

# THE EFFECT OF POLICY IMPLEMENTATION ON VILLAGE FUND CASH DIRECT ASSISTANCE SERVICES IN TAGOG APU VILLAGE, PADALARANG DISTRICT, WEST BANDUNG REGENCY

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## ABSTRACT

Policy implementation is seen from the end result, namely in public services, so the purpose of this study is to determine and analyze the effect of the policy of direct village cash assistance (BLTDD) associated with distribution services to beneficiaries, with a case study in Tagog Apu Village, Padalarang District, Bandung Regency. West, West Java Province, Indonesia. Using a qualitative approach, where primary data was obtained from the results of respondents' answers, totaling 62 people responded to a questionnaire regarding the implementation of policies and services for the distribution of BLTDD, processed using Pearson correlation analysis and analysis of determination to determine the magnitude of the effect, and then a description of the results of the respondent's answers was given. of dimensions and indicators regarding implementation and public services. The results of the study indicate that the implementation of the BLTDD policy has been successful, which is indicated by the good distribution of BLTDD services to beneficiary families. The findings of this study are clarity of policy communication is the most important thing in policy implementation and openness of service procedures.

**Keywords:** policy implementation, public services, financial assistance, pandemic.

## INTRODUCTION

The Covid-19 pandemic has suppressed the economy from various angles, including the rural economy. For now, the impact of Covid-19 is more felt by people in urban areas. However, considering that seasonal workers have quite high mobility, from village to city and then back to the village, the Covid-19 outbreak can also spread in villages. Homecoming activities ahead of Ramadan and Eid al-Fitr in April and May 2020 can also expand the spread

of Covid-19 in rural areas. With its economic and social resources, especially the Village Revenue and Expenditure Budget (APBDes) and village funds, villages can contribute to handling Covid-19.

The Village Fund is an on-budget budget allocation that can be used directly to support efforts to reduce the impact of Covid-19 at the household and village levels. Some of the advantages of village funds include budget allocations available in the State Revenue and Expenditure Budget; can be made into a quick action program that can be started immediately; can complement other programs to minimize social and economic impacts; does not require a new system so that village officials can immediately move because they already understand the existing system; can be directed to build the legitimacy and credibility of the village government through local problem solving; and the availability of monitoring, evaluation, and accountability systems that can be optimized to ensure accountability.

The issuance of Perppu Number 1/2020 provides a new instrument to minimize the impact of the Covid-19 pandemic on the village economy. Article 2 Paragraph (1) letter (i) of the regulation states that it is necessary to prioritize the use of budget allocations for certain activities or refocusing, adjustment of allocations, and/or deductions, delaying the distribution of budget transfers to regions and village funds, with certain criteria. Furthermore, in the explanation of the Perppu it is stated that what is meant by prioritizing the use of village funds is that village funds can be used, among others, for direct cash assistance for the poor in villages and activities to handle the Covid-19 pandemic. With the article and its explanation, it is necessary to study how the policy can be implemented quickly and suppress moral damage.

As stipulated in Presidential Regulation of the Republic of Indonesia Number 104 of 2021 concerning Details of the State Revenue and Expenditure Budget for Fiscal Year 2022, Regulation of the Minister of Villages, Development of Disadvantaged Regions, and Transmigration of the Republic of Indonesia Number 7 of 2021 concerning Priorities for Use of Village Funds in 2022, and Regulation of the Minister of Finance of the Republic of Indonesia Number 190/PMK.07/2021 concerning the Management of Village Funds, that the use of the 2022 Village Fund is determined, among others, for social protection programs in the form of Village Cash Direct Assistance of at least 40% (forty percent) of the Village Fund Budget Ceiling for the year 2022.

Recently, village heads have been confused by the list of villagers who are entitled to receive Village Fund Direct Assistance (BLTDD). This is because in many villages the number of BLT recipients that meet the criteria is not proportional to the budget allocation taken from village funds, because the number of BLT recipients is much larger than the available budget. This new social safety net targets 11 million families with a total budget of Rp. 22.4 trillion, which is taken from the total allocation of the 2022 Village Fund of Rp. 71.19 trillion. The amount of funds prepared by each village varies, ranging from a minimum of 40%, depending on the amount of village funds received in 2022.

