The village expansion model for village governance and public service improvement in North Lombok Regency

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ARTICLE INFO

Article history:
Received 17 January 2024
Received in rev. form 19 March 2024
Accepted 26 March 2024

Keywords:
Village Expansion; Village Governance; Quality of Public Service.

JEL Classification:
O18, O21, J18

ABSTRACT

This study aims to analyze the model of village expansion for village governance and improving the quality of public services. The Explanatory Sequential Mixed Method was used in the analysis of this study. Using 122 respondents of village officials in North Lombok Regency in 2022 indicated that the village expansion model (objectivity, subjectivity and psychological) improves village governance (accountability, transparency, openness and rule of law) and the quality of public services (convenience, security, reliability, personnel attention, problem-solving approach, fairness, fiscal responsibility and citizen influence). In addition, good village governance can strengthen the quality of public services. This research implies that the model of village expansion used in participatory development planning is to strengthen strengths to overcome weaknesses.

Introduction

Village, as a social entity with unique characteristics in the formal institutional structure of the Republic of Indonesia, forms the basis for the conception of the issuance of Law Number 6 of 2014 concerning Villages. This law subsequently serves as the outlet for the realization of autonomy or participatory self-government for advanced, independent, and prosperous villages, without forsaking their identity in comprehensive village development.

According to Article 1, paragraph 1 of Law Number 6 of 2014 Regarding Villages, it asserts that a village is a legal community unit with defined territorial boundaries authorized to regulate and manage governance affairs and the interests of the local community based on community initiatives, ancestral rights, and traditional rights recognized and respected within the governance system of the Republic of Indonesia. The Village Law has provided significant opportunities for villages to manage their own governance and implement development to enhance the welfare and quality of life of the village community. Village governments are expected to be more self-reliant in administering governance and various natural resources they possess. This is reinforced by the economic perspective on villages, as Wasistiono & Tahir (2007) suggest, stating that a village is a place where people live in family bonds within a residential group with significant interdependence in the socio-economic domain.

The policy of Village Division is intended to facilitate the reach of public services, with the ultimate goal of providing widespread access to welfare for the community. However, in reality, several issues in its implementation were identified by the author during the pre-research process. Firstly, there is no written Standard Operating Procedure (SOP) from the Department of Community and Village Empowerment regarding the Village Division policy. Consequently, the information received by the community and village government is limited to oral communication. Secondly, there is a low level of community participation in the Village Division process. This is evident from the pre-research conducted by the author, revealing that the participation in planning in villages in
North Lombok Regency through the Village Development Plan Deliberations is less effective. Aspirations are often not included in planning documents, and there is a lack of both formal forums and digital media for conveying community aspirations.

Thirdly, in terms of public service processes in villages, there is a need for evaluation and assessment of service performance at the village level. The results of the assessment of public service performance in villages per sub-district in North Lombok Regency mostly indicate moderate values among the 33 villages. This suggests that there is a need for attention from the local government to evaluate and formulate policies aimed at improving the quality of public services so that the performance rating of public services in villages can shift from the moderate category to a higher level. Fourthly, one factor influencing the public service process in villages is the distance between the parent village and the proposed village for division (preparation village). The distance between the parent village and the preparation village impacts the quality of services provided. This is significant considering data indicating that out of the total area of North Lombok Regency, which is 809.53 km², 361.86 km² (44.70%) constitutes protected forest areas and wildlife reserves. The remaining 447.67 km² (55.30%) is flat land used for agriculture and residential areas. Therefore, government efforts are needed to enhance community welfare by bringing services closer to the people at the village level.

Based on the Letter of the Director General of Village Administration Number 146/2554/BPD dated June 12, 2020, regarding the Submission of Village Codes for 10 (ten) Villages in North Lombok Regency, 10 (ten) new villages have been formed as a result of the division of existing villages in the North Lombok Regency of the West Nusa Tenggara Province. The establishment of these new villages, if not properly evaluated, may have implications for public services in both the original and newly formed villages. The proposed data for the division of villages in North Lombok Regency in 2019 is as follows:

Department of Community and Village Empowerment, North Lombok Regency (2022), based on the data on village division in North Lombok Regency, despite the normative explanation of the goals of village division, there still arises a question in the field about whether there is a relationship between the model of village division and the improvement of the quality of public services. Hermanto et al., (2021) discovered that The Village Law and the Village Allocation Fund were elucidated by local authorities.

