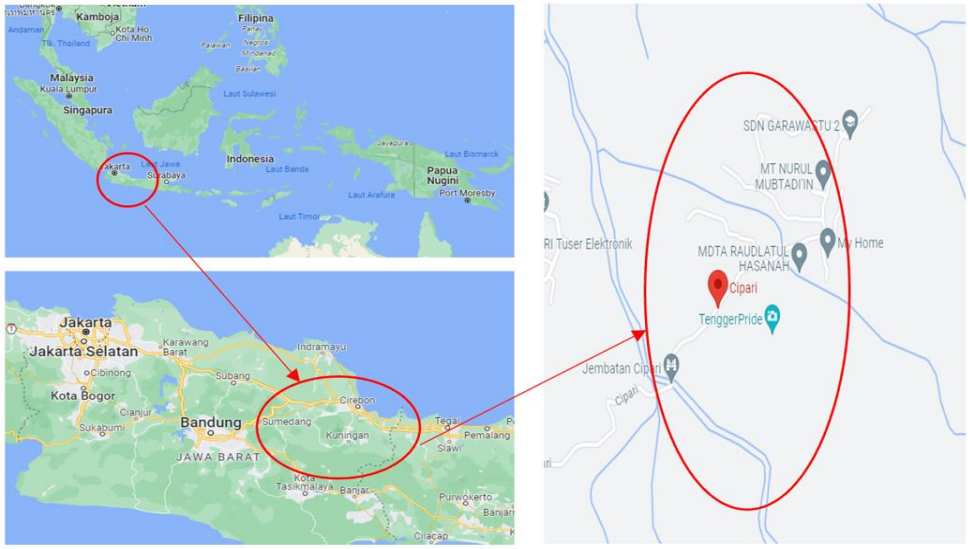


Figure 1. Location

Primary data required include questionnaires and visual surveys. The questionnaire data requires 20 respondents who are residents pr, prioritizing adult residents. Meanwhile, the visual survey is also classified as primary data because the data is obtained by photographing the location directly in the field survey. In

addition, secondary data was used in this research, namely, data on the population in this village, which supports data to be used as a parameter in selecting respondents in questionnaires and interviews.

In managing the questionnaire data, rater theory is used, where rater theory is a grouping based on service quality. The rater theory has five servqual dimensions: reliability, empathy, responsiveness, assurance, and tangibles. Using this theory is expected to facilitate this research in grouping the results of this questionnaire based on the types of questions asked in this questionnaire.

Based on the results of the interview in this study. Then, a data processing instrument was made to assess the level of importance and public satisfaction with the performance of this meeting hall. That way, two variables are accompanied by service dimensions or service quality dimensions that are measured. The instrument can be seen in Table 1. and Table 2.

Table 1. Servqual dimensions and importance indicators

Servqual	Indicator	Code
Reliability	The importance of the Hamlet meeting hall for community services	RB01
	The importance of hamlet hall is often used as a meeting between the village government and the community	RB02
	Community interest in meeting hall facilities	RB03
	Importance to the performance of the village government	RB04
	The hamlet hall is often used as a meeting between the village government and the community	RB05
Assurance	Level of importance of the comfort of the meeting hall	AR01
	Importance of the current security condition of the meeting hall	AR02
	Importance Deliberations can be held in the meeting hall and run without obstacles	AR03
	Guarantee of comfort if there is a meeting at the current meeting hall	AR04
	The importance of the village government being honest in providing information about the clarity of village funds	AR05
Tangibles	Completeness of meeting hall facilities	TB01
	The importance of a meeting hall that looks beautiful and clean	TB02
	The importance of the meeting hall room can be used	TB03
	The importance of the meeting hall structure	TB04
	The importance of WC and waiting room at the meeting hall	TB05
Empathy	Importance of improvements to the meeting hall	EP01
	The importance of suggestions for improvements to the structure of the meeting hall building	EP02
	The importance of the village government paying attention to the damage to the meeting hall	EP03
	The interest of the community in paying attention to the damage to the meeting hall	EP04
	The interests of the government and the community want to repair the damage to the meeting hall	EP05
Responsiveness	The importance of the performance of services from the government is fast	RN01
	The importance of the government being swift in serving the complaints of the village community	RN02
	The government should always help the community when experiencing difficulties at the meeting hall.	RN03
	The government's interest in helping village institutions to obtain a meeting hall that is suitable for use	RN04
	The government's service performance is responsive	RN05

