
The Influence of Leadership Type and Government Attitudes on Public Services

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ABSTRACT

This research purposed to explained influence of leadership's type and apparatus's attitude of government to public services. This research used descriptif kuantitatif methode. The population on this research was society in desa Kerbang Tinggi Kecamatan Pesisir Selatan Kabupaten Pesisir Barat. The instruments were using questionnaires and data analysis was using percentages, interval and chi kuadrat.

Based on the survey results, the indicators of leadership's type was 47 responden or 77,04% in the open category. Then, indicators of apparatus's attitude was 29 respondens or 47,5% in agree's category to apparatus's attitude. The indicator of public services was 28 respondens or 45,90% felt that the public servuces from apparatus at their place still less appropriate. Results of regression calculation showed that the type of leadership and apparatus's attitude have an impact on public services. Because, the way a leader and how his attitude to the society will result in the public service to be gained by the local society.

KEYWORDS: *leadership type, government attitude, public services*

INTRODUCTION

Based on Article 18 of the 1945 Constitution on "regional governments which contain regulations concerning regional autonomy, every regional government, both province, regency and city has the right to regulate and manage its own household and government affairs for autonomy and assistance tasks". The purpose of establishing regional autonomy is that local governments are able and able to manage their own households and pay attention to the specificity and diversity of regions, the most important thing is to develop community togetherness values in it, because the enforcement of togetherness values in society is the most important element in national life and state, especially in the midst of the life of a pluralistic society. With the achievement of a unity and unity in the forum of national integration, it is hoped that togetherness can be realized in the community, so that harmonious relations and national relations will be established in the life and creation of a safe and peaceful life.

These efforts must be supported by the performance of the local government in serving the community. Bureaucrats should be able to provide the best service to the community (Sinambela et al, 2006). Bureaucrats that determine all policies will be the hope of the community in meeting their needs.

The ability of a bureaucrat will affect his ability to provide services to the community. Leadership style is all forms of behavior that are used as someone to influence the behavior of others (Thoha, 2004). And it can be said that this behavior is a type of leadership because they

are able to apply the patterns of consistent behavior that they apply to working with others as perceived by those (Werren & Burt; 2006)

A safe and peaceful life greatly influences the leadership of the village apparatus in an area they lead. According to article 202 of Law No. 32 of 2004 concerning the regional government stated that "the village government consists of village heads and village officials". The village apparatus consists of village secretaries, treasurers, heads of affairs, hamlet / RW heads, and RTs. Communities always grow and develop in accordance with the social changes that occur. The demands of change are not just individual or community demands. To fulfill their needs, people not only need clothing, food and shelter, but people have other needs as a companion to their needs. To complement and support with the aim of achieving a better life such as needs in community life, for example, the needs in various administrations are needed as a means of self-identity, for example ID cards, family cards and so on. All services are handed over to the community by the village apparatus according to the community's residence. All of these services are public services organized by village officials.

Similarly, in Kerbang Tinggi Village, Pesisir Selatan District, West Coastal District. there is a leadership of the village apparatus that has rights, authority and obligations in carrying out a village government or environment. The tribe in Kerbang Tinggi Village consists of several tribes including Sumendo, Java, Sunda, Lampung, Batak and Bali.

The situation of the Sindang Pagar Village community is also like two different sides of a coin. First, horizontally there is a social unity based on ethnic differences, differences in customs and regional differences. Second, vertically marked by differences in economic groups between the upper, middle and lower layers of society. Ethnic / ethnic diversity and differences in social strata also influence the leadership of village officials in the village of Sukananti. Sindang Pagar Village has a fairly large area with a fairly dense population, it requires a good type of leadership, because its existence becomes very important and needed in order to accelerate access to services and the effectiveness of the implementation of citizenship activities in the region. Conversely, if there is no leadership of the village apparatus that is good in the characteristics of the region, people's access to ease of service will be difficult to fulfill.

Every village has a village apparatus whose job is to help the community to serve and administer the population. Similarly, in Kerbang Tinggi Village, Pesisir Selatan District, West Coastal District. there is a village apparatus in charge of serving the community.

Below is the name of the position of the device of the Kerbang Tinggi Village, Pesisir Selatan District, West Coastal District.