**Literature Review**

**Theory of Regional Expansion**

This research is supported by the Theory of Regional Expansion (Widarta, 2005) and Public Services (Sutrisno Edy, 2000) which views that there are conditions in the village that show the performance of human resources is very far from expected, where human resources in the public sector bureaucracy show low professionalism of human resources, rampant practices of Corruption, Collusion and Nepotism, services to the community are convoluted, less creative and innovative and it is felt that there are government officials who work without understanding the program according to their main duties and functions, which in turn these conditions can have an impact on the quality of service delivery to the community, so, it is hoped that through the village expansion program can further maximize equitable development and services to the community in the village in terms of accuracy, speed and even behavior in serving the entire community. Thus, it is hoped that the Village Expansion Program can maximize the distribution of development and services to the community in the Village in terms of accuracy, speed and even behavior in serving the entire community.

**Theoretical and Conceptual Background**

**Empirical Review and Hypothesis Development**

In accordance with the proposed conceptual model, the statistical hypotheses proposed based on the above framework are:

H1: There is a significant effect of village expansion on village governance;
H2: There is a significant effect of Village Expansion on the Quality of Public Services;
H3: There is a significant effect of Village Governance on the Quality of Public Services.

**Research and Methodology**

This research utilizes a sequential explanatory mixed-methods design, which is a design within mixed-methods where the researcher collects qualitative data in the first phase, analyzes the results, and then uses the findings to plan (or create) the second phase, which
is the quantitative phase (Creswell, 2021). Data obtained from the research questionnaire are in ordinal form; therefore, the ordinal data needs to be transformed into interval data using successive intervals. Subsequently, the data is statistically analyzed using Structural Equation Modeling (SEM) to test the research variables and hypotheses. The data used consists of respondent answers measured on a scale in the research questionnaire. The discussion of the research results includes the addition of data obtained from interviews and observations conducted in this study, which serves as supplementary data to the questionnaire data.

Following the above method, the author initiates the research by seeking facts and collecting data on the Village Division Model to Improve the Quality of Public Services in North Lombok Regency, West Nusa Tenggara Province.

