

GAMPONG GOVERNMENT ADMINISTRATION SYSTEM FOR THE COMMUNITY IN SIGLI CITY DISTRICT

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ABSTRACT

This study aims to determine the extent to which the village government's administrative service system in Kota Sigli District, Pidie Regency, meets community needs. Quality administrative services are a key indicator in assessing the effectiveness of government administration at the lowest level, therefore, a study is needed to examine how services are implemented, the obstacles that arise, and possible improvements. This study used a descriptive method with a qualitative approach, using field research and literature review to obtain relevant data. The results indicate that administrative services in several villages are not yet optimal. The main obstacles identified include low levels of education and skills among village officials, a lack of understanding of administrative tasks, and limited facilities and infrastructure such as computers, stationery, and other supporting facilities. This situation impacts the slow service process and the failure to meet community service standards. Improvements can be made through increasing the capacity of village officials by considering educational qualifications in the selection process, providing administrative training, and providing adequate work facilities. Furthermore, the optimal utilization of village head offices needs to be strengthened so that administrative services can be more effective, focused, and sustainable, supporting better village governance.

Keywords: System; Administration; Government; Community; Gampong

ABSTRAK

Penelitian ini bertujuan untuk mengetahui sejauh mana sistem pelayanan administrasi Pemerintahan Gampong di Kecamatan Kota Sigli, Kabupaten Pidie, dalam memenuhi kebutuhan masyarakat. Pelayanan administrasi yang berkualitas menjadi indikator penting dalam menilai efektivitas penyelenggaraan pemerintahan di tingkat paling bawah, sehingga diperlukan kajian mengenai bagaimana pelayanan dijalankan, hambatan yang muncul, serta langkah perbaikan yang dapat dilakukan. Penelitian ini menggunakan metode deskriptif dengan pendekatan kualitatif, melalui penelitian lapangan dan studi kepustakaan untuk memperoleh data yang relevan. Hasil penelitian menunjukkan bahwa pelayanan administrasi pada beberapa gampong belum berjalan optimal. Hambatan utama yang ditemukan meliputi rendahnya tingkat pendidikan dan keterampilan perangkat gampong, kurangnya pemahaman terhadap tugas administrasi, serta keterbatasan sarana dan prasarana seperti komputer, alat tulis, dan fasilitas pendukung lainnya. Kondisi ini berdampak pada lambatnya proses pelayanan dan belum terpenuhinya standar pelayanan yang diharapkan masyarakat. Upaya perbaikan dapat dilakukan melalui peningkatan kapasitas perangkat gampong dengan mempertimbangkan kualifikasi pendidikan dalam proses seleksi, pelatihan administrasi, serta penyediaan fasilitas kerja yang memadai. Selain itu, pemanfaatan kantor keuchik secara optimal perlu diperkuat agar pelayanan administrasi dapat berjalan lebih efektif, terarah, dan berkesinambungan dalam mendukung tata kelola pemerintahan gampong yang lebih baik

Kata Kunci: Sistem; Administrasi; Pemerintahan; Masyarakat; Gampong

PENDAHULUAN

Law Number 6 of 2014 concerning Villages emphasizes that a village is a legal community unit that has certain territorial boundaries and is authorized to regulate and manage the interests of the local community based on community initiatives, rights of origin, and/or traditional rights recognized in the government system of the Unitary State of the Republic of Indonesia (NKRI). In exercising its authority, the implementation of village government is led by a village head who carries out the functions of regulating, serving, developing, empowerment, and protecting the community (Hansyar, n.d.)

Administrative services are an important part of the implementation of village government (Hajar et al., 2022). Government administrative services refer to the provision of various population documents by the government, ranging from birth certificates, death certificates, to other documents needed by the community in various aspects of their lives, such as building permits, business licenses, land certificates, and marriage certificates. On the other hand, non-government administrative actions are document services provided by institutions outside the government structure, including banking, insurance, health services, security, industrial estate management, and social services. Thus, the implementation of effective administrative services is a basic need for the community in carrying out social and economic activities.

