

ABSTRAK

MULIANA. 2026. "PENGARUH KINERJA APARAT DESA TERHADAP KEPUASAN MASYARAKAT DI DESA TELAGA HANYAR KECAMATAN AMUNTAI SELATAN KABUPATEN HULU SUNGAI UTARA", dibimbing oleh **DR. JUMAIDI S.SOS, M.AP.** Sebagai dosen pembimbing I, **AKHMAD BERKATILLAH, S.SOS. M.A.** Sebagai dosen pembimbing II.

Kinerja aparat desa merupakan salah satu faktor penting dalam menentukan tingkat kepuasan masyarakat terhadap pelayanan publik di tingkat desa. Namun, pada Kantor Desa Telaga Hanyar Kecamatan Amuntai Selatan ditemukan permasalahan terkait kinerja aparat desa, seperti pelayanan administrasi yang belum tepat waktu, kepala desa yang jarang terlihat berada di kantor desa pada jam pelayanan, serta lemahnya integritas dalam pelayanan yang ditandai dengan masih adanya permintaan pembayaran kepada masyarakat dalam proses pembuatan surat. Berdasarkan hal tersebut, penelitian ini bertujuan untuk mengetahui pengaruh kinerja aparat desa terhadap kepuasan masyarakat di Desa Telaga Hanyar Kecamatan Amuntai Selatan Kabupaten Hulu Sungai Utara

Penelitian ini menggunakan metode kuantitatif dengan tipe penelitian asosiatif. Teknik pengumpulan data dilakukan melalui kuesioner (angket), observasi, dan dokumentasi. Populasi dalam penelitian ini adalah aparat desa, BPD, ketua RT, dan masyarakat Desa Telaga Hanyar dengan jumlah 847 orang, sedangkan sampel penelitian berjumlah 89 responden yang ditentukan menggunakan rumus Slovin. Teknik analisis data yang digunakan meliputi uji validitas, uji reliabilitas, uji asumsi klasik, analisis regresi linier sederhana, uji t, dan koefisien determinasi dengan bantuan program SPSS versi 27.

Kesimpulan dari hasil penelitian ini menunjukkan bahwa kinerja aparat desa berpengaruh signifikan terhadap kepuasan masyarakat. Hal ini dibuktikan melalui hasil uji t yang menunjukkan nilai t_{hitung} sebesar 12,932 lebih besar daripada t_{tabel} sebesar 0,1755, dengan nilai signifikansi $0,000 < 0,05$, sehingga hipotesis nol (H_0) ditolak dan hipotesis alternatif (H_a) diterima. Besarnya pengaruh kinerja aparat desa terhadap kepuasan masyarakat ditunjukkan oleh nilai koefisien determinasi (R^2) sebesar 0,658, yang berarti bahwa kinerja aparat desa memberikan kontribusi sebesar 65,8% terhadap kepuasan masyarakat, sedangkan sisanya sebesar 34,2% dipengaruhi oleh faktor lain yang tidak diteliti dalam penelitian ini.

Berdasarkan hasil penelitian tersebut, disarankan kepada pemerintah desa agar meningkatkan kedisiplinan dan ketepatan waktu pelayanan, memperkuat peran dan kehadiran kepala desa dalam penyelenggaraan pelayanan publik, serta menegakkan integritas aparat desa dengan menghilangkan praktik pungutan dalam pelayanan administrasi. Selain itu, diperlukan pengawasan dan pembinaan secara berkelanjutan agar pelayanan publik di Desa Telaga Hanyar dapat berjalan secara optimal dan meningkatkan kepuasan masyarakat.

ABSTRACT

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The performance of village officials is one of the important factors in determining the level of community satisfaction with public services at the village level. However, at the Telaga Hanyar Village Office, Amuntai Selatan District, several problems related to the performance of village officials were found, such as administrative services that are not completed on time, the village head who is rarely present at the village office during service hours, and weak integrity in service delivery, as indicated by requests for payment from the community in the process of issuing administrative letters. Based on these conditions, this study aims to determine the effect of the performance of village officials on community satisfaction in Telaga Hanyar Village, Amuntai Selatan District, Hulu Sungai Utara Regency.

This study employs a quantitative method with an associative research type. Data collection techniques include questionnaires, observation, and documentation. The population of this study consists of village officials, members of the Village Consultative Body (BPD), neighborhood heads (RT), and the community of Telaga Hanyar Village, totaling 847 people. The research sample consists of 89 respondents, determined using the Slovin formula. Data analysis techniques include validity testing, reliability testing, classical assumption testing, simple linear regression analysis, t-test, and coefficient of determination (R^2), with the assistance of SPSS version 27.

The results of the study indicate that the performance of village officials has a significant effect on community satisfaction. This is evidenced by the results of the t-test, which show that the calculated t-value is 12.932, greater than the t-table value of 0.1755, with a significance value of $0.000 < 0.05$. Therefore, the null hypothesis (H_0) is rejected and the alternative hypothesis (H_a) is accepted. The magnitude of the effect of village officials' performance on community satisfaction is indicated by the coefficient of determination (R^2) value of 0.658, which means that the performance of village officials contributes 65.8% to community satisfaction, while the remaining 34.2% is influenced by other factors not examined in this study.

Based on these findings, it is recommended that the village government improve discipline and timeliness in service delivery, strengthen the role and presence of the village head in the implementation of public services, and uphold the integrity of village officials by eliminating the practice of illegal charges in administrative services. In addition, continuous supervision and guidance are necessary to ensure that public services in Telaga Hanyar Village operate optimally and enhance community satisfaction.