**Table 1: Operationalization of Variables, Dimensions, and Indicators**

<table>
<thead>
<tr>
<th>Variable</th>
<th>Dimension</th>
<th>Indicator</th>
<th>Question Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Village Division</td>
<td>Objectivity</td>
<td>Legal Basis for Determining Village Boundaries</td>
<td>Item No. 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Suitability of Hamlet Areas or Other Designations with the Needs of the Village for Adequate Public Services</td>
<td>Item No. 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Availability of Connecting Roads</td>
<td>Item No. 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Harmony in the Development Programs of Roads for the Village Community</td>
<td>Item No. 4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Availability of Population Data</td>
<td>Item No. 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Population Density Level</td>
<td>Item No. 6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Alignment of Population Numbers with Legal Regulations</td>
<td>Item No. 7</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Availability of Supporting Facility Data</td>
<td>Item No. 8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Level of Achievement of Village Division Goals</td>
<td>Item No. 9</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Availability of Financing</td>
<td>Item No. 10</td>
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<tr>
<td></td>
<td></td>
<td>Availability of Village Financial Report Data</td>
<td>Item No. 11</td>
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<tr>
<td></td>
<td></td>
<td>Availability of Statistical Data on Village Potential</td>
<td>Item No. 12</td>
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<tr>
<td></td>
<td></td>
<td>Village's Ability in Utilizing Resources</td>
<td>Item No. 13</td>
</tr>
<tr>
<td></td>
<td>Subjectivity</td>
<td>Agreement of the Community in a Deliberation Forum for the Village Division Plan</td>
<td>Item No. 14</td>
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<tr>
<td></td>
<td></td>
<td>Availability of Traditional Institutions in the Village</td>
<td>Item No. 15</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ability to Resolve Issues to Foster Communal Harmony</td>
<td>Item No. 16</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Willingness to Accept Complaints Regarding Services</td>
<td>Item No. 17</td>
</tr>
<tr>
<td>Psychological</td>
<td>Community Support in the Village Division Process</td>
<td>Item No. 18</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Local Government Support in the Village Division Process</td>
<td>Item No. 19</td>
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<tr>
<td></td>
<td></td>
<td>Readiness of the Divided Area to Implement Village Governance</td>
<td>Item No. 20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Concern and Preparedness of Officials in Serving</td>
<td>Item No. 21</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Discipline of Service Officials</td>
<td>Item No. 22</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Friendliness of Service Officials</td>
<td>Item No. 23</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ability to Resolve Issues</td>
<td>Item No. 24</td>
</tr>
<tr>
<td>Village Governance</td>
<td>Accountability</td>
<td>Agency performance accountability</td>
<td>Item No. 25</td>
</tr>
<tr>
<td>(Sedarmayanti, 2010)</td>
<td></td>
<td>Clarity of the policy taken</td>
<td>Item No. 26</td>
</tr>
<tr>
<td>Transparece</td>
<td></td>
<td>Easy access to information</td>
<td>Item No. 27</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Clear information on procedures, fees and responsibilities</td>
<td>Item No. 28</td>
</tr>
<tr>
<td>Openness</td>
<td></td>
<td>Easy access to information</td>
<td>Item No. 29</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Complaint mechanism if there are provisions that are not in accordance</td>
<td>Item No. 30</td>
</tr>
<tr>
<td>Rule of Law</td>
<td></td>
<td>Village government knowledge of regulations</td>
<td>Item No. 31</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Conformity of village expansion requirements with regulations</td>
<td>Item No. 32</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Conformity of village expansion procedures with regulations</td>
<td>Item No. 33</td>
</tr>
<tr>
<td>Quality of Public Service</td>
<td>Convenience</td>
<td>Simplicity of procedure</td>
<td>Item No. 34</td>
</tr>
<tr>
<td>(Denhardt &amp; Dendhardt, 2003)</td>
<td></td>
<td>Availability of information</td>
<td>Item No. 35</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Availability of service facilities and infrastructure</td>
<td>Item No. 36</td>
</tr>
<tr>
<td>Security</td>
<td></td>
<td>Guarantee the validity of service products</td>
<td>Item No. 37</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Guarantee the safety of the service place</td>
<td>Item No. 38</td>
</tr>
</tbody>
</table>
Reliability
- Service fee
- Service completion time
- Convenience of the service place

Personnel Attention
- Concern and readiness of officials to serve
- Discipline of service personnel
- Friendliness of service apparatus

Problem solving approach
- Ability to provide solutions to service problems
- Willingness to accept complaints about services

Fairness
- Impartial attitude in providing services
- Honest and democratic attitude in providing services

Fiscal Responsibility
- Ability to manage budget
- Ability to publish the budget transparently

Citizens Influence
- Existence of Village minimum service standards
- Community participation in the formulation of a policy

Figure 2: Steps of SEM Analysis

According to Joreskog & Sorborn (1996), the estimation method used for studies with samples under 500 uses the Maximum Likelihood (ML) estimation method. Each estimate made is reviewed based on goodness of fit (GOF). An examination of the estimation results is carried out to see the possibility of disturbing estimates, namely values that do not make sense or anomalies, namely the value of t < 1.96 or the standard value of the solution > 1.00.
Findings and Discussions

Findings

Analysis Model

This study was conducted to determine the Village Expansion Model in Improving the Quality of Village Governance and Public Services in North Lombok Regency, West Nusa Tenggara Province. Data collection was carried out through distributing questionnaires online using google form to 122 respondents. The distribution of questionnaires until all questionnaires were answered and collected back in this study started from August 22, 2023 to October 20, 2023. The characteristics of the respondents included academics 2 people, Ministry of Home Affairs 3 people, West Nusa Tenggara Provincial Government 1 person, North Lombok District Government 1 person, Sub-district Head 5 people, Village Head 10 people and Village community 100 people.

Based on the summary of the results of testing the validity of the research instrument, it is known that all indicators on village expansion, village governance, and the quality of public services have a correlation coefficient value of the indicator with the total score (riT) > table correlation value (0.176). Thus, all indicators on these variables are declared valid or able to measure these variables.