In the context of Aceh, the existence of the Gampong Government as the lowest government unit is the implementation of Qanun Aceh Number 4 of 2009 concerning Procedures for the Election and Dismissal of Keuchik. This Qanun aims to standardize the governance of Gampong throughout Aceh Province, create legal order, and provide legal certainty for the implementation of Gampong government. The Qanun also strengthens the position of Gampong as a government organization that has the right to autonomy to manage its own household affairs. In practice, Keuchik acts as a justice of the peace in dispute resolution, assisted by Imum Meunasah and Tuha Peut Gampong. If there is an objection to the peace decision, the process can be continued to the Mukim Imum whose decision is final and binding.

In addition, Imum Meunasah has a strategic task in leading religious activities, improving the quality of worship and religious education, and managing activities related to the prosperity of the meunasah or mushalla. The Gampong apparatus also supports the implementation of Keuchik's duties. The apparatus consists of the Gampong Secretary and staff elements, such as the Head of the

Government Affairs, Head of Planning and Development Affairs, and Head of Aceh Special Affairs and Social Welfare.

The implementation of the Gampong government plays an important role in ensuring the fulfillment of the basic needs of the community, especially in the field of administrative services. Law No. 6 of 2014 concerning Villages and Qanun Aceh No. 4 of 2009 provides a strong legal basis for Gampong to regulate and manage government affairs independently, including in the provision of effective, transparent, and accountable administrative services. In the governance structure of Gampong, Keuchik, Imum Meunasah, and Tuha Peut Gampong have a strategic role in maintaining order, community harmony, and the implementation of public services.

Although regulations have provided clear authority, the effectiveness of administrative services at the gampong level is often influenced by the capacity of the apparatus, the completeness of facilities and infrastructure, and the quality of coordination between elements of gampong government. Therefore, it can be assumed that the better the governance of the Gampong, which includes the performance of the Keuchik, the support of the Gampong apparatus, and the implementation of religious and social functions by Imum Meunasah, the more effective the administrative services received by the community. On the other hand, if coordination is not optimal and the facilities are inadequate, the effectiveness of administrative services tends to decrease. Thus, the hypothesis in this study is directed at the relationship between the quality of Gampong government administration and the effectiveness of administrative services to the community.

With the complexity of the role and function of the Gampong government, the quality of administrative services is an important indicator in assessing the effectiveness of government administration at the grassroots level. Therefore, it is important to examine how the administrative service system is run by the Gampong Government, the obstacles faced, and the handling efforts that can be made so that services to the community are more optimal

LITERATURE REVIEW

In simple terms, the term service can be interpreted as doing something for others. There are three words that can refer to the term, namely services and services. As a service, services generally reflect intangible physical products or industrial sectors, such as education, health, insurance, banking, and so on. As a service, the term *service* implies everything that a certain party (individual or group) does to another party (individual or group) (Mone & Muliana, 2022). In contrast to this view, (Panjaitan et al., 2019) states that service is any action or activity that can be offered by one party to another party, which is basically intangible and does not result in any ownership.

Service can also basically be defined as the activity of a person, group or organization either directly or indirectly to meet needs (F. Ilmu et al., 2012). Meanwhile, (S. Ilmu et al., 2018) emphasized that service is the ability of companies and/or institutions to meet the needs of service users. In addition, (Sitepu & Utara, 2023) said that service is a collection or unit of activities that are mutually beneficial between service providers and service recipients. Based on some of these informations, it can be understood that service is an activity carried out by an institution to meet the needs of someone who asks for services from it.

The services carried out by the Gampong Government are a community or public service activity to meet the needs of the community related to various interests such as correspondence services, and other administrative services (Hansyar, n.d.). All types of services provided are for public or community purposes in accordance with the service needs desired by the community concerned. Thus, it is hoped that the public service system provided by the Gampong Government to the community will be more useful, effective and effective.