The provisions and mechanism for data collection until the implementation of the provision of BLTDD are listed in the Regulation of the Minister of Villages, Development of Disadvantaged Regions, and Transmigration of the Republic of Indonesia Number 7 of 2021 concerning Priority for Use of Village Funds in 2022, and Regulation of the Minister of Finance of the Republic of Indonesia Number 190/PMK.07/2021 concerning Management The Village Fund, in the regulation stipulates several conditions for recipients of assistance, such as families who have lost their livelihoods or jobs, have not been registered as receiving various social assistances, and have family members who are prone to chronic or chronic illness. With the promulgation of Regulation of the Minister of Villages, Development of Disadvantaged

Regions, and Transmigration of the Republic of Indonesia Number 7 of 2021 concerning Priorities for Use of Village Funds in 2022, it becomes the legal basis and implementation of Direct Cash Assistance to the poor in villages. Therefore, it is necessary to have the readiness and alertness of the Tagog Apu Village government to immediately distribute the BLT in an orderly, fair and precise manner, namely the right target, the right person, the right time, the right process, and the right administrative report.

Tagog Apu Village, Padalarang District, West Bandung Regency is one of the villages in Indonesia whose people have been affected by the Covid 19 pandemic, most of the people in this village have farmer jobs, farm laborers and odd jobs which incidentally are still classified as poor families and vulnerable to poverty. The criteria for prospective families who are entitled to receive Village Fund BLT are poor or underprivileged families who are domiciled in the village concerned. In addition, it must be ensured that the prospective recipients of this social assistance are not included in the recipients of the Family Hope Program, Basic Food Cards, and Pre-Employment Cards. The data collection of prospective village BLT recipients will take into account the Integrated Social Welfare Data from the Ministry of Social Affairs. Based on this, it can be determined that the formulation of the problem to be studied in this study is as follows: 1) How is the implementation of the Village Fund Direct Cash Assistance policy; 2) How is the direct Village Fund Cash Assistance service; and 3) Is there any effect of policy implementation on Village Fund Direct Cash Assistance Services.

## **LITERATUR REVIEW**

### ***Policy Implementation***

Policy implementation guides actions taken by the government as well as private individuals (or groups), which are directed to achieve predetermined goals (Van Meter & Van Horn, 1975). This includes all efforts to transform the policy so that it can be operationalized as a follow-up effort to achieve what has been agreed in the policy (Kushendar, Rusli, & Muhtar, 2021). Public policy implementation is one of the stages of the public policy process as well as a very important study (Saetren, 2014). It is clear that implementation is a stage of the public policy process and this becomes very important because if it is not prepared and planned properly in its implementation, the policy objectives will not be realized. The implementation of public policy as one of the activities of public administration as an institution, is intended as a process of activities carried out by administrative units or bureaucratic units at various levels of government both vertically and horizontally in the public policy process (Birkland, 2015; Zhu, 2010).

Policy implementation is a business process to realize an abstract policy into real reality. Policy implementation is an activity to generate results, impacts, and benefits and consequences that can be enjoyed by the target group. Policy implementation will be successful if the bureaucrats properly manage policies with specific, measurable and evaluated, it will have a major influence on the performance of the implementation of these policies (Helmsing, 2002). Then policy implementation is not just a mechanism for translating political decisions into complicated procedures through bureaucratic channels (Lester, Bowman, Goggin, & O'Toole Jr, 1987). The implementation or implementation of policies is something important, far more important than policy making, and policies will only be a fantasy or only a plan archive, if not implemented (Chiodelli, 2016).