Based on the summary of the reliability test results of the research instruments, it is known that all Cronbach's Alpha values > 0.6. Thus, the indicators on the questionnaire are declared reliable or consistent in measuring the variables of village expansion, village governance, and the quality of public services so that they can be used as data collection tools in this study.

Descriptive Analysis of Variables

The description of respondents' answers to the village expansion variable shows that the average (mean) perception of respondents on the indicators of the village expansion variable is 4.08 which is in the good/ideal category, this indicates that most respondents agree that the 3 dimensions and 24 indicators on the village expansion variable support the village expansion process. Furthermore, the indicator of the level of achievement of the objectives of village expansion (PD1.9) has a higher mean than other indicators, this emphasizes that the level of achievement of the objectives of village expansion is considered by respondents to be the most important indicator describing the ideal village expansion process.

The description of respondents' answers to the Village Governance Variable shows that the average (mean) perception of respondents on the indicators of the Village Governance Variable is 4.16 which is in the good/ideal category, this indicates that most respondents agree that the 4 dimensions and 9 indicators in the Village Governance variable support village governance. Furthermore, the indicator of the Village government's knowledge of regulations (TKPD4.1) has a higher mean than other indicators, emphasizing that the Village government's knowledge of regulations is considered by respondents to be the most important indicator describing good village governance.

The description of respondents' answers to the Public Service Quality Variable shows that the average (mean) perception of respondents on the indicators of the Public Service Quality Variable is 4.00 which is in the good/ideal category and most respondents agree that the 8 dimensions and 19 indicators in the Public Service Quality variable support public services. Furthermore, the procedure simplicity indicator (KPP1.1) has a higher mean than other indicators, this emphasizes that the simplicity of the procedure is considered by respondents as the most important indicator describing the process in public services to be carried out properly.

SEM Analysis

The analysis used in inferential analysis is carried out using the method of combining all SEM components into a complete model of the measurement model and structural model, commonly called the Full and Hybrid Model. Model specification is carried out by converting the path diagram into a series of structural model equations and measurement model equations. The structural equation model is:

\[ \eta_2 = \gamma_{1.1}\xi_1 + \gamma_{1.2}\xi_1 + \beta_{1.2}\eta_1 + \zeta_1 + \zeta_2 \]
Based on the simplification of the research model, after calculating through the measurement model approach on variable x and the measurement model on variable y, the following results are obtained:

**Figure 4: Path Diagram of Model Estimation Results**

The model estimation results above are obtained from the 2nd CFA method based on the conceptual model according to the theory referred to, as shown below:
Based on data processing using SPSS v.26, all relationships between exogenous variables and endogenous variables produce a probability of 0.000. This means that the probability < level of significance (alpha (α = 5%)). Thus, it can be stated that all relationships between exogenous variables and endogenous variables are linear relationships.

Referring to the LISREL 8.80 data processing, it can be seen that the P value of skewness of all indicators > level of significance (Alpha = 5%), and the P value of kurtosis of all indicators > level of significance (Alpha = 5%). Thus, the data used in this study are normally distributed.

Based on the results of the validity test analysis on the loading factor value of the Convergent 1st test results in the table above, it can be seen that all indicators of each dimension of objectivity, subjectivity, psychological, accountability, transparency, openness, convenience, security, reliability, personnel attention, problem solving approach, fairness, fiscal responsibility, and Citizens Influence produce a loading factor greater than 0.5. Thus, the indicator is declared valid or able to measure the dimensions of objectivity, subjectivity, psychological, accountability, transparency, openness, convenience, security, reliability, personnel attention, and problem-solving approach.

The value of the root AVE dimension is greater than the correlation between dimensions. Thus, the discriminant validity of all indicators that measure dimensions is stated to be fulfilled. In other words, the indicators that measure the dimensions are declared valid and are able to measure the dimensions that correspond to these indicators.

The reliability test informs that the dimensions of objectivity, subjectivity, psychological, accountability, transparency, openness, convenience, security, reliability, personnel attention, and problem-solving approach produce AVE values greater than 0.5. Thus, all indicators that measure these dimensions are declared reliable. The reliability test also informs that the composite dimensions of objectivity, subjectivity, psychological, accountability, transparency, openness, convenience, security, reliability, personnel attention, and problem-solving approach are greater than 0.7. Thus, all indicators measuring these dimensions are declared reliable.