Table 2 Servqual dimensions and performance level indicators

Servqual Dimensions	Indicator	Code
Reliability	Satisfaction of hamlet meeting halls with community services	RL01
	The Satisfaction that the hamlet hall is often used as a meeting between the village government and the community	RL02
	Community satisfaction with meeting hall facilities	RL03

	Satisfaction with village government performance	RL04
	The hamlet hall is often used as a meeting between the village government and the community	RL05
Assurance	Satisfaction level of comfort of the meeting hall	AS01
	Satisfaction of the current security condition of the meeting hall	AS02
	Satisfaction that deliberations can be held in the meeting hall and run without obstacles	AS03
	Guarantee of comfort if there is a meeting in the current meeting hall	AS04
	Community satisfaction with the village government being honest in providing information about the clarity of village funds	AS05
Tangibles	Satisfaction of the completeness of the meeting hall facilities	TG01
	Satisfaction that the meeting hall looks beautiful and clean	TG02
	Satisfaction that the meeting hall room can be used	TG03
	Satisfaction with the structure of the meeting hall	TG04
	Satisfaction that there is a toilet and waiting room at the meeting hall	TG05
Empathy	Satisfaction of improvements to the meeting hall	EY01
	Satisfaction that there are suggestions for improvements to the meeting hall building structure	EY02
	Satisfaction that the village government pays attention to the damage to the meeting hall	EY03
	Satisfaction of the community paying attention to the damage to the meeting hall	EY04
	Satisfaction that the government and the community want to repair the damage to the meeting hall	EY05
Responsiveness	The satisfaction that the government's service performance is fast	RS01
	Satisfaction that the government is swift in serving complaints from the village community	RS02
	Satisfaction that the government always offers help to the community when experiencing difficulties at the meeting hall	RS03
	The government's interest in helping village institutions to obtain a meeting hall that is suitable for use	RS04
	Satisfaction The government's service performance is responsive	RS05

The indicators used in this questionnaire are measured according to the service quality dimensions in each variable. In addition, this questionnaire data is assessed from the importance level and performance satisfaction level. That way, it is hoped that there will be ease in processing the data before entering the next stage. The above variables will be assessed using CSI *(Customer Satisfaction Index)*.

Customer Satisfaction Index is a method to calculate the value of the community satisfaction index. This CSI value will provide an overview to the Garawastu Village government regarding the performance of the Hamlet hall in Cipari Hamlet. The division of the CSI value scale is in Table 3.

Table 3. Scale of Customer Satisfaction Index

No	Score CSI	Information
1	90,1% s.d 100%	Very satisfactory at all
2	80,1% s.d 90%	Very satisfactory
3	70,1% s.d 80%	Satisfactory
4	60,1% s.d 70%	Quite satisfactory
5	50,1% s.d 60%	Less satisfactory
6	40,1% s.d 50%	Not satisfactory at all
7	30,1% s.d 40%	Less than satisfactory
8	20,1% s.d 30%	Very less satisfactory
9	10,1% s.d 20%	Very less than satisfactory
10	0% s.d 10%	Not satisfactory at all

Several things are needed in this CSI value, including determining the average importance score, using the weighting factor value, determining the weighting score, and determining the public satisfaction index. The perception used from this questionnaire data is the importance level data and the level of satisfaction processed

using a scale of 1 to 100% from very unimportant and very dissatisfied to very important and very satisfied. The IPA (Importance Performance Analysis) method will process this CSI value.

The IPA method is a method to determine the level of importance and satisfaction of questionnaire respondents. This method has four quadrants, with each quadrant having different results. The example of the IPA method graph and its parameters is in Figure 2.