Based on the data in the table the overall number of village government apparatus in Kerbang Tinggi Village, Pesisir Selatan District, West Coastal District. there are 32 people with different duties and authorities in serving the community.

No	Jabatan Aparatur Desa	Jumlah
1	Kades	1
2	Sekdes	1
3	Bendahara	1
4	Kaur	5
5	Kadus	9
6	RT	15
	Jumlah	32

Kerbang Tinggi Village is led by the village head, village secretary and treasurer from the Semendo tribe, and kaur comes from the Lampung tribe. Although those who served in the village apparatus consisted of various tribes, but the social relations in them were not good and in the process of service to the community was also not good. As a result, residents who will take care of various interests find it difficult. So far the leadership of the village apparatus in the village of Kerbang Tinggi is merely carrying out traditional duties, which are still limited to carrying out administrative roles such as recording population mutations, making certificates for making ID cards or other interests, and other administrative services. In addition, in service to the community there is often inter-ethnic discrimination. The existence and function of the village apparatus leadership has also tended to be less thoughtful and not optimized.

LITERATURE REVIEW

Understanding Public Services

The quality of public services is a dynamic condition that relates to products, services, people, processes and environments that meet expectations (Tjiptono, 1977). Public services are all activities in order to fulfill basic needs in accordance with the basic rights of every citizen and resident of an item, service and / or administrative service provided by service providers related to the public interest.

According to Law No. 25 of 2009 "Public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and or services provided by public service providers".

Definition of Government Apparatus

The government is an organization that has the power to make and apply laws and laws in certain regions. The government is a person or organization that implements a government system that aims to regulate order in people's lives. According to Syafii (2002: 11) governance is "A science and art". Thus the government in implementing its governance system will show how to use power as well as possible. Government officials are workers who are paid by the government in carrying out tasks to serve the community based on applicable provisions (Setyawan, 2004).

Understanding the attitude of the Village Government Apparatus

Attitude is the readiness of someone in acting and making decisions on certain things (Yusuf, 2006). The attitude of the village government apparatus is an act / behavior as a reaction to the response shown by village officials as a form of public service. The attitude of the village government apparatus can also be interpreted as a tendency for the behavior of village officials to carry out public services.

Komariah (2003: 93) illustrates that there are 4 (four) important roles for effective leadership, namely:

1. Determination of direction, leaders must be able to select and set goals by considering the future external environment which is the goal of mobilizing all organizational resources in achieving the vision, leaders who can act as direction determinants are visionary leaders.
2. Change agents, leaders must be able to anticipate changes and developments in the global environment and make predictions about their implications for the organization, be able to scale priorities for changes that their vision implies, and be able to promote experimentation with the participation of people to produce the desired change.
3. The spokesperson, the leader must be able to become a negotiator and form an external relations network, develop a vision and communicate it to empower and make changes.
4. Coach, the leader must tell others about the current reality, what is his vision or where he is going, how to make it happen. Always giving enthusiasm to progress and guiding how to actualize the potential to achieve vision.

Types of Leadership

This type of leadership is a form or style of a leader in leading someone or several people they lead, with the aim that those he leads follow all the wishes desired by the leader. The type of leadership determines whether or not an object is headed, so there are several types of leadership possessed by a person namely charismatic leadership types, militaristic types, autocratic types, democratic types, situational types, populist types, and free types (Laissez Faire). According to Ordway Tead, the emergence of a leader, karana:

1. Forming yourself (self constituted leader, self mademan, born leader).
2. Chosen by the group, meaning he becomes a leader because of his services, because of his skills, courage and so on to the organization.
3. Appointed from above, meaning that he becomes a leader because he is trusted and approved by his superiors (Imam Mujiono, 2002: 18).

As according to Kartono (2008: 80) dividing the type or style of leadership, including the following:

1. Type of charismatic, this type of charismatic leadership has the power of energy, attractiveness and extraordinary authority to influence others.
2. Paternalistic and Maternalistic types are fatherly types of leadership.
3. Military type, this type is military-military.
4. An autocratic type is a type of leadership that is fundamental to absolute power and coercion that must be obeyed.
5. Populistic type, this type of leadership adheres to traditional community values.

6. Administrative or Executive Type is leadership that is able to carry out administrative tasks effectively
7. Free type (Laissez Faire), in this type, the leader uses a little power, because in its implementation the leader gives high freedom to his subordinates.