Administration is basically part of public services. As part of public services, administrative services basically aim to meet the basic rights and needs of the community (Panjaitan et al., 2019). In addition, administrative services are also activities or a series of activities in order to meet service needs in accordance with laws and regulations for every citizen and resident. In administrative services, the scope can include education, teaching, work and business, housing, communication and information, environment, health, social security, energy, banking, transportation, natural resources, tourism, and other strategic sectors.

Administrative services, if referring to Article 5 paragraph (7) of Law Number 25 of 2009 concerning Public Services, consist of 2 main actions in administrative services, namely government and non-government. Government administrative actions that are required by the State and regulated in laws and regulations that aim to realize the protection of the personal, family, honor, dignity, and property of citizens.

Basically, government administrative actions include the service of providing documents starting from a person who is born to obtain a birth certificate to death and obtain a death certificate, including all matters needed by residents in living their lives.

Administrative actions by non-governmental agencies are also basically required by the state and regulated in laws and regulations and are implemented based on agreements with service recipients. This non-governmental administrative action is a service for providing documents by agencies outside the government. Some of the actions that can be taken in the non-governmental

administrative process include banking, insurance, health, security, industrial estate management, and social activity management.

Administrative science is a science that discusses human efforts in improving the efficiency and effectiveness of work in a group in addition to being directed to record perfect work methods and tools (Nalle, 2014). Based on the description and quotation above, it is stated that the administration has the following main elements:

1. There is a group of people working together.
2. There is a rational process or series of cooperation.
3. The goal to be achieved is pre-set.

In connection with the opinion that has been expressed above, it turns out that the Gampong Government also carries out administrative activities in a narrow sense in connection with the implementation of duties in the Keuchik office which are related to various office administrative service activities. The lowest government organizer in the national government structure who has the authority to regulate and take care of the interests of the local community in accordance with laws and regulations. The Gampong government has a strategic significance because it is the tip of the grave for public services and development at the local level. Etymologically, "government" comes from the word *government* which means steering, so the government is understood as the party that drives, controls, and organizes public affairs. Government is the entire process, function, and action in the implementation of the public interest.

According to (Hajar et al., 2022), the village government has two main roles: *facilitators* who create conducive conditions for development, and *regulators* who set rules for orderly services. (Development, 2023) adds the role of *dynamizers*, namely the ability of the village government to mobilize community participation when service constraints occur. Etymologically of government administration, the term "government" develops from the word command, which means that there is a party that authorizes and a party that obeys. After being affixed to "government" and "government", the term describes the body that exercises power as well as all activities in the administration of public affairs (Mone & Muliana, 2022). At the village level, government is an integrated process between government and community efforts to improve welfare (Sastrawan et al., 2024). According to Law Number 6 of 2014, village government is run by the village head assisted by the village apparatus, consisting of the village secretariat, field technical implementers, and regional elements such as the head of the hamlet (Jasa et al., 2016). Thus, village government is the lowest government organization that is tasked with managing the interests of the community while driving local development.

In the context of Aceh, the term village is known as Gampong, which is the unity of the community under the Mukim as stipulated in the Aceh Qanun Number 4 of 2009. The gampong was led by a Keuchik and assisted by Imam Meunasah and the Tuha Peut institution as representatives of the community. The Gampong and Tuha Peut governments work together in organizing government, services, and development at the Gampong level.

METODE PENELITIAN

This study uses a qualitative descriptive method. This method was chosen to describe and analyze in depth the implementation of gampong government administration to the community in Sigli City District, Pidie Regency. The qualitative approach allows researchers to understand the process, obstacles, and improvement efforts from the perspective of gampong apparatus and the service user community. According to Moleong (2018), a qualitative approach is used to understand the phenomena experienced by research subjects holistically through the description of words in a natural context. Thus, this method is considered most suitable for the purpose of the research to obtain a real picture of the implementation of gampong government administration.

