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# Enrichment : Journal of Management

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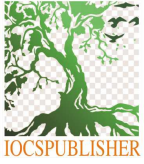
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# Hard Skill-Based Village Administration Management in the Coastal Area Community of Bilato Village, Gorontalo District, Gorontalo Province

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**ABSTRACT**

**Keywords:**

*Mentor Preceptor Training, Student Satisfaction, Clinical Practice*

Clinical/field practical learning is a learning activity held in practice places such as hospitals, clinics, health centers, and communities. Clinical Instructors are responsible for educating and supporting students during clinical practice and facilitating learning in the practical field. The research objective was to identify the effect of mentor preceptor training by clinical instructors on student satisfaction in guiding clinical practice in Midwifery Study Program, University of Tulungagung. Analytical observational research design with the cross-sectional approach. The population of all students of the D3 Midwifery Study Program at the University of Tulungagung has already implemented midwifery clinical practice. The sample was taken using a simple random sampling technique as many as 62 students. research instrument are questionnaire. Data were analyzed using the chi-square test. The results showed that 32 student (51.6%) were guided by CI who had attended preceptor mentor training by clinical instructors; most of the respondents, namely 46 students (74.2%), said they were satisfied with CI in guiding Clinical practice at the D3 Midwifery Study Program. Chi-square statistical test obtained p-value 0.000 < 0.05 it's means that there is an effect of mentor preceptor training by clinical instructors on student satisfaction in guiding clinical practice in D3 Midwifery Study Program, University of Tulungagung. Preceptor mentor training can provide satisfaction for students in guiding during clinical practice; this can happen, of course, with various factors that support its implementation, such as a standardized guidance system and preceptor ship training followed by clinical supervisors who can provide good service.

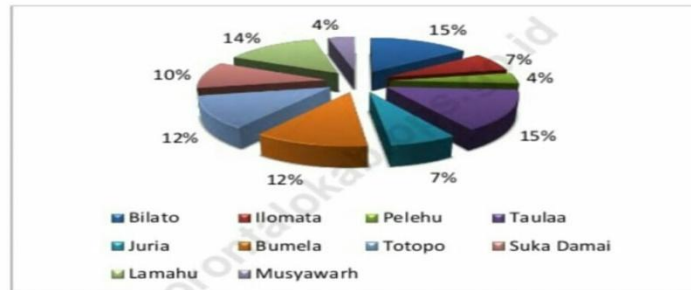
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## 1. Introduction

Indonesia is a country that has wealth, which consists of land and sea, just like Bilato Village. Bilato Village is located in Bilato Sub-district, Gorontalo District, Gorontalo Province, which consists of water and land. Bilato Village which borders the North; with Lamahu Village, East and West are bordered by Totopo Village, as well as Bilato Sub-District, to the east by Pulubala District, to the west; bordering Boalemo district, north of Bebatasan with Boliyohuto District and south by Biluhu District, this southern part is a bay with Tomini Bay, as the waters area of the Togian Islands (see BPPS 2019 data).

Bilato Village, has the potential for human resources, in this case it has village officials who have full authority in regulating the village and its people. The Village Government with policies can regulate the government system and society. The Village Apparatus consists of the Village Head, Village Secretary, Head of Section and Village empowerment institutions, youth organizations and BumDes [1].



Sumber : Pemerintah Kecamatan Bilato  
Source : Government of Bilato SubDistrict

**Fig 1.** Area Distribution of Bilato Village in Figures in 2019.





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Bilato Village has sufficient marine product potential and diverse economic conditions. High number of residents who do not have permanent jobs (unemployment), but they are supported by the village head, village officials and village communities as human resources in the coastal area, so that they can be provided with hard skills assistance knowledge. Bilato Village is located in Bilato Sub-district, Gorontalo District, Gorontalo Province, which consists of water and land. Bilato Village which borders the North; with Lamahu Village, East and West are bordered by Totopo Village, as well as Bilato District, to the east by Pulubala District, to the west; bordering Boalemo Regency, north of Bebatasan with Boliyohuto District and in the south by Biluhu District, this southern part is a bay with Tomini Bay, as the area of the Togian Islands waters. (see Map).