Furthermore, there are three activities in policy implementation, including: 1) Organization: Formation or rearrangement of resources, units, and methods for implementing policies; 2) Interpretation: Translation of language into acceptable and appropriate plans and

directions; and 3) Application: Routine provision of services, payments or other agreed purposes or instruments (Janssen, Wimmer, & Deljoo, 2015). The implementation of public policy has changed from a top-down approach to a bottom-up approach, the most important advantage of a bottom-up approach is that it directs attention to the formal and informal relationships that form a policy network involved in policy making & implementation (DeLeon & DeLeon, 2002; Matland, 1995; Ouyang, Zhang, Wen, & Lu, 2020; P. Sabatier & Mazmanian, 1980).

This explains that the policy subsystem consists of key actors from the private and public sectors who are involved in policy and have an important role in the policy process. This applies both in the implementation of policies and in their formulation. A bottom-up approach would shift the assessment of implementation away from policy decisions and return to policy issues, so as to assess all private and public actors and institutions involved in the issue. The implementation of the policy requires conditions, including: the presence of people or implementers, money and organizational capabilities or resources (Dangi, Schoenberger, & Boland, 2017; Tanginthai, Heidrich, & Manning, 2019). It is important to realize public policies, to improve the quality of people's lives, this is because public policies contain the values needed by the public (people), so there are administrative units or are said to be public organizations (bureaucracies). because its establishment is intended to serve the needs/interests of the public which cannot be met by market mechanisms (organizations) and voluntary activities (organizations). These needs can be in the form of: protection, assistance, regulation, and direct services regarding public goods and services that have instrumental value and terminal value (Russo, Pavignani, Guerreiro, & Neves, 2017; Suryadi).

In the process of implementing a policy, namely 1) Content or policy content. A good policy in terms of content has at least the following characteristics: clear, not distorting, supported by a proven theoretical basis, easily communicated to the target group, supported by good human and financial resources; 2) Implementers and target groups. The implementation of policy implementation depends on the policy implementing agency (implementator) and the target group. Implementers must have the capability, competence, commitment and consistency to implement a policy in accordance with the direction of the policy makers, in addition, an educated and relatively homogeneous target group will more easily accept a policy than a closed, traditional and heterogeneous group; and 3) Environment. Socio-economic conditions, politics, public support and the culture of the population in which a policy is implemented will also affect the success of the policy (P. A. Sabatier, 1986). There are four critical factors that influence the success or failure of implementation. The four factors are communication, resources, disposition, or bureaucratic structure. First, Communication, with the indicators: a) transmission, b) clarity, and c) consistency. Second, resources, with indicators: a) staff, b) information, c) authority, and d) facilities. Third, Disposition, with indicators: a) cognition, b) direction and response to implementation, and c) response from implementers. Fourth, the bureaucratic structure, with the indicators: a) a working mechanism established to manage a policy, b) the existence of SOPs that regulate the flow of work among the implementers.

### ***Public Service***

Public service is the fulfillment of the wishes and needs of the community by state administrators. In this regard, public employees or bureaucrats must be able to provide the best service to the community because one of the performance indicators is determined by how satisfied the community is in receiving services from them. On the other hand, the large number of people who need fast services makes public officials or bureaucrats have to act quickly or: a) cognition, b) direction and response to implementation, and c) response from implementers.

Fourth, the bureaucratic structure, with the indicators: a) a working mechanism established to manage a policy, b) the existence of SOPs that regulate the flow of work among the implementers (Matland, 1995; Van Meter & Van Horn, 1975).

