

# 1.f. Satisfaction Study of Village Fund Performance Utilization for Infrastructure Development (Case Study: Kab. Hulu Sungai Tengah)

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## Satisfaction Study of Village Fund Performance Utilization for Infrastructure Development (Case Study: Kab. Hulu Sungai Tengah)

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**ABSTRACT:** This study aims to analyze the aspects of satisfaction and importance of the performance of village infrastructure development projects using indicators. Village infrastructure development projects have been implemented in a self-managed and cash for work through village funds from the central government since several years ago. So far, there has been no research on the satisfaction of village fund users with village infrastructure development in Hulu Sungai Tengah District. Therefore, it is necessary to carry out further studies regarding the satisfaction of beneficiaries of village funds in order to improve the performance of village infrastructure development in a sustainable manner. In this study, there were 5 respondents consisting of village assistants as supervisors, village government as budget executor, community as facility users and people involved in development.

**KEYWORDS:** community satisfaction, development performance, Cash For Work, Importance Performance Analysis (IPA)

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### I. INTRODUCTION

Village funds are a manifestation of the cabinet work of President Joko Widodo and Yusuf Kalla which as carried out by the Ministry of Villages and Transmigration with the slogan "Desa Membangun Indonesia". With the passing of Law Number 6 of 2014 concerning villages, villages are given a great opportunity to take care of their own governance and implementation of development to improve the welfare and quality of life of rural communities. Village funds have been implemented since 2015, 2016, 2017, 2018 and until now, which in the past 5 years has allocated a village fund budget of more than IDR 257 trillion.

More than 70% of the use of village funds (APBN) in Hulu Sungai Tengah Regency leads to infrastructure development aimed at absorbing as many local workers as possible and the basic needs of village infrastructure that are still not being met. However, there is community dissatisfaction with the use of the village funds, by showing their aspirations and demands to the village office at the end of 2019, source (Rahman Taupik, 2019, Warga Desa di HST menuntut transparansi Dana Desa – Senin 16 Desember 2019 Antara Kalsel). Therefore, it is necessary to conduct a satisfaction survey of village infrastructure, which in the last 5 years has still focused on infrastructure development and information on community participation and satisfaction is not yet known.

This study aims to determine the perceptions and satisfaction of village communities with village infrastructure development and what efforts should be made to improve the performance of utilizing village infrastructure development.

The objectives of the research to be carried out are 1. To analyze the level of community satisfaction with village infrastructure development. 2. Determine the strategic direction of increasing the utilization and satisfaction of village infrastructure development for village communities.

### II. LITERATURE REVIEW

The research instrument used in this study was a questionnaire. The questionnaire was created to measure directly the analysis of aspects of the interests and performance of the community towards village infrastructure development projects. The research instrument is divided into two main parts, namely the

respondent's profile information and a list of questions about the assessment of the level of importance and satisfaction. The complete form of this questionnaire is included in the attachment. This questionnaire is designed with a Likert scale to see the level of satisfaction and interest of the community on the performance of village infrastructure development. The satisfaction level describes the level of community feeling towards village infrastructure development, for the satisfaction level of the respondent's assessment the assessment score is given as follows:

1. Respondents who answered were very dissatisfied with a value of 1
2. Respondents who answered were not satisfied with a value of 2
3. Respondents who answered were quite satisfied with a value of 3
4. Respondents who answered satisfied with a value of 4
5. Respondents who answered were very satisfied with a value of 5

While the level of importance describes things that are considered important by the community, for the importance level of the respondent's assessment, the assessment score is given as follows:

1. Respondents who answer are not important with a value of 1
2. Respondents who answer are not important with a value of 2
3. Respondents who answer sufficiently important with a value of 3
4. Respondents who answered are important with a value of 4
5. Respondents who answered were very important with a value of 5

#### Validity Test

Validation testing is carried out in order to find out whether the questionnaire created is the right tool to measure what you want to measure, in this case whether the questionnaire is sufficiently understood by all respondents which is indicated by the small number of answers that do not deviate too much from the average answers of other respondents. According to Nugroho (2005) assessing the validity of each question item. Measurements are said to be valid if they measure the objective clearly and correctly Uyanto, 2009 the testing criteria are:

- a. If  $r > r_{kritis}$ , then the question is declared valid
- 4 If  $r < r_{kritis}$ , then the question is declared invalid

#### Reliability Test

The reliability test is used to determine the consistency of the measuring instrument whether the measuring device used is reliable and remains consistent if the measurement is repeated. To test the reliability of a questionnaire from a research variable, the Cronbach's Alpha coefficient was used. The amount of Cronbach's Alpha coefficient shows the level of reliability of the questionnaire. According to Nugroho (2005) a variable construct is said to be reliable if it has Cronbach's Alpha  $> 0.6$  whereas according to Sekaran (1992) in Priyatno (2008) it is said that the reliability of less than 0.6 is less good, while 0.7 is acceptable and above 0.8 is good.