Leadership is the ability to influence other people, subordinates or groups, the ability to direct subordinate or group behavior, have special abilities or expertise in the field desired by the group, to achieve organizational or group goals.

Research purposes

This study aims to find out and analyze how the influence of the type of leadership and attitude of the government apparatus on public services in the village of Kerbang Tinggi, Pesisir Selatan District, West Coast Regency

RESEARCH METHODS

Types of research

The research method used by the author in this study is a descriptive method with a quantitative approach.

Population & Samples

The population in this study were people in the village of Kerbang Tinggi, Pesisir Selatan Subdistrict, West Coast Regency in 2016, which amounted to 244 families with a sample of 66 households, with 25% of 244 households in Kerbang Tinggi village.

Research variable

In this study using two variables, namely the independent variable (X) and the dependent variable (Y) as follows:

1. Variable X (Type of leadership)
2. Variable Y (attitude of village government officials)

Conceptual Definition

The conceptual definitions of variables in this study are as follows:

1. Type of leadership (X): This type of leadership is a form or style of a leader in leading someone or several people they lead, with the aim that those he leads follow all the wishes desired by the leader.
2. The attitude of the village government apparatus (Y): The attitude of the village government apparatus is an act / behavior as a reaction to the response shown by village officials as a form of public service. The attitude of the village government apparatus can also be interpreted as a tendency for the behavior of village officials to carry out public services.

Operational definition

1. Type of leadership (X) : Moving the Community, Guiding the Community, Directing the Community, and Oversee the Community
2. Attitude of Apparatus (Y): Cognitive, Affective, and Conative

Data collection technique

Data collection techniques used in this study were questionnaires, observation and interviews.

Test Validity & Reliability

Validity test: For the validity of the questionnaire, researchers conducted a trial by looking at indicators of variables X and Y which were then constructed into question items.

Reliability Test: Conducting trials on 10 people outside the respondent, then grouping odd and even items to be correlated using the Product Moment formula, then to find out the coefficient of the entire questionnaire used the Sperman Brown formula. The results of the analysis are then compared with the level of reliability.

Data analysis technique

The data analysis technique in this study is using the percentage interval formula, and chi squared which is then described as a systematic sentence.

RESULTS AND DISCUSSION

Data collection

After a questionnaire trial was conducted on 10 respondents and the level of reliability was known, the writer then distributed questionnaires to 61 respondents addressed to the community in Kerbang Tinggi Village, Pesisir Selatan District, West Coastal District.

Discussion

After conducting the research and then analyzing the data in order to describe the actual conditions or conditions in accordance with the data obtained regarding "The Effect of Leadership Type and Attitude of Government Apparatus on Public Services in Kerbang Tinggi Village, Pesisir Selatan District, West Coast District 2016", the discussion can be following:

1. Variable Type of leadership

This type of leadership is a form or style of a leader in leading someone or several people they lead, with the aim that those he leads follow all the wishes desired by the leader.

The type of leadership determines whether or not an object is headed, so there are several types of leadership possessed by a person, namely types of charismatic leadership, militarist type, autocratic type, democratic type, situational type, populist type, and free type (Laissez Faire).

The process of developing togetherness values in society in order to run well, among others, requires effective leadership. Effective leadership is a leadership that respects the efforts of subordinates (the community), who treat them (the community) according to the talents, abilities and interests of each individual community, which gives an impetus to develop and direct themselves towards achieving the goals of shared life in society.

Effective leadership always utilizes cooperation with subordinates to achieve organizational goals. In this way the leader will get a lot of help from the mind, enthusiasm and energy of the subordinates which will lead to a shared spirit and sense of unity, so that it will facilitate the process of delegation and problem solving which all advance the village itself.

Based on the results of research conducted by researchers about the influence of the type of leadership and the attitude of government officials on public services, the results show that it does have a lot of influence. Because, as we understand that the way a leader is and how his attitude towards society is led will result in what kind of public service will be obtained by the local community. If the type of leadership or strategy used by the leader is the right way and oriented to the interests of the community and accompanied by a democratic attitude that is open to various opinions and complaints of the community, then the public services provided will be effective and effective services for the community so that with so people can enjoy public services that are in accordance with their rights and this will have an impact on the progress of the village. And vice versa, if the way to lead and the attitude of a leader is not appropriate or less open to the community, then the community will feel the impact on the lack of quality public services.