Based on the results of the validity test analysis in the table above, it can be seen that all dimensions that measure the variables of village expansion, village governance, and public service quality produce loading factors greater than 0.5. Thus, these dimensions are declared valid or able to measure the variables of village expansion, village governance, and public service quality.
Village Expansion Variable Measurement Model

Based on the measurement model of the Village Expansion Variable, it is known that each indicator in each dimension has a value > 0.5, so that each indicator in each dimension makes a positive contribution to the Village Expansion Variable and through the measurement model of the Village Expansion Variable provides information that the Objectivity dimension has the highest loading value of 0.897, this means that the Objectivity dimension is the most dominant dimension in measuring the Village Expansion Variable.

Measurement Model of Village Governance Variables

Based on the measurement model of the Village Governance Variable, it is known that each indicator in each dimension has a value > 0.5, so that each indicator in each dimension makes a positive contribution to the Village Governance Variable and through the measurement model of the Village Governance Variable provides information that the Rule of Law dimension has the highest loading value of 0.985, this means that the Rule of Law dimension is the most dominant dimension in measuring the Village Expansion Variable.

Measurement Model of Public Service Quality Variables

Based on the measurement model of the Public Service Quality Variable, it is known that each indicator in each dimension has a value > 0.5, so that each indicator in each dimension makes a positive contribution to the Public Service Quality Variable and through the Public Service Quality Variable measurement model provides information that the Convenience dimension has the highest loading value of 0.926, this means that the Convenience dimension is the most dominant dimension in measuring the Public Service Quality Variable.

Hypothesis Testing Results

Table 2: Inter-variable Structural Model Hypothesis Testing Results

<table>
<thead>
<tr>
<th>Exogenous</th>
<th>Endogenous</th>
<th>Path Coefficient</th>
<th>SE</th>
<th>T Statistic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Village Expansion</td>
<td>Village Governance</td>
<td>0.503</td>
<td>0.101</td>
<td>4.684</td>
</tr>
<tr>
<td>Village Expansion</td>
<td>Public Service Quality</td>
<td>0.247</td>
<td>0.050</td>
<td>2.759</td>
</tr>
<tr>
<td>Village governance</td>
<td>Public Service Quality</td>
<td>0.644</td>
<td>0.075</td>
<td>5.162</td>
</tr>
</tbody>
</table>

Based on the hypothesis of the structural model between variables in the table above, it can be seen that the structural model formed as the conceptual model presented by the author is as follows:

**Model 1**

Model 1 is a prediction model of the effect of the Village Expansion Variable on the Village governance variable (PD -> TKPD), and the results show that the T Statistic value of the Village Expansion Variable on the Village Governance Variable is 4.684 or the T Statistic value > T-Table (1.96), this means that there is a significant effect of village expansion on village governance. The path coefficient of the effect of village expansion on village governance of 0.480 shows that the path coefficient is positive. This means that village expansion has a unidirectional (positive) influence on village governance. Thus, the more ideal village expansion will improve village governance. So, H1 is accepted.

**Model 2**

Model 2 is a prediction model for the effect of the Village Expansion Variable on the Public Service Quality Variable and a prediction model for the effect of the Village Governance Variable on the Public Service Quality Variable (KKP = PD + TKPD), and the following results were obtained:

a. that the T Statistic value of the Village Expansion Variable on the Public Service Quality Variable is 2.759 or the T Statistic value > T-Table (1.96), this means that there is a significant effect of village expansion on the quality of public services. The path coefficient of the effect of village expansion on the quality of public services is 0.247, indicating that the path coefficient is positive. This means that village expansion has a direct (positive) influence on the quality of public services. Thus, the more ideal village expansion will improve the quality of public services. So, H2 is accepted.

b. that the T Statistic value of the Village Governance Variable on the Public Service Quality Variable is 5.162 or the T Statistic value > T-Table (1.96), this means that there is a significant influence of village governance on the quality of public services. The path coefficient of the effect of village expansion on the quality of public services is 0.644, indicating that the path coefficient is positive. This means that village governance has a unidirectional (positive) influence on the quality of public services. Thus, the more ideal village governance will improve the quality of public services. So, H3 is accepted.
Discussion