Fig 2. Regional Map of Bilato District

The potential of human resources in Bilato Village must be managed by the Village Head, Village Officials and the Bilato Village Community together through the management function, namely through planning, organizing, actuating and controlling (POAC) to complete institutional activities. This is relevant to the opinion [2] [3] Management is the process of planning, organizing, leading and controlling the use of resources to achieve performance goals. Bilato Village is located in a coastal area, so it has human resources and potential from marine and agricultural products, so it should be supported by village heads, village officials and community leaders who are professional and competent in their fields to serve every community need and have superior creativity to develop their village. One of the efforts to make Bilato Village in a good one, it should be strengthened by *hard skills* knowledge for the village apparatus, as well as improving administrative management as well, so that the Bilato Village data base can be properly organized and managed, even widely informed, so it can be seen by many audiences outside the village, this is not easy but it is important and must be able to assist, provide education and training to village officials to focus on continuous learning, so the integrity is maintained in the community of Bilato Village.

Based on the importance above, increasing the professionalism and competence of the Bilato Village is very much needed, the *hard skills* training provided is also a means of proving that the Village administration management is indeed a very important data base asset to be owned by the Village Head and Bilato Village Officials, so this activity focused on increasing the development of the village administration management through increasing the capacity of village officials in the coastal area of Bilato Village, Gorontalo District, Gorontalo Province.

## 2. Theoretical Study

Management is an important part of completing activities for all institutions and organizations, including government agencies such as the Village Government [4]. The concept of management according to [3] management is everything related to a process of organizing resources and directing activities to achieve the goals of the organization. The management functions that must be carried out by the Bilato Village Government agencies are; a) planning; work program, b) organization;



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organizational development, c) mobilizing; synergy of stakeholder activities and all elements of the Bilato Village community organization organization and d) controlling through evaluation of the work of the institution. According to [5], the management function involves coordinating and supervising the activities of other people's work so that their activities can be completed efficiently and effectively.

One of the administrative management is run by the government. Etymologically the government comes from the word command. According to Poerwadarminta (1998), namely: (1) An order is a word that intends to order or take action to do something; (2) The government is the command power of a State (Region, State) or one of the highest bodies governing a State (such as a cabinet is a government); (3) Governance is a governance management carried out by the government and an equivalent institution in order to achieve the goals of the country itself.

Based on the above understanding on this study, the village government implements village government together with the village consultative body (BPD) to run a good government system in accordance with the law to achieve the goals of the village itself. Regional government administration consists of three words, namely administration, government, and regions. According to Gargan (2019) administration is an administrative activity or writing to achieve a more effective and efficient goal. Meanwhile, government is a form of system that regulates society in a country [8]. Whereas an area is a small area part of a country [9]. From the above definition, it can be concluded that regional / village / kelurahan administration is an administrative activity in the implementation of a system of regulating the community in a particular area / village / sub-district in order to achieve more effective and efficient goals.

The activities of the Village Government as public servants are detailed in the Law of the Minister of Home Affairs Regulation Number 32 of 2006 concerning Village Administration Guidelines which assist Village Government officials and apparatus in the process of recording data and information on various affairs of the administration of the Village. Based on the explanation above, the village apparatus implements village administration to achieve a process of working procedures for the implementation of activities carried out technically, for various series of activities, through the actions of a group of people in a collaborative effort to achieve a certain goal, as the implementation of activities in realizing plans / decisions has been made into reality, by regulating work and directing the people who carry it out.

It is important to carry out the work of village officials in completing Village administration with assistance; The education and training that is carried out is directly related to the activity or field of work of the village apparatus; for example for the regularity of public data; gender and others, Village administration management training is given [10]. For example, for the financial administration department, training was given on how to calculate village budget costs and the expenditure budget for an activity, for the sales department training was given on selling skills, techniques or presentation methods, and so on. *Hard skills* training is usually given to employees at the staff and implementer levels so that they have good competence in technical work. Hard skill training discusses more about technical work, hard skill training makes someone more proficient in their work. This opinion is in line with Utomo (2010), that the implementation of hard skills can increase individual work capacity and can improve a person's intellectual, if more supported by his soft skills, so that individual capacity in work expectations is more effective and efficient.

Efforts to make Bilato Village better with superior Village administration management, should be strengthened by hard skills knowledge for village officials, while the village head is not really important for hard skills training, why is hard skill only important for village officials and not too important for the village head? Because the village head is the implementer of the managerial system, he has already practiced it, while the village apparatus carries out the management function from the Village head's activity instructions, so it is technical matters that are carried out by the village apparatus, which must be given hard skills training. Village officials who have good hard skills can manage the potential of Bilato Village in the coastal area effectively and efficiently.