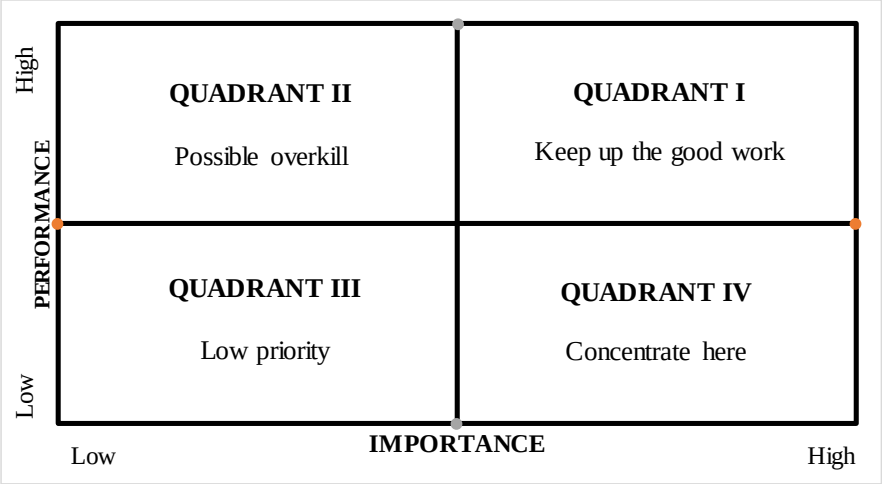


Figure 2. The IPA quadrant matrix

Maintaining the performance of variables in Quadrant 1 that have high interest and satisfaction is recommended. Quadrant 2, characterized by low interest and high satisfaction, indicates overperformance. Quadrant 3, characterized by low interest and satisfaction, indicates a low priority level. Quadrant 4, which represents high interest and low satisfaction, indicates a need for increased focus and concentration (Rifai et al., 2023). Thus, the output expected in this research is in the form of priority levels and data on proposed improvements to the Hamlet hall, which is the result of this IPA method.

RESULTS AND DISCUSSION

From Table 4 of the questionnaire below, the highest value of the importance variable indicates the need to improve the meeting hall (9.95). Meanwhile, the lowest importance variable value indicates the importance of the meeting hall looking beautiful and clean (1.15). The highest satisfaction value is the need for improvements to the meeting hall (8.32). Meanwhile, the lowest satisfaction value is the government's satisfaction in serving complaints from the village community (1.42). The average importance value is 5.31, the average satisfaction value is 5.34, and the average gap value is 0.026. Where the gap is negative, it indicates that the respondent's satisfaction cannot be fulfilled, and the positive gap indicates that the respondent's satisfaction can be fulfilled.

Table 4. Importance and Performance Questionnaire Data

Dimensi Servqual	Indicator	Code	Importance	Performance	GAP
Reliability	The suitability of hamlet meeting halls for community	RL01	6.8	5.26	-1.54
	The hamlet hall is often used as a meeting between the village government and the community	RL02	7.35	6.89	-0.46
	Community satisfaction with meeting hall facilities	RL03	2.35	3	0.65
	Satisfaction with village government performance	RL04	4.7	3.58	-1.12
	The hamlet hall is often used as a meeting between the village government and the community	RL05	6.95	7.58	0.63
Assurance	Satisfaction level of comfort of the meeting hall	AS01	3.45	3.68	0.23
	Satisfaction of the current security condition of the meeting hall	AS02	5.15	5.5	0.35
	Satisfaction that deliberations can be held in the meeting hall and run without obstacles	AS03	6.85	6.58	-0.27
	Guarantee of comfort if there is a meeting in the current meeting hall	AS04	5.1	5.16	0.06
	Community satisfaction with the village government being honest in providing information about the clarity of village funds	AS05	5.25	5.84	0.59
Tangibles	Completeness of meeting hall facilities	TG01	2.2	2.37	0.17
	The meeting hall looks beautiful and clean	TG02	1.15	1.42	0.27
	The meeting hall room can be used	TG03	3.75	4.05	0.3
	The structure of the meeting hall	TG04	4.38	5.26	0.88
	Importance and satisfaction WC and waiting room at the	TG05	2.25	2.89	0.64
Empathy	Need for improvements to the meeting hall	EY01	9.95	8.32	-1.63
	Suggestions for improvements to the meeting hall building	EY02	7.6	7.37	-0.23
	The village government pays attention to the damage to	EY03	4.6	5.58	0.98
	The community noticed the damage to the meeting hall	EY04	7.5	7	-0.5
	The government and the community want to repair the damage to the meeting hal	EY05	8.6	7.84	-0.76
Responsiveness	Service performance from the government is fast	RS01	6.35	6.42	0.07
	The government is swift in serving village community	RS02	5.4	5.26	-0.14
	The government always offers help to the community when experiencing difficulties at the community hall.	RS03	5.25	5.58	0.33
	The government helps village institutions to obtain a meeting hall that is suitable for use	RS04	5	6.26	1.26
	The government's service performance is responsive	RS05	4.9	4.79	-0.11

Importance Performance Analysis (IPA)