In order to improve service quality, there are seven dimensions and indicators that must be considered, namely: 1) self-esteem; 2) meet expectations; 3) improvement; 4) foresight; 5) repairs; 6) attention; and 7) empowerment (Ueno, 2014). The seven dimensions of public services are: First, the simplicity of service procedures, with the indicators: a) Ease of procedures in the service process, and b) Speed of procedures in the service process. Second, openness of service information, with indicators: a) Openness regarding procedures, requirements, costs in services, and b) Openness of officers' attitudes in providing services. Third, the certainty of service implementation, with the indicators: a) Timeliness of completion, and b) Compatibility of fees paid with official rates. Fourth, the quality of service products, with the indicators: a) Satisfaction with the quality of service products, and b) Ease in managing services. Fifth, the professional level of officers, with the indicators: a) Attitude and work spirit of officers in handling services, and b) There is no practice of extortion by officers. Sixth, orderly administration and management, with indicators: a) How officers manage and store service documents/files, and b) Availability of supporting facilities for smoothness, ease of service. Seventh, service facilities and infrastructure, with the indicators: a) Convenience of consumers for existing service facilities, and b) Order and cleanliness of the work environment in service agencies (Sinreich & Marmor, 2005; Tsai & Tang, 2008).

## **METHODS**

The research method used by researchers to answer research hypotheses regarding the effect of implementing policy implementation policies on Village Fund Cash Direct Assistance Services in Tagog Apu Village, Padalarang District, West Bandung Regency is a quantitative method, which in this study a research questionnaire as the main instrument of this research, was built. From the theory set by the researcher, it is then given to the respondent, and in the end, data analysis is carried out based on the data obtained from the questionnaire, also described as the results obtained from the data analysis. The population determined in this study is the Beneficiary Family of Direct Cash Assistance in Tagog Apu Village, Padalarang District, West Bandung Regency, with 62 respondents taken.

Data processing is carried out starting from validity and reliability tests, correlation analysis and determination analysis. Before the data was analyzed, the questionnaire was first tested with the Validity and Reliability Test, as calculated in the previous sub-chapter. After that the data were analyzed by using statistical tests using regression analysis, correlation analysis and determination analysis, to determine the effect of the independent variable and the dependent variable, with the help of computers from Microsoft Excel and statistical programs. Ordinal data from the questionnaire to be used in statistical analysis to prove the hypothesis, then the data must be scaled up to an interval data scale, using the Interval Successive Method (Kushendar et al., 2021). Furthermore, the data analysis used in this study is to find the value of the correlation coefficient, which is then tested first, and finally to answer the problem formulation regarding the effect of policy implementation on Village Fund Cash Direct Assistance Services in Tagog Apu Village, Padalarang District, West Bandung Regency. , then the value of the correlation coefficient squared multiplied by 100% (Determinant Coefficient). The formula used to determine the magnitude of the effect is the square of the correlation coefficient ( $r^2$ ) or what is known as the determinant coefficient (Nakagawa, Johnson, & Schielzeth, 2017).

## **RESULT AND DISCUSSION**

### ***Implementation of the Village Fund Cash Direct Assistance Policy***

Discusses the first dimension of the implementation variable of the Village Fund Direct Cash Assistance policy, namely the communication dimension of the implementation of the Village Fund Direct Cash Assistance policy, which consists of three indicators, namely: 1) transmission, 2) clarity, and 3) consistency. The communication dimension of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency was assessed by 62 respondents who were beneficiary families with an average percentage of 89.78%. Respondents' answers regarding the communication dimensions of the implementation of the Village Fund Direct Cash Assistance policy can be categorized as very high.

The communication dimension of the implementation of the Village Fund Direct Cash Assistance policy provides an average percentage of 89.78%, the value of each indicator is as follows: 1) Transmission (87.42%), 2) Clarity (86.13%), and 3) Consistency (95.81%). Based on these results, the communication dimension of the implementation of the Village Fund Cash Direct Assistance policy must be maintained, if possible to be improved, especially on the clarity of communication provided to beneficiary families regarding the implementation of the Village Fund Cash Direct Assistance policy carried out in Tagog Apu Village, Padalarang District, West Bandung Regency.

The resource dimensions of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency were assessed by respondents, totaling 62 families who were representatives of families receiving Village Fund Cash Direct Assistance with an average percentage of 89.03%. Respondents' answers regarding the resource dimensions of the implementation of the Village Fund Direct Cash Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency are categorized as very high.