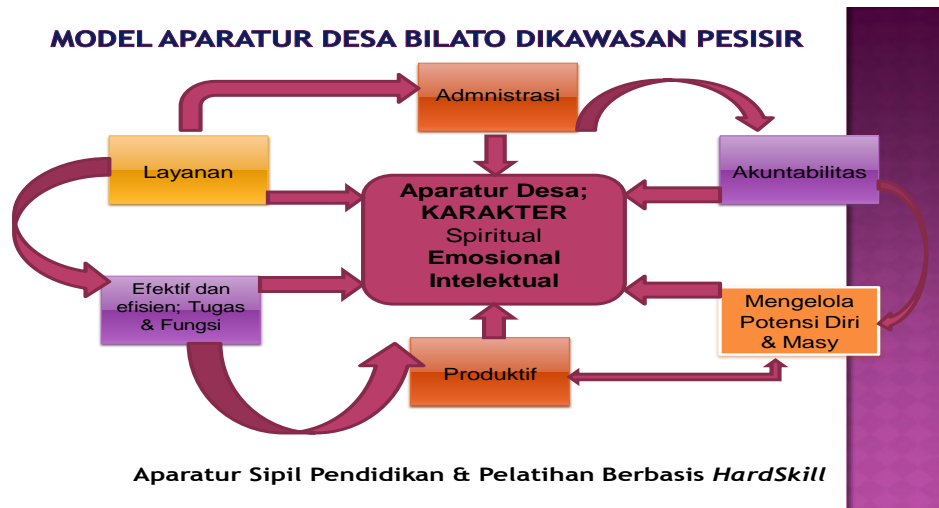
The Coastal Zone is an area that has the characteristics of superior natural resource potential. However, it is not necessarily supported by potential superior human resources, so it is important to provide hard skills training to Bilato Village officials, especially to manage the potential of the village resources.

**3. Research Methods**

The method used in this research is the survey method, in the form of technical assistance for implementation, namely through education and training (DikLat) for village officials, and also through Focus Group Discussion (FGD). Focus Group Discussion is used to discuss everything that happens, both advantages and disadvantages [12]. Data collection techniques, done by; observation and documentation as well as using primary data analysis techniques and secondary data (direct data sources; village officials and literature review search), data presentation is qualitative descriptive [13].

**4. Results and Discussion**

Based on the implementation of *Hard Skill*-Based Education and Training Management Activities in Bilato Village in the Coastal Zone Community of Gorontalo District, Gorontalo Province. Implemented through educational assistance, fostering and character training, according to [14] that; character building is important for improving individual service in the implementation of humanist values. The grand design results of this activity are; Management pattern model for character development of Bilato Village officials based on hard skills in the coastal area of BilatoSub-District, Gorontalo District, Gorontalo Province.



**Fig 3.** Model Design of Management Pattern for Character Development of Bilato Village Officials Based on Hard Skills in the Coastal Area of BilatoSub-District, Gorontalo District, Gorontalo Province.

**4.1 Optimizing the Duties and Functions of the Bilato Village Officials.**

Development of Village Administration Management through enhancement of *hard skills* capacity; for the purpose of implementing activities are; Government, Apparatus and Officials of Bilato Village. This can be shown by the Bilato Village Organizational Structure;



Fig 4. Organizational Structure of Bilato Village Government Institutions; Management of 2020-2025.

Explanation of the Picture of the Organization Structure of the Bilato Village Government Institution above; According to the Regent Regulation Number 234 of 2005 concerning "Job Description and Administration of Village Administration in Bilato Village, it is stated that the sub-district / Village Organizational Structure consists of the head of village / Village, the Secretary of the sub-district the Government Section, the Service Section, and the Development Section". The head of village and other officials in the sub-district government have heavy and complex main tasks and functions.

The form of this activity is in the form of a Focus Group Discussion (FGD). Activity objectives; To; education and training assistance to village officials in the arrangement, arrangement and management of Bilato Village administration, so that data on Bilato Village is more well organized. Benefits of this activity; through FGD activities; Education and training; strengthening education (*hard skills*), so that village officials get important information on these activities; in building the character of village officials; to be more responsible for their work activities; in Village Administration Arrangement in improving the duties and work functions of each village apparatus in managing the administration and structure of the Village, governance and development, through (*hard skills*).

The output of this activity is; every village apparatus understands their respective duties and functions in the results of their work, the implementation of their duties, the final achievement of organizational goals that are effective in carrying out their duties, in the face of the era of globalization which is full of challenges and opportunities, state apparatus is required to be able to prepare accurate data with the power by name, by data, by the potential of their efforts for each strength base of the village community, especially the accurate presentation of the village data can be seen through information technology.