The informants in this study were determined using the purposive sampling technique, which is the deliberate selection of informants based on considerations of their knowledge, position, and involvement in the implementation of gampong administrative services. This technique was chosen so that the informants involved really understand the administrative service process and are able to provide relevant and in-depth information in accordance with the focus of the research. The research informants consist of gampong government officials and gampong institutional elements. The government apparatus of the gampong includes the Keuchik, the Secretary of the Gampong, the Head of Government Affairs (Kaur), the Head of Planning and Development, the Head of Aceh Privileges and Social Welfare, and the Head of Hamlet if necessary. In addition, the informants also came from elements of gampong institutions, namely Tuha Peut and Imum Meunasah which have a role in social and religious functions at the gampong level.

The data collection technique in this study is carried out through several ways to obtain comprehensive and in-depth data. In-depth interviews were conducted directly with the main informants, both gampong officials and the community, using semi-structured interview guidelines. This interview aims to explore information about the gampong administrative service process, the obstacles faced in its implementation, and the efforts made to improve the quality of administrative services. In addition to interviews, observations were made directly on

administrative service activities at the gampong office. This observation focused on service procedures, interaction between gampong apparatus and the community, the availability of service facilities, and the time and process of handling correspondence. Documentation techniques are also used to complete research data by collecting various written documents, such as gampong government organizational structure, standard operating procedures (SOPs) for services, gampong administration books, correspondence archives, and relevant gampong and qanun regulations.

The data analysis in this study uses an interactive analysis model proposed by Miles, Huberman, and Saldaña (2014). The analysis is carried out through several interrelated stages. The first stage is data reduction, which is the process of selecting, simplifying, and focusing data obtained from interviews, observations, and documentation on matters relevant to the research objectives, such as administrative service processes, obstacles faced, and solutions or efforts to improve services. The next stage is data presentation, where the reduced data is presented in the form of narrative descriptions, tables, or charts to facilitate further understanding and analysis. The last stage is the drawing of conclusions and verification, which is the process of interpreting the meaning of data based on patterns, relationships, and key findings that emerge. The resulting conclusions are then verified repeatedly through triangulation of sources, techniques, and time to ensure the validity and credibility of the research results.

RESULTS AND DISCUSSION

The results of the research on the administration of the Gampong government to the community in Sigli City District, Pidie Regency show that the implementation of administrative services at the Gampong level has been running, but the effectiveness is still diverse and greatly influenced by the capacity of the apparatus and the completeness of supporting facilities. In general, each Gampong has carried out administrative duties in accordance with the provisions of Law Number 6 of 2014 concerning Villages and Qanun Aceh Number 4 of 2009, especially in terms of issuing certificates, population document services, and general government administration. The administrative services provided include the creation of domicile letters, business certificates, introduction of family and ID cards, introduction of birth and death certificates, to the legalization of documents needed by the community in social and economic activities.

In its implementation, most people consider that the administrative services are quite good, especially in Gampong which has more complete and active devices. The process of making a certificate can generally be completed in a relatively short time, even some Gampongs are able to complete the documents on the same day. However, the speed of this service often depends on the

presence of the Keuchik as the party who has the authority to sign various administrative documents. The great dependence on Keuchik causes services to be hampered if Keuchik is on duty outside the Gampong or has other agendas. This was acknowledged by one of the residents of Gampong Blang Paseh who said,

"Usually when Keuchik is there, the letter is immediately ready. But if Keuchik leaves town, we will wait until tomorrow. There should be a solution so that it does not depend on one person."

This statement illustrates that service constraints are not only from the technical side, but also from the managerial aspect and the division of authority. In terms of internal administration, most of the Gampong apparatus has understood the flow of services according to government regulations, but not all Gampongs have Standard Operating Procedures (SOP) written as standard guidelines. Some apparatus still rely on habits or work patterns based on previous experience. The Secretary of Gampong Lampoh Lada, for example, said that "

We have actually followed the rules, but the written SOP is not all in place. We still refer to the habits and general rules of the sub-district"

This condition shows that regulations have not been fully embedded in administrative work procedures, so that it can cause variations in services between Gampongs, especially for new staff or in conditions of change of apparatus.