The resource dimensions of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average percentage of 89.03%, which the value of each indicator is as follows: 1) staff (85.81%), 2) information (91.94%), 3) authority (91.94%), and 4) facilities (86.45%). Based on these results, the resource dimension of implementing the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency clearly must be maintained, if it can be increased mainly in the number and ability of the implementing staff of Village Fund Cash Direct Assistance services served in the village Tagog Apu, Padalarang District, West Bandung Regency.

The disposition dimension of the implementation of the Village Fund Direct Cash Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency was assessed by respondents, amounting to 62 families who were beneficiary families of the Village Fund Direct Cash Assistance with an average percentage of 92.80%. It can be categorized by the researcher that the respondent's answer regarding the disposition dimension of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency is categorized as very high.

The disposition dimension of the implementation of the Village Fund Direct Cash Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average percentage of 92.80%, the value of each indicator is as follows: 1)

cognition (95.81 %), 2) implementation direction and response (96.13%), and 3) implementation response (86.45%). Based on these results, the dispositional dimension of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency clearly must be maintained, if possible, it can be improved in terms of the response of implementing the Cash Direct Assistance policy, namely the response of the apparatus who distributes direct assistance village funds, so that if this is increased, it will increase the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency.

The last dimension is the fourth dimension on the variable implementation of the Village Fund Cash Direct Assistance policy, namely regarding the dimensions of the bureaucratic structure of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency, which consists of 2 (two) indicators, namely: 1) The working mechanism established to manage a policy, and 2) The existence of SOPs that regulate the flow of work among the implementers.

The following is a description of the results of respondents' answers regarding the dimensions of the bureaucratic structure of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency. The dimensions of the bureaucratic structure of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency were assessed by respondents, totaling 62 families who were representatives of beneficiary families with an average percentage of 91.61%. Respondents' answers regarding the dimensions of the bureaucratic structure of the implementation of the Village Fund Direct Cash Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency are categorized as very high.

The high assessment of the dimensions of the bureaucratic structure of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency, is due to the high assessment of the work mechanism established to manage a Village Fund Cash Direct Assistance policy which provides an average percentage value of 96.45% which can be categorized as very high as well. On the other hand, looking at the two indicators on the dimensions of the bureaucratic structure of the implementation of the Village Fund Cash Direct Assistance policy, the lowest assessed by respondents was the indicator of the SOP that regulates the flow of work among the implementers of the Village Fund Cash Direct Assistance policy which provides an average percentage of 86.77%, this value can also be categorized as very high.

The dimensions of the bureaucratic structure of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average percentage of 91.61%, which the value of each indicator is as follows: 1) The working mechanism established to manage a policy (96.45%), and 2) The existence of SOPs that regulate the flow of work among the implementers (86.77%). Based on these results, the dimensions of the bureaucratic structure of the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency clearly must be maintained, if possible, it can be improved in terms of the SOP that regulates the flow of work among the implementers of Direct Assistance. Village Fund Cash, so that if this is increased, it will increase the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency.

### ***Village Fund Cash Direct Aid Distribution Services***

Discusses the first dimension of the public service variable of Village Fund Cash Direct Assistance, namely the dimensions of the simplicity of service procedures from the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, which consists of two indicators, namely: 1) Ease of procedures in the service process, and 2) Speed of procedures in the service process. The dimensions of the simplicity of the Village Fund Cash Transfer service procedure in Tagog Apu Village, Padalarang District, West Bandung Regency were assessed by respondents, totaling 62 families who were representatives of beneficiary families with an average percentage of 82.74%. Respondents' answers regarding the dimensions of the simplicity of the Village Fund Cash Direct Assistance service procedure in Tagog Apu Village, Padalarang District, West Bandung Regency are categorized as very high.