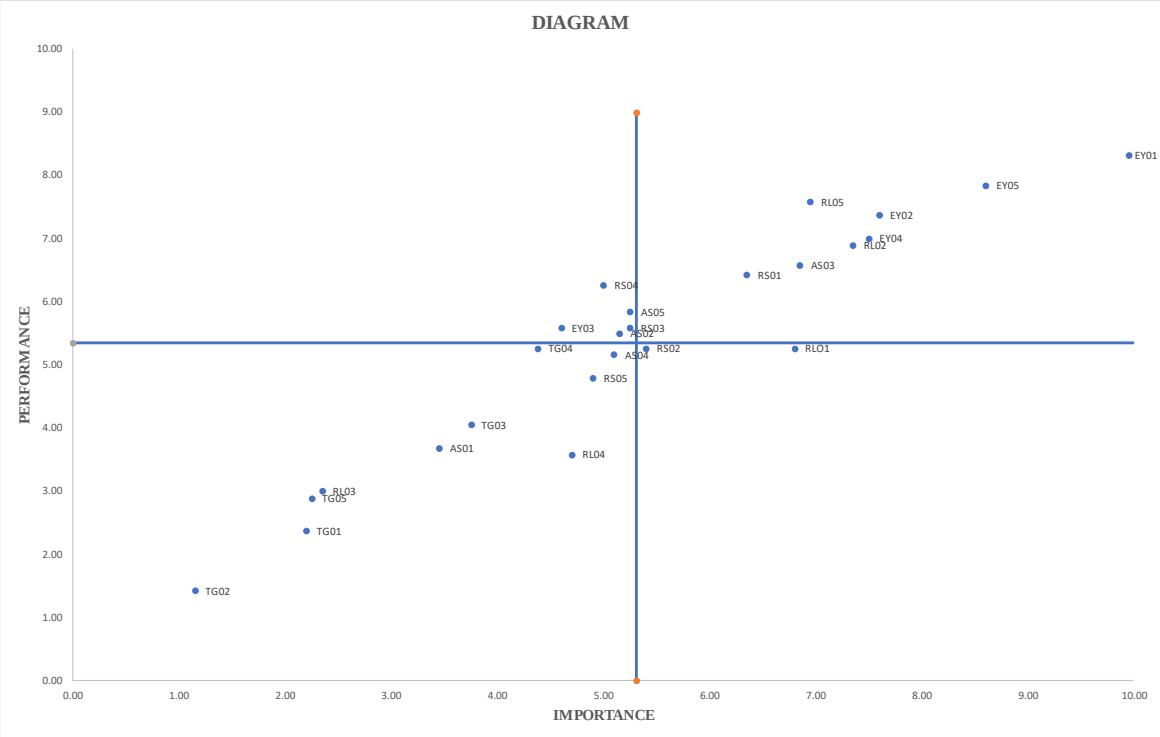


Figure 3. Diagram

The table above shows the value of satisfaction and importance in each quadrant. Quadrant I is a quadrant with high satisfaction and importance, so it needs to be maintained. In quadrant I, eight indicators include EY01, EY05, RL05, EY02, EY04, RL02, AS03, and RS01. Quadrant II is a quadrant with a high level of satisfaction and low importance, so this is excessive; there are five indicators included in quadrant II, including RS04, AS05, RS03, EY03, and AS02. Quadrant III is a quadrant with the same low satisfaction level and priority importance. Ten indicators are included in quadrant III, namely TG04, AS04, RS05, TG03, AS01, RL04, RL03, TG05, TG01, and TG02. Quadrant IV is a quadrant with high satisfaction and top priority importance. There are two indicators included in quadrant IV, namely RS02 and RL01. The condition of the hamlet hall itself is shown in Figure 4.



Figure 4. Community meeting hall

Thus, the indicators that fall into quadrant IV, namely, the lack of a swift government in serving village community complaints and the lack of satisfaction with the performance of services from the government, are fast. So a proposal was found for RS 02 that the meeting hall must be repaired, especially in a proper building to hold meetings properly. Meanwhile, the proposal for RL01 is that the government must often interact with the local community so that when people experience difficulties, the government can help.

CONCLUSION

From the results of research data obtained from the performance of the meeting hall on community service performance with an average value of 5.31. Meanwhile, the satisfaction value has an average value of 5.34, which means that the level of importance and satisfaction is almost balanced. So that the average value of the resulting gap has a value of 0.026, which means that it indicates that the satisfaction of the community with the performance of the meeting hall can be slightly fulfilled, especially in the performance of the government in helping village institutions to improve the meeting hall, besides that community satisfaction is also fulfilled in the structure, room, and facilities of the meeting hall as well as with the current condition of the meeting hall. Because of this, the government often offers assistance to the community when there are difficulties with the meeting hall. However, respondents expect improvements to the performance of the meeting hall towards community services. So, it is necessary to improve the suitability of the meeting hall for community services, and the village government also needs to improve its responsiveness to community complaints. In addition, parameters considered important and high satisfaction are also with improvements to the condition of the meeting hall. Meanwhile, what is considered less important and satisfactory is that the meeting hall looks beautiful and clean.

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