2. Variable Attitudes of Apparatus

Attitude is a person's tendency to respond to something. A tendency to react in a certain way, attitude is an action / behavior as a response to a stimulus stimulus that is accompanied by the establishment and or feeling itself".

Attitudes can be divided into three components which are explained as follows:

- a. The component of cognition, is a component consisting of knowledge, this knowledge will form certain beliefs and opinions by the object of attitude
- b. The component of affection, is a component that relates to feeling happy or unhappy, reaction or response, so that it is evaluative. This component is closely related to the value system adopted by the owner's attitude.
- c. The component of konasi, is a component of attitude in the form of a person's readiness to behave in relation to the attitude object

Attitude is the tendency of someone to act, think, and feel in the face of objects, ideas, situations or values to determine whether people must agree or disagree with something to determine what is liked, expected, both positive and negative.

Government apparatus are devices, governments, and civil servants who have the power to make and apply laws in certain regions. The positive attitude of the apparatus with sufficient knowledge, community-oriented feelings, and being prepared for all conditions that occur in the community will have an impact on the quality of public services obtained by the local community and the progress of the village. The attitude of the apparatus who enjoys his job as a leader will improve the performance of the leader in the community. A positive attitude raises a tendency to like, approach, accept, or even expect the presence of certain objects.

3. Public Service Variables

Public services are all activities in order to fulfill basic needs in accordance with the basic rights of every citizen and resident of an item, service and / or administrative service provided by service providers related to the public interest. According to Law No. 25 of 2009 "Public service is an activity or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and or services provided by public service providers".

Then according to the Decree of the Minister of Administrative Reform Number 63 of 2003 "Public services are all service activities carried out by providers of public services as an effort to meet the needs of recipients of services and implementers of statutory provisions". According to Ratminto (2005: 5):

Public services are all forms of service, both in the form of public goods and public services which in principle are responsible and carried out by government agencies at the center, in the regions, and within State-Owned Enterprises or Regionally-Owned Enterprises, in order to fulfill the needs the community and in the context of implementing the provisions of legislation.

So that it can be concluded that public service is an activity or series of activities in order to fulfill the needs of the community as well as in the framework of implementing the provisions of legislation. Every organization of public services must have service standards and be published as a guarantee of certainty for service recipients. Service standards are a measure that is standardized in the implementation of public services that must be adhered to by the giver and / or recipient of the service. Service standards, at least include:

- a. Service Procedure: Standardized service procedures for providers and recipients of services including complaints.
- b. Settlement time: Settlement time determined from the time of filing the application to the completion of the service including complaints.
- c. Service costs: Service fees / rates include the details specified in the service delivery process.
- d. Service products: The results of services to be received are in accordance with the stipulated conditions.
- e. Facilities and infrastructure: Provision of adequate service facilities and infrastructure by public service providers
- f. Competence of service providers: The competency of the service provider must be determined precisely based on the knowledge, skills, skills, attitudes, and behaviors needed.

CONCLUSIONS AND RECOMMENDATIONS

CONCLUSION

Based on the results of research that has been conducted on the Effect of Leadership Type and Attitude of Government Apparatus on Public Services in Kerbang Tinggi Village, Pesisir Selatan District, West Coastal District, it can be concluded that there is a significant influence between the type of leadership and the attitude of the public service.

The type of leadership used by leaders or village officials will influence the decision-making process that has an impact on the quality of public services that will be provided to the community. The type of open leadership in society that is in line with democratization will make the community dare to express their opinions but still accompanied by strict rules so that the public services provided will be easily adapted to the needs of the community. The attitude of a good and friendly apparatus and being close to the community will also make people more trust in the apparatus related to public services offered and carried out.

SUGGESTION

1. To the Village Apparatus

The village apparatus should use the type of leadership that is in accordance with the conditions of the community which is expected to be open to the opinions of the local community. Village officials should also have a good attitude to the community so that public services can take place in an appropriate manner while increasing the progress of the village.

2. To the Community

The community must be part of the development of public services so that the quality will be in accordance with the needs of the local community by continuing to follow the information and provide opinions and solutions needed.

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