### III. RESEARCH METHODS

Analysis is a process of processing data obtained through survey results and to make it easier to understand the contents of the data and to be more communicative, the results of data collection can be formally made in the form of descriptions of the data obtained when conducting research. Data analysis and processing carried out in this study are as follows.

#### 1. Descriptive Analysis Method

Analysis method is a method used to analyze data by describing and classifying the data that has been collected so as to provide a clear picture of the information or respondent's profile. In this study, the descriptive analysis obtained from the respondents is classified based on the position in the village, the name of the village, the age of the respondent, the education level of the respondent, and information on village infrastructure development activities.

#### 2. Importance Performance Analysis (IPA)

The data collected from the questionnaire were analyzed to conclude the results of the analysis of community satisfaction with the performance of village infrastructure development. The results of the questionnaire will look for indicators that satisfy the community or need to improve their performance. The method of importance performance analysis is used to map people's perceptions and preferences of several indicators that affect community satisfaction. There are several steps in using a method of importance performance analysis, as follows:

1. Creating a natural science position, based on the data collected, the average level of satisfaction and importance of the community is calculated, which will then be described the position of the level of satisfaction and importance level on the quadrant diagram importance performance analysis. with the point of intersection of the x, y axes where the horizontal axis x of the Cartesian diagram is the level of

satisfaction and the vertical axis  $y$  of the Cartesian diagram is the level of public interest / expectation.

2. Cartesian diagram of importance performance analysis is divided into four parts bounded by two lines that intersect perpendicularly (center of gravity) at the coordinates  $(\bar{X}, \bar{Y})$  where  $\bar{X}$  is the average of the satisfaction level scores of all variables, and  $\bar{Y}$  is the average score of the importance of all variables

3. Next, plot the results of the analysis of the level of satisfaction and importance of each variable into a Cartesian diagram which is divided into four quadrants, namely quadrant A, quadrant B, quadrant C, and quadrant D.

#### IV. RESULT AND DISCUSSION

Testing the Validity Test Instrument, using the *SPSS* application.

Table IV.2 Results of the Validity Test Output on the Satisfaction Level Questionnaire

Indicator	Corerected Item Total Correlation	Critical Value	Explanation
$X_1$	0,594	0,202	Valid
$X_2$	0,738	0,202	Valid
$X_3$	0,671	0,202	Valid
$X_4$	0,74	0,202	Valid
$X_5$	0,786	0,202	Valid
$X_6$	0,795	0,202	Valid
$X_7$	0,786	0,202	Valid
$X_8$	0,791	0,202	Valid
$X_9$	0,814	0,202	Valid
$X_{10}$	0,749	0,202	Valid
$X_{11}$	0,759	0,202	Valid
$X_{12}$	0,78	0,202	Valid
$X_{13}$	0,74	0,202	Valid
$X_{14}$	0,785	0,202	Valid
$X_{15}$	0,812	0,202	Valid
$X_{16}$	0,714	0,202	Valid
$X_{17}$	0,734	0,202	Valid
$X_{18}$	0,736	0,202	Valid
$X_{19}$	0,724	0,202	Valid
$X_{20}$	0,688	0,202	Valid

Table IV.3 Results of the Validity Test Output on the Importance Questionnaire

Indicator	Corerected Item Total Correlation	Critical Value	Explanation
$X_1$	0,665	0,202	Valid
$X_2$	0,686	0,202	Valid
$X_3$	0,729	0,202	Valid
$X_4$	0,75	0,202	Valid
$X_5$	0,805	0,202	Valid
$X_6$	0,715	0,202	Valid
$X_7$	0,702	0,202	Valid
$X_8$	0,746	0,202	Valid

X <sub>9</sub>	0,626	0,202	Valid
X <sub>10</sub>	0,772	0,202	Valid
X <sub>11</sub>	0,796	0,202	Valid
X <sub>12</sub>	0,733	0,202	Valid
X <sub>13</sub>	0,705	0,202	Valid
X <sub>14</sub>	0,672	0,202	Valid
X <sub>15</sub>	0,646	0,202	Valid
X <sub>16</sub>	0,58	0,202	Valid
X <sub>17</sub>	0,521	0,202	Valid
X <sub>18</sub>	0,624	0,202	Valid
X <sub>19</sub>	0,693	0,202	Valid
X <sub>20</sub>	0,62	0,202	Valid

In Tables IV.2 and IV.3 it can be concluded that all the questions on the satisfaction level and importance level questionnaire are all valid because they exceed the critical value of 0.202.