To explain the appropriate strategy to be used in improving the quality of public services in North Lombok Regency, West Nusa Tenggara Province, a schematic model was developed based on the results of hypothesis testing on the effect of village expansion and village governance on the quality of public services. The schematic model is described as follows:

Figure 6: Village Expansion Model for Enhancing Village Governance and Quality of Public Service

The smooth implementation process of the village expansion policy is highly dependent on whether or not the village expansion policy is ideally implemented. There are three characteristics of the ideal implementation of village expansion that must be owned by the North Lombok Regency government, namely: Objectivity to look at aspects of regional geography, social cohesion, economic prospects and economic potential to strengthen the region, Subjectivity to look at aspects of history, customs and common interests, and Psychological to look more at aspects of community support and the political situation to form a new region.

Theoretical Implications of the Effect of Village Expansion on Village Governance

The exogenous variable of village expansion contributes to the research conducted because based on the results of hypothesis testing of structural models between variables, the Village Expansion Variable has a T-Statistic value on the Village Governance Variable of 4.684 or the T-Statistic value> from the T-Table (1.96). So, it can be concluded that the variable of village expansion has an influence on village governance, this supports the theory that has been put forward previously. As stated by Ratnawati (2009) that one of the main factors driving regional expansion during the reform period was “the motive for the effectiveness/efficiency of governance given the vast area of the region, the dispersed population, and the underdevelopment”.

The implementation of the village expansion program in North Lombok Regency is in accordance with the concept of the division of Indonesian territory by Ratnawati (2009) where the Village Expansion by the North Lombok Regency Government in the process of village expansion is relevant to the dimensions of the Theory of the Division of Indonesian Territory in Autonomous Regions, namely Objectivity, Subjectivity and Psychological this can be seen from several aspects as follows:

First, Obedience to the law. Legal order is obedience by all levels of society to the rules agreed upon and determined by a state institution, this is to create order, create a harmonious, orderly and comfortable community environment. Executing participatory development planning is essential for implementing the Village Law, as highlighted by Hermanto et al., (2023). Second, Administrative Order. Administrative order is a manifestation of the orderly administration of government both by the government at the central, regional and village levels where the administrative management process is carried out in a structured, orderly and in
accordance with procedures based on applicable laws and regulations. Third, Social Engagement. Community engagement is a form of democratic governance in the community where the community participates voluntarily in encouraging the achievement of common goals for programs or activities in an area, thus active community involvement is important to support the process of village expansion.

**Theoretical Implications of the Effect of Village Governance on the Quality of Public Services**

Based on the output results obtained using the help of LISREL 8.80 software, it is obtained that the Village governance variable contributes to the quality of public services, this is based on the results of testing the hypothesis of the structural model between variables, the Village Governance Variable has a T-Statistic value on the Public Service Quality Variable of 5.162 or the T-Statistic value > from the T-Table (1.96). So, it can be concluded that the Village Governance variable has had a significant influence on the quality of public services, this supports the theory that has been put forward previously.

As stated by Sedarmayanti (2010) that one of the main principles that can illustrate public administration characterized by good governance is good government in terms of accountability, namely the realization of the obligation for government officials to provide excellent service and act as responsible and accountable for all actions and policies they implement.

Sudarsana (2015) states that "SWOT analysis is needed in the preparation of village expansion to be expanded so that it is eligible and feasible towards independent villages and local governments can regulate village expansion in accordance with the provisions of applicable laws and regulations" and the results of Syah et al. (2018) state that "information is needed regarding how the legal system in Indonesia regulates regional expansion in public services, so that valid empirical data is obtained, and objectively related to the impact of regional expansion on public services". Therefore, considering several interview results related to village governance, it can be concluded that in general, village governance based on respondents' perceptions has shown positive results but is still not optimal, this is because there are still elements that need to be improved, namely transparency.

As a result of the interviews, there are several things that need further attention and efforts after the village expansion process, namely: First, there is a need for capacity building programs for both the Village apparatus, Village Institutions and the implementation of adequate basic services; and second, there is a need to transform Village governance from conventional to modern while still being based on local wisdom.