#### 4.2 Increasing Village Apparatus Public Services for the Bilato Village Coastal Area Community

Village apparatus services must be in accordance with the level of need, desire and service satisfaction obtained by the Bilato Village community as consumers. Human resource regulation, referring to opinion [15], pay attention to the quality of resources in managing the administration / service management of the apparatus, including the Bilato village apparatus, must be appropriate. Therefore, the village apparatus is required to be able to provide maximum contribution. However, the unbalanced ratio of the number of officers to the number of people who have to be served can cause new problems if the officers' work is slow and inefficient in providing services. This case was experienced by Bilato Village officials, the imbalance between the number of Bilato Village officials and the number of Bilato Village people, so that the services of Village officials were ineffective.



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Services to the community can be categorized as effective if the community is satisfied with getting easy services with short, fast, and precise procedures. The success in increasing the effectiveness of services to the general public is determined by the factor of the government's ability to improve the work discipline of village service officials. In this case, especially the Bilato Village Government is required to realize the discipline of work of village officials in an effort to increase the effectiveness of its services. Bilato Village Apparatus Service is classified as a type of public service because of the public interest in the community served in the Village Government. The public interest in society is the main target in the delivery of public services. Public service is not a goal, but a process or activity to achieve certain predetermined goals [16].

Improving the performance of the public service bureaucracy will have broad implications, especially in the level of local people's trust in the government. Meanwhile, the poor performance of the Village Government bureaucracy is one of the factors that has led to a crisis of public trust in the Village Government. Public services provided by government officials often tend to be complicated, such as: a) Service procedures, b) Low education of officials, c) Work discipline [17]. Good services are carried out by the Village Government through Village officials, this is done to fulfill the interests of the community as public interests as well as individual interests, which are based on basic rights as citizens.

This can be in the form of oral services, services in the form of writing and services in the form of deeds. These three forms of service are interrelated with each other, the results are expected to meet the needs and satisfy those who are served [18]. This is also relevant to the opinion [19] that, the government policy of village officials who are accountable in essence as a public servant, their existence is not only to serve themselves, but also to serve the community and create conditions that allow every member of the community to develop their abilities and creativity in order to achieve this. common goals. Therefore, the public bureaucracy or village government has the obligation and responsibility to provide good and professional public services.

The output of the implementation of these service duties implementation activities; is a service to the community so that the service is said to be effective and efficient if the village apparatus is successful in carrying out its duties. In facing the era of globalization which is full of challenges and opportunities, the state apparatus as public servants must provide the best possible service towards *good governance*.



**Fig 5.** Documentation of activities  
1) Giving FGD Materials: Apparatus & Community 2) Photo with the village head and village officials

### 4.3 Village officials understand Government Policy for Village Development

The purpose of this activity is to understand government policies for village development. In principle, it relates to Accountability, transparency and reporting of Budget Utilization from the central government and local governments. As for the function of this activity; understand government policies for Village development. This is very important in the management of development and village planning; This can be carried out by proposing a budget needs analysis design, the output of which is to advance the economy and prosper the Bilato Village Community, overcoming gaps among Village Communities. This can be done by managing, using and reporting Bilato Village finances, whose



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analysis is adjusted to the needs of the community, for example equal distribution of assistance to the community, right on target in good health assistance and insurance for the community.

Public services for professional village governments can be realized by the government if there is accountability and responsiveness of service providers, in this case the government apparatus themselves, towards a transparent management for all village communities. One of the most important duties of the Village apparatus is to provide the best possible public services to the community, without being convoluted and not KKN or not prioritizing family and collegials, but prioritizing public interests. Services provided to the community at any time always demand fast, targeted and quality public services, which are carried out in a transparent manner and with accountability reporting. Documentation: administrative management, accountability reporting and financial transparency (online training), teaching village officials to upload village news and teaching people to access village information online.



**Fig 6.** Documentation of Activities

1) Presentation of Material 2) Training in uploading and searching information

## 5. Conclusion

Strengthening institutions for government officials and community leaders in Bilato Village; in capacity building and regional development and scientific insight of village officials in mastering Village administration for improvement of *hard skills* through the management of human resources and natural resources of Bilato village officials. If the administration of Bilato Village is good, Bilato Village will develop through; administrative management (good transparency and accountability) and has an impact on; changes in the character of the Village apparatus; have superior character values; through; a) Village administration regularity, b) good Village administration services and c) transparency and good accountability reporting, so the welfare and improvement of the local economy of superior businesses and community independence, education and training through important *hard skills* in the field of management (managed) in order to increase institutional strengthening Village officials in managing communities in coastal areas.

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