### Reliability Test

Tabel IV.4 Hasil Uji Konsistensi Indikator Kepuasan dan Kepentingan

Cronbach's alpha ( $\alpha$ )

Variable	Satisfaction	Interest
X <sub>1</sub>	0,958	0,932
X <sub>2</sub>	0,956	0,931
X <sub>3</sub>	0,956	0,931
X <sub>4</sub>	0,956	0,930
X <sub>5</sub>	0,955	0,929
X <sub>6</sub>	0,955	0,931
X <sub>7</sub>	0,955	0,931
X <sub>8</sub>	0,955	0,931
X <sub>9</sub>	0,954	0,933
X <sub>10</sub>	0,955	0,930
X <sub>11</sub>	0,955	0,930
X <sub>12</sub>	0,955	0,931
X <sub>13</sub>	0,956	0,931
X <sub>14</sub>	0,955	0,932
X <sub>15</sub>	0,954	0,933
X <sub>16</sub>	0,956	0,936
X <sub>17</sub>	0,956	0,938
X <sub>18</sub>	0,956	0,933
X <sub>19</sub>	0,956	0,931
X <sub>20</sub>	0,956	0,933

Total Cronbach's alpha ( $\alpha$ )

0,955 0,932

From Table IV.4 of the reliability test above, it can be seen that the magnitude of the Cronbach's alpha ( $\alpha$ ) coefficient is above the minimum specified Cronbach's alpha ( $\alpha$ ) value of 0.60 so that it can be stated that all the question items totaling 20 questions are reliability. This proves that the question is clear enough and can be understood by the respondent and also shows that the question can provide consistent results when re-measured on the same subject.

#### Satisfaction Index

The following will describe the results of the respondents' assessment of the aspects of community interest and satisfaction with the village infrastructure development project through the analysis of the level of satisfaction obtained from comparing the respondents' assessment of the level of satisfaction with the respondent's assessment of the level of importance of each indicator.

From the results of the satisfaction index percentage of the 20 indicators above, it can be concluded that all index percentages are more than 60% or reach the criteria of being satisfied, of the 20 indicators there is 1 indicator with satisfied criteria and 19 indicators with very satisfied criteria.

#### Position Map of Importance Performance Analysis (IPA)

To determine the level of satisfaction of village infrastructure development, then the science cartesian diagram analysis can be used. So that it can be seen that the classification of village infrastructure development satisfaction is divided into four quadrants, namely quadrant A, quadrant B, quadrant C and quadrant D, where the X horizontal axis of the Carteius diagram is the level of community satisfaction with village infrastructure development, while the Y axis represents the level of community interest in village infrastructure development. The average level of satisfaction (X) and the level of importance (Y) can be seen in the Table. IV.25.

Table IV.25 Average Value of Satisfaction (X) and Interest (Y)

No	Question	Total Satisfaction	Total Interest	Variable	X	Y
1	Basic village infrastructure facilities have been fulfilled	373	411	$X_1$	3,93	4,33
2	The principle of self-management in the village is well implemented	356	390	$X_2$	3,75	4,11
3	Community participation in cash for work	360	394	$X_3$	3,79	4,15
4	The basic functions of the facility are functioning properly	356	385	$X_4$	3,75	4,05
5	The level of user confidence in building facilities or road structures	357	378	$X_5$	3,76	3,98
6	Development in accordance with standards and quality	334	386	$X_6$	3,52	4,06
7	Facility users increase after building or road repairs are carried out	364	375	$X_7$	3,83	3,95
8	The village government is capable of fixing problems in village buildings / roads	339	384	$X_8$	3,57	4,04
9	The final result of buildings / roads / etc looks good	352	363	$X_9$	3,71	3,82
10	All work plans are executed properly and on time	349	386	$X_{10}$	3,67	4,06
11	The village government can accommodate community aspirations regarding development proposals	260	387	$X_{11}$	2,74	4,07
12	The village government always provides good information and listens to the aspirations of the community	338	380	$X_{12}$	3,56	4,00
13	There is a clear project board for each project	345	394	$X_{13}$	3,63	4,15
14	Using labor from the local area	372	385	$X_{14}$	3,92	4,05
15	Procurement of goods and services according to the rules and can be justified	346	392	$X_{15}$	3,64	4,13

16	Materials taken from the local area	324	334	X16	3,41	3,52
17	Providers / suppliers from the local area	315	319	X17	3,32	3,36
18	Workers' wages are paid every day / week	372	393	X18	3,92	4,14
19	The poor and the displaced are involved in working in village development	374	412	X19	3,94	4,34
20	Job opportunities in the village are increasing	372	425	X20	3,92	4,47
Total score average performance level ( $\sum X_i$ )					73,24	
Total score average level of importance ( $\sum Y_i$ )						80,77
The average score of the satisfaction level of all variables (X)					3,66	
The average score of the importance level of all variables (Y)						4,04

Furthermore, from the calculation of Table IV.25 above, the position of the level of satisfaction and importance of village infrastructure development is illustrated by plotting the mean value of each village infrastructure development satisfaction indicator which will be the quadrant-quadrant boundaries of the import performance analysis matrix on the Cartesian diagram or import performance matrix, where the mean performance of X on the x-axis and the mean of Y's interest on the y-axis with the point of intersection of the x, y-axes which is obtained from the average value for the performance level of 3.66 and the average total value for the level of interest y is 4.04.