**Theoretical Implications of the Effect of Village Expansion on the Quality of Public Services**

Based on the results of the output obtained using the help of LISREL 8.80 software, it is found that the village expansion variable contributes to the quality of public services, this is based on the results of testing the hypothesis of the structural model between variables, the Village Expansion Variable has a T-Statistic value on the Public Service Quality Variable of 2.759 or the T-Statistic value > from the T-Table (1.96). So it can be concluded that the Village Expansion variable has had a significant effect on the quality of public services, this supports the theory previously stated. As stated by Ratnawati (2009) that "Expansion is empowering its own region for the purpose of developing its own region".

Efforts to improve the quality of public services are a commitment within the North Lombok Regency government through the Village Expansion policy, this is because community expectations for improvements in public service providers are getting higher, especially after the earthquake in North Lombok Regency. To achieve this, the quality of services that are in accordance with the needs of the community. The approach utilized in participatory development planning aims to bolster strengths in order to tackle identified weaknesses (Hermanto, Manzilati, Maski, et al., 2021).

This research supports the results of Sukaryo et al., (2021) which states that "through the Village expansion program, it can maximize the distribution of development and services to the community in terms of accuracy, speed and even the behavior of serving the entire community". So that paying attention to some of the interview results and the Community Satisfaction Index table in the expansion of the Village area, it can be concluded that in general the improvement in the quality of public services marked by the value of the Community Satisfaction Index has shown a positive number in the Good category but not yet optimal, because there are still elements of service that are in the Less Good category, namely the elements of service Facilities and Infrastructure and Complaint Handling.

As for the results of interviews with the 3 Village Heads mentioned above, several things were obtained that need further attention and efforts after the Village expansion process, namely: First, ensuring the availability of service facilities and infrastructure; second, it is necessary to conduct socialization to the community after the village expansion policy; third, it is necessary to order population administration by the relevant agencies because there has been a split in administrative areas; and fourth, it is necessary to hold a capacity building program for village government officials related to the substance and technical implementation of village governance. Wahidah, et al., (2022) showed that the influence of the village expansion policy on aspects of development and public services in Wonorejo Village had a positive influence on the development and public services there, especially on the development of village markets, revitalization of village offices, mosques, and on service aspects.
Conclusions

Based on the results of the hypothesis testing analysis and the discussion described in the previous chapter regarding the village expansion model in improving the quality of village governance and the quality of public services in North Lombok Regency, West Nusa Tenggara Province, the following conclusions can be drawn from the research problem:

i. The Village Expansion variable is measured from three dimensions, namely: Objectivity, Subjectivity and Psychology have a significant effect on public service quality variables, where based on the results of testing the mediation hypothesis, the T Statistic value of the Village Expansion Variable on the Public Service Quality Variable is 2.759 or the T Statistic value > T-Table (1.96), while the path coefficient value of the effect of village expansion on public service quality is 0.247, indicating that the path coefficient is positive. This means that village expansion has a unidirectional (positive) influence on the quality of public services.

ii. The role of the village expansion model is very important in simplifying the relationship between variables as factors that must be considered to achieve success in improving the quality of public services. So that the more ideal the process of village expansion is implemented, the more it can affect the quality of public services.

iii. Local governments can consider implementing a model for improving the quality of public services formulated based on the results of statistical tests with SEM analysis with two main variables, namely village expansion variables and village governance variables in an effort to improve the quality of public services in North Lombok Regency, West Nusa Tenggara Province.

Acknowledgments

In particular, the author would like to thank Prof. Dr. Nurliah Nurdin, MA, Dr. Des. Udaya Madjid, M.Pd and Dr. M. Irwan Tahir, M.Si as the Promoter Team who have been patient, taking the time, volunteering their energy and thoughts and also giving attention in providing assistance throughout the research process. Gratefulness also given to the agencies of the Ministry of Home Affairs and the Regional Government of West Nusa Tenggara Province and the Government of North Lombok Regency for providing the opportunity to conduct research there. All authors have read and agreed to the published version of the manuscript.


Informed Consent Statement: Informed consent was obtained from all subjects involved in the study.

Data Availability Statement: The data presented in this study are available on request from the corresponding author. The data are not publicly available due to restrictions.

Conflicts of Interest: The authors declare no conflict of interest.

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