The dimensions of the simplicity of the Village Fund Cash Direct Assistance service procedure in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average percentage of 82.74%, which the value of each indicator is as follows: 1) ease of service procedures (82.58%), and 2) speed of service procedures (82.90%). Based on these results, the dimensions of the simplicity of the Village Fund Cash Direct Assistance service procedure in Tagog Apu Village, Padalarang District, West Bandung Regency must be maintained, but if it can be improved in terms of the simplicity of the Village Fund Cash Direct Assistance service procedure in Tagog Apu Village, Padalarang District, West Bandung Regency, which is seen both from the aspect of the ease and speed of the Village Fund Cash Direct Assistance service procedure, if this increases then public services in the form of Village Fund Cash Direct Assistance services in Tagog Apu Village, Padalarang District, West Bandung Regency will also increase.

The dimensions of information disclosure of the Village Fund Direct Cash Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency were assessed by respondents, amounting to 62 people who were representatives of families receiving direct village funds assistance with an average percentage of 77.10%. Respondents' answers regarding the dimensions of information disclosure of Village Fund Direct Cash Assistance services in Tagog Apu Village, Padalarang District, West Bandung Regency are categorized as high. The high assessment of the dimensions of information disclosure of Village Fund Cash Direct Assistance services in Tagog Apu Village, Padalarang District, West Bandung Regency, is due to the high assessment of the openness indicator of officers' attitudes in providing Village Fund Cash Direct Assistance services in Tagog Apu Village, Padalarang District, West Bandung Regency which gives an average value The average percentage is 95.81% which can be categorized as very high. On the other hand, looking at the two indicators on the dimensions of information disclosure of the Village Fund Direct Cash Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, what respondents rated the lowest was on the indicators of openness of procedures, requirements, and costs of the Village Fund Direct Cash Assistance service in the village. Tagog Apu, Padalarang District, West Bandung Regency which only gives an average percentage of 58.39%, this value can be categorized as low.

Dimensions of information disclosure of Village Fund Cash Direct Assistance services in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average percentage of 77.10%, the value of each indicator is as follows: 1) openness of procedures, requirements, and costs required determined in the service (58.39%), and 2) the openness of the attitude of the officers (95.81%). Based on these results, the dimensions of information disclosure on the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency must be improved, especially in terms of



transparency of procedures, requirements and costs that have been set in the Village Fund Direct Cash Assistance service.

Discusses the third dimension of the public service variable of Village Fund Cash Direct Assistance, namely regarding the dimensions of certainty in the implementation of services from the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, which consists of two indicators. Respondents' answers regarding the dimensions of certainty in the implementation of Village Fund Cash Direct Assistance services in Tagog Apu Village, Padalarang District, West Bandung Regency are categorized as high. The high assessment of the dimensions of certainty in the implementation of Village Fund Cash Direct Assistance services in Tagog Apu Village, Padalarang District, West Bandung Regency, is due to the high assessment of the indicators of timeliness of completion of Village Fund Cash Direct Assistance in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average percentage value of 82.26% which can be categorized as very high. On the other hand, looking at the two indicators on the dimensions of certainty in the implementation of the Village Fund Direct Cash Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, what respondents rated the lowest was on the indicator of the suitability of aid funds that had been set in the Village Fund Cash Direct Assistance which only provided an average the average percentage is 72.90%, this value can be categorized as still high. The dimensions of certainty in the implementation of the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average percentage of 77.58%, the value of each indicator is as follows: 1) Timeliness of completion (82.26 %), and 2) Compatibility of fees paid with official rates (72.90%).

Discusses the fourth dimension of the public service variable of Village Fund Cash Direct Assistance, namely regarding the dimensions of service product quality from the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, which consists of two indicators, namely: 1 ) Satisfaction with product quality, and 2) Ease of service process. The following is a description of the results of respondents' answers regarding the dimensions of service product quality from the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency. The dimensions of the quality of the Village Fund Cash Direct Assistance service product in Tagog Apu Village, Padalarang District, West Bandung Regency were assessed by respondents, totaling 62 families who were representatives of families receiving direct cash assistance from village funds with an average percentage of 77.58%.