Furthermore, this study also found that the use of information technology in administrative services is still very limited. Most of the Gampongs do not have a digital filing system, so the process of searching for old archives takes longer and has the potential to cause document loss. Many archives are still stored in physical form, using folders and cabinets that are not always well organized. A Gampong Pasi Peunayong official stated that.

"The archive is still manual. If it's been a long time, we have to open the folders one by one. There are no special computers or apps that help yet."

The limitations of computers, printers, and the often unstable internet network also slow down administrative services, especially when people need documents in a short time. The condition of inadequate infrastructure facilities is the main obstacle in administrative services in some Gampongs. In some places, available computers often break down, printers don't always function optimally, and internet networks are difficult to access. These technical obstacles cause the service process to not be carried out optimally. This was confirmed by one of the Head of Service of Gampong Blang Asan who said that the device often experienced disturbances so that

the service had to be postponed. In addition, Apparatus competence is also one of the challenges that affect the effectiveness of services. Not all devices have adequate capabilities in computer operation or administrative applications, so the process of creating documents can sometimes be slow. The Sigli City Sub-district Head in an interview said that

The problem is not just the tools, but the human resources. There are devices that are not used to using computers. We are planning further training."

This shows that increasing the capacity of the apparatus is an urgent need. Despite facing various obstacles, several Gampongs have made various efforts to improve the quality of administrative services. One of them is through the procurement of facilities and infrastructure in stages using the allocation of village funds. The procurement of computers, printers, and filing cabinets began to be carried out to support the efficiency of administrative work. In addition, several apparatus have also participated in village administration training organized by the local government, so that the understanding of service mechanisms has begun to increase. Some Gampongs have also begun to prepare service SOPs as an effort to standardize procedures so that services become more organized and accountable.

Service innovations are also starting to emerge, for example the use of the WhatsApp application as a means of communication and initial service requests. The public can send the necessary data or information first before coming to the Gampong office, so that the service process becomes faster and does not cause accumulation in the office. Keuchik Gampong Cot Usi explained that

Now we use WhatsApp. If residents need a letter, they send the data first, then they just have to come and get it. It's faster and doesn't pile up in the office."

This step shows that there is a more modern and responsive service adaptation to the needs of the community, although not all Gampongs have implemented it. Overall, the results of the study show that the administrative services of the Gampong government in Sigli City District have been running, but the quality is still influenced by many factors such as Keuchik's leadership, apparatus capacity, completeness of infrastructure, internet network, and conformity with administrative procedures. The improvement efforts that have been made show the commitment of Gampong to improve services, but continued support from the sub-district and district governments is needed to ensure that administrative services run more effectively, transparently, and accountably.

The results of research on the administration of the Gampong government in Sigli City District, Pidie Regency show that the implementation of administrative services at the lowest level

of government has been running, but the effectiveness still varies between Gampong. This variation is influenced by a number of factors, both in terms of human resource capacity, supporting facilities, and administrative governance. In the context of the implementation of Law Number 6 of 2014 concerning Villages and Qanun Aceh Number 4 of 2009, Gampong has formally carried out administrative service functions such as the issuance of domicile certificates, business statements, document legalization, and service of introduction of population documents. However, its quality and consistency are not evenly distributed across research areas.

1. Service Effectiveness and Dependence on Keuchik

The findings of the study show that the speed and smoothness of administrative services are greatly influenced by the existence of Keuchik as an official authorized to sign administrative documents. The high dependence on one figure causes vulnerable services to be hampered when Keuchik is not in place. This condition shows the weak delegation of authority and the lack of optimal utilization of the Gampong government organizational structure. Theoretically, an effective public service should be able to run without excessive dependence on a particular individual. This irregularity is in line with the public's view that there is a more flexible delegation system or signing mechanism.

