

ABSTRAK

MUHAMMAD RAHMADANI, NPM : 2022142, JUDUL “STRATEGI MENINGKATKAN EFISIENSI KERJA MELALUI PENGELOLAAN ADMINISTRASI DESA DI KANTOR DESA PASAR SENIN KECAMATAN AMUNTAI TENGAH KABUPATEN HULU SUNGAI UTARA” dibawah bimbingan Bapak H. Yusran Fahmi, S.IP., M.AP. sebagai Pembimbing I dan Bapak Mohammad Fajar Noorrahman, M.Psi.,M.AP. sebagai Pembimbing II

Penelitian ini dilatarbelakangi oleh masih rendahnya efisiensi kerja aparatur desa dalam pengelolaan administrasi di Kantor Desa Pasar Senin Kecamatan Amuntai Tengah Kabupaten Hulu Sungai Utara. Berdasarkan observasi awal, ditemukan berbagai permasalahan seperti keterbatasan sistem informasi dan rendahnya kapasitas aparatur dalam mengoperasikan teknologi, menurunnya kualitas pelayanan yang menyebabkan masyarakat harus datang berulang kali dan menunggu lama, serta belum memadainya sarana prasarana seperti ruang Kepala Desa, ruang Badan Permusyawaratan Desa (BPD), dan Aula Pertemuan. Penelitian ini bertujuan untuk mengetahui strategi meningkatkan efisiensi kerja melalui pengelolaan administrasi desa serta faktor-faktor yang mempengaruhinya.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe penelitian deskriptif. Informan penelitian menggunakan teknik *purposive sampling* sebanyak 12 orang informan. Teknik pengumpulan data dilakukan melalui wawancara mendalam, observasi terstruktur, dan studi dokumentasi. Analisis data meliputi reduksi data, penyajian data, dan penarikan kesimpulan. Uji kredibilitas data dilakukan melalui perpanjangan pengamatan, peningkatan ketekunan, triangulasi, dan *member check*.

Hasil penelitian menunjukkan bahwa strategi peningkatan efisiensi kerja melalui pengelolaan administrasi desa cukup baik. Pada aspek penggunaan waktu, pengaturan jam kerja telah berjalan dengan baik, tetapi ketepatan penyelesaian pekerjaan masih rendah akibat manajemen waktu yang kurang efektif dan masih adanya aparatur yang tidak mematuhi jam kerja. Pada aspek metode kerja, SOP, alur kerja, dan prosedur pelayanan telah diterapkan secara jelas, sederhana, serta sesuai dengan ketentuan. Dari aspek tenaga kerja, pembagian tugas telah sesuai dengan tugas pokok dan fungsi, namun jumlah aparatur masih terbatas, kompetensi teknologi belum merata, serta disiplin dan tanggung jawab kerja masih perlu ditingkatkan. Pada aspek fasilitas, sarana kerja telah cukup memadai, sedangkan prasarana seperti ruang kepala desa, ruang BPD, dan aula pertemuan masih belum tersedia. Faktor pendukung meliputi pembagian tugas yang jelas, SOP, pengaturan jam kerja, pelayanan yang cepat, serta tersedianya fasilitas kerja. Sementara itu, faktor penghambat meliputi rendahnya disiplin dan manajemen waktu, keterbatasan kompetensi teknologi, beban kerja yang tidak seimbang, belum lengkapnya dokumen administrasi, serta keterbatasan prasarana pendukung.

Disarankan kepada pemerintah desa untuk meningkatkan pengawasan dan pembinaan aparatur, memberikan pelatihan teknologi administrasi, melengkapi prasarana kerja, serta menyusun dokumen administrasi pendukung secara tertib. Bagi penelitian selanjutnya, disarankan untuk mengkaji pengelolaan administrasi desa secara lebih mendalam dengan melibatkan lebih banyak informan serta memperluas fokus kajian pada efektivitas pemanfaatan teknologi informasi dan kualitas pelayanan publik.

ABSTRACT

MUHAMMAD RAHMADANI, Student ID: 2022142, “STRATEGIES FOR IMPROVING WORK EFFICIENCY THROUGH VILLAGE ADMINISTRATIVE MANAGEMENT AT THE PASAR SENIN VILLAGE OFFICE, AMUNTAI TENGAH DISTRICT, HULU SUNGAI UTARA REGENCY,” under the supervision of **H. Yusran Fahmi, S.IP., M.AP.** as Supervisor I and **Mohammad Fajar Noorrahman, M.Psi., M.AP.** as Supervisor II.

This study was motivated by the relatively low level of work efficiency among village officials in managing administrative services at the Pasar Senin Village Office, Amuntai Tengah District, Hulu Sungai Utara Regency. Preliminary observations identified several issues, including limited information systems and inadequate technological competencies among village officials, declining service quality that required community members to make repeated visits and endure long waiting times, and insufficient infrastructure, such as the absence of a dedicated ruang Kepala Desa, ruang Badan Permusyawaratan Desa (BPD), dan Aula Pertemuan. This study aims to analyze strategies for improving work efficiency through village administrative management and to identify the factors influencing their implementation.

This research employed a qualitative approach using a descriptive research design. Data sources consisted of primary data obtained through direct interviews and observations involving 12 informants. Data were collected through in-depth interviews, structured observations, and documentation studies. Data analysis followed the stages of data reduction, data presentation, and conclusion drawing. Data credibility was ensured through prolonged engagement, persistent observation, triangulation, and member checking.

The findings indicate that the strategy for improving work efficiency through village administrative management has been implemented relatively well. In terms of time utilization, the regulation of working hours has been effectively implemented; however, the timely completion of tasks remains suboptimal due to ineffective time management and the continued noncompliance of some village officials with established working hours. Regarding work methods, standard operating procedures (SOPs), workflow arrangements, and service procedures have been implemented clearly, simply, and in accordance with applicable regulations. From the workforce perspective, the allocation of duties has been aligned with the officials' primary duties and functions, nevertheless, the number of village officials remains limited, technological competencies are unevenly distributed, and work discipline and responsibility require further improvement. In terms of facilities, work equipment and supporting facilities are generally adequate, whereas essential infrastructure, including ruang Kepala Desa, ruang Badan Permusyawaratan Desa (BPD), dan Aula Pertemuan, is not yet available. Supporting factors include a clear division of responsibilities, the implementation of SOPs, well-regulated working hours, prompt public services, and the availability of adequate work facilities. Conversely, inhibiting factors include low levels of work discipline and ineffective time management, limited technological competencies, an uneven distribution of workload, incomplete administrative documentation, and inadequate supporting infrastructure.

It is recommended that the village government strengthen the supervision and capacity development of village officials, provide training in administrative technology, improve supporting infrastructure, and ensure the systematic preparation of administrative documents. Future research is encouraged to examine village administrative management in greater depth by involving a larger number of informants and expanding the scope of analysis to include the effectiveness of information technology utilization and the quality of public service delivery.