The IPA diagram for the aspects of satisfaction and importance of the village infrastructure development project can be seen in Figure IV.4.

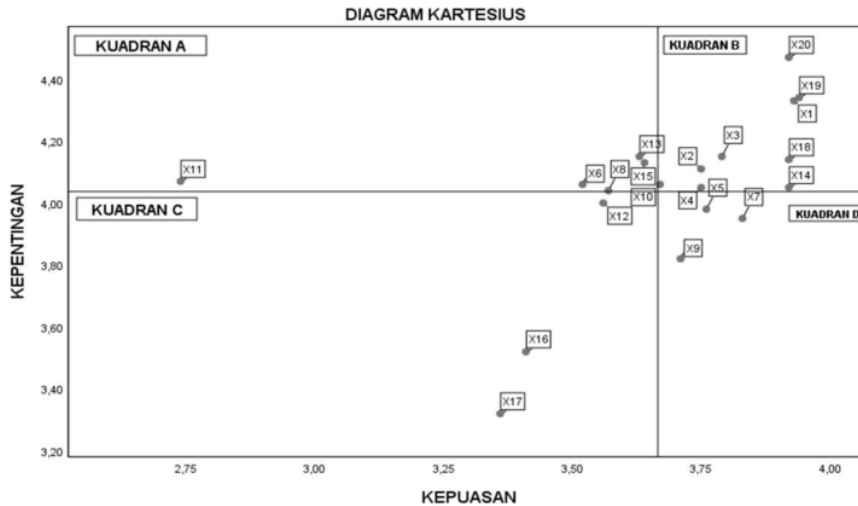


Figure IV.4 Cartesian Diagram of Satisfaction and Interest Aspects of the Village Infrastructure Development Project.

From Figure IV.4, each indicato<sup>5</sup> for measuring the satisfaction and importance of village infrastructure development can be classified into quadrant A, quadrant B, quadrant C and quadrant D.

### V. CONCLUSIONS AND SUGGESTIONS

1. Performance indicators in quadrant A are the main priority for improvement, because according to the community it is important but not yet satisfactory, this performance improvement approach strategy was obtained from interviews with experts in Hulu Sungai Tengah Regency who are competent in village infrastructure projects and the indicators that are in in quadrant A as follows:
2. Indicator X6 Development in accordance with standards and quality. The strategy for the improvement approach is that the activity implementation team understands the budget plan (RAB) and designs that have

been made by the appointed technical planners, if there is an activity implementation team that does not really understand the rabbits and designs, it is necessary to hold OJT from parties who can provide direct practice to the implementation team of activities in the village. As well as the work plan and requirements (RKS) in the village is also important to present, given that it is a guide and method of work stages that must be carried out by the activity implementing team in carrying out and supervising workers on site.

3. Indicator X8 Village government is capable of fixing problems in village buildings / roads. The strategy for the improvement approach is that the village government, as the executor of the budget and at the same time as the implementer of activities, must be able to respond quickly to fix problems that arise in village development projects, and if it cannot be resolved, then consultations can be made with village infrastructure technical assistants in the kecamatan, up to experts in the reGENCY.

4. Village government indicator X11 can accommodate community aspirations regarding development proposals. The strategy for the improvement approach is that the implementation of deliberations with various elements in the village has not been optimal is one of the causes of the lack of village government in accommodating people's aspirations therefore the village assistant must ensure that all elements of society participate in the development meeting and make a written statement if they cannot attend the deliberation..

5. Indicator X13 has a clear project board in each development activity. The strategy for the improvement approach is that the availability of project information boards in the village is very important to create a transparent village in village finances, many people think that project boards are still not optimal, The project board should be available from the start of the activity to the end of the maintenance period, and the installation of the project board must also be good so that it can last a long time or not be damaged quickly with regular supervision from the village facilitator to ensure that the project board is available from the beginning to the end of the project.

6. Indicator X15 procurement of goods and services according to the rules and can be justified. The strategy for the improvement approach is to procure goods and services based on LKPP number 12 of 2019 concerning guidelines for the preparation of procedures for procurement of goods and services in the village, where it has been explained in full how the procedures for procuring goods and services in the village arrive at the report. And the village government should always consult with local village assistants or sub-district village assistants for planning up to reporting the procurement of goods / services in the village every fiscal year..

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