2. Not Uniform SOPs and Uncertainty of Service Procedures

The absence of written Standard Operating Procedures (SOP) in a number of Gampongs is also the cause of the difference in service quality. Apparatus tends to rely on experience and work habits, not standard guidelines. This has the potential to lead to procedural inconsistencies, especially when there is a change of device or when new staff join. SOPs are an important instrument in ensuring accountability and uniformity of services, so their absence reflects weak administrative governance. Although in general the device has understood the flow of services, without written SOPs, service standards are still difficult to achieve evenly.

3. Limitations of Information Technology and Archiving Systems

The most prominent weakness in Gampong's administrative services is the lack of use of information technology. Most of the Gampongs still rely on manual archives stored in folders, cabinets, and physical files. Consequently, the process of searching for old archives takes a long time and is prone to losing documents. The archive digitization system has not been running due to the limitations of equipment such as computers, printers, and internet networks. In fact, in the context of modernizing public services, digital archiving is a basic need that supports efficiency, data security, and administrative transparency.

4. Infrastructure and Apparatus Competencies

The quality of administrative services is also affected by inadequate infrastructure. Computer interference, printer damage, and unstable internet networks are the main obstacles. This condition is exacerbated by the uneven ability of the Gampong apparatus to operate administrative technology. Some apparatus is not proficient in operating computers, so the service becomes slow. The lack of training and supervision from the sub-district and district governments is also the cause of the low capacity of the apparatus. This is in accordance with the theory of public services which emphasizes that the quality of human resources is the main factor determining the effectiveness of services.

1. Innovation and Service Improvement Efforts

Despite facing many obstacles, some Gampongs have shown a commitment to innovate services. The use of the WhatsApp application as a means of communication and initial data requests is a form of service adaptation that makes it easier for the community, especially in accelerating the process of making documents. In addition, efforts to procure infrastructure facilities using village funds, as well as the participation of apparatus in administrative training, show a gradual increase in capacity. The preparation of SOPs in several Gampongs is also an indicator of awareness of the importance of standardizing service procedures.

2. The Need for Support from the District and Regency Governments

Overall, the findings of the study show that even though administrative services at the Gampong level are already running, the quality of services is still highly dependent on several internal factors such as Keuchik's leadership, supporting facilities, and apparatus competence. Therefore, improving administrative services requires continuous support from the sub-district and district governments, including in the form of apparatus training, equitable distribution of infrastructure facilities, and strengthening technical regulations.

CONCLUSION

Gampong administrative services in Sigli City District have basically been carried out in accordance with the applicable laws and regulations, especially those that regulate village/gampong government and public services. This can be seen from the functioning of the Gampong government structure, the availability of basic administrative services for the community, and the formal division of tasks between the paradis. However, the effectiveness of its implementation is still not optimal and has not fully been able to meet the principles of fast, transparent, and professional public services.

One of the main weaknesses in the implementation of Gampong administrative services is the high dependence on the role of Keuchik. Keuchik is still a central actor in almost the entire decision-making process and administrative services, so when Keuchik is not in place, the service process tends to be hampered. This condition shows that the delegation of authority to the Gampong apparatus has not run optimally, and the institutional-based work system is still weak. However, in practice, innovations and initiatives to improve services in several Gampongs began to be seen, such as neater administrative arrangements, the use of simple technological devices, and increased coordination between paraphernalia. This initiative shows the awareness and commitment of the Gampong apparatus to improve the quality of services to the community, even though it is still on a limited scale.

Thus, Gampong administrative services in Sigli City District have great potential to be improved. Stronger support from the district and sub-district governments, especially in the form of the preparation of SOPs, capacity building of apparatus through training, and the provision of information technology facilities, is urgently needed. If these factors can be met in a sustainable manner, then Gampong administrative services are expected to develop into faster, accountable, transparent, and professional services, and be able to meet the needs and expectations of the community optimally.

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