Respondents' answers regarding the dimensions of product quality of Village Fund Cash Direct Assistance services in Tagog Apu Village, Padalarang District, West Bandung Regency are categorized as very high. The high assessment of the quality dimensions of the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, is due to the high assessment of the ease indicator in the process of providing Village Fund Cash Direct Assistance services in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average value the percentage is 94.84% which can be categorized as very high. Also for the second indicator on the quality dimension of the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, it is categorized very high, namely regarding satisfaction with the quality of Village Fund Cash Direct Assistance which gives an average percentage of 90.32%, which This value is also categorized as very high. Dimensions of product quality of Village Fund Cash Direct Assistance services in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average percentage of 92.58%, the value of each indicator

is as follows: 1) Satisfaction with product quality (90.32%), and 2) Ease of service process (94.84%). Based on these results, the dimensions of the product quality of the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency must be maintained because the respondents' assessment of the two indicators regarding the quality of service products is good as seen from the satisfaction indicator on service products in the form of Village Fund Cash Direct Assistance and The ease in the service process provided in Tagog Apu Village, Padalarang District, West Bandung Regency can be said to be very good.

Discusses the fifth dimension of the public service variable of Village Fund Cash Direct Assistance, namely regarding the professional level of service officers from the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, which consists of two indicators, namely: 1) the attitude and work spirit of the officers, and 2) the absence of extortion practices by service officers. The following is a description of the results of respondents' answers regarding the dimensions of the professional level of service officers from the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency. The dimension of the professional level of the Village Fund Cash Direct Assistance service officer in Tagog Apu Village, Padalarang District, West Bandung Regency was assessed by respondents, amounting to 62 people who were representatives of families receiving direct cash assistance from village funds with an average percentage of 86.77%.

Respondents' answers regarding the dimensions of the professional level of Village Fund Cash Direct Assistance service officers in Tagog Apu Village, Padalarang District, West Bandung Regency are categorized as very high. The high level of assessment of the dimensions of the professional level of Village Fund Cash Direct Assistance service officers in Tagog Apu Village, Padalarang District, West Bandung Regency, is due to the high assessment of the two indicators, namely the indicator of the absence of extortion practices from service officers who provide an average percentage value of 87.42% and indicators of the attitude and work spirit of the Village Fund Direct Cash Assistance service providers provide an average percentage value of 86.13%, both of which can be categorized as very high. The dimension of the professional level of the Village Fund Cash Direct Assistance service officer in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average percentage of 86.77%, which the value of each indicator is as follows: 1) the attitude and work spirit of the giving officer services (86.13%), and 2) There is no practice of extortion by service officers (87.42%). Based on these results, the dimension of the professional level of the Village Fund Cash Direct Assistance service officer in Tagog Apu Village, Padalarang District, West Bandung Regency must be maintained due to the respondent's assessment of the two indicators regarding the professional level of service officers, both seen from the indicators of the attitude and work spirit of the officers and the absence of The practice of extortion carried out by officers in Tagog Apu Village, Padalarang District, West Bandung Regency can be said to be very good.

Discusses the sixth dimension of the public service variable of Village Fund Cash Direct Assistance, namely regarding the orderly administration and service management of the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, which consists of 2 (two) indicators, namely : 1) How officers manage and store documents, and 2) Availability of supporting facilities for ease of service. The following is a description of the results of respondents' answers regarding the dimensions of orderly administration and service management of the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency. The dimensions of the

orderly management of administration and service management of Village Fund Cash Direct Assistance in Tagog Apu Village, Padalarang District, West Bandung Regency were assessed by respondents, totaling 62 people who were representatives of families receiving direct cash assistance from village funds with an average percentage of 95.81%.

Respondents' answers regarding the orderly dimensions of administrative management and service management of Village Fund Cash Assistance in Tagog Apu Village, Padalarang District, West Bandung Regency are categorized as very high. The high assessment of the orderly dimensions of administrative management and service management of Village Fund Cash Direct Assistance in Tagog Apu Village, Padalarang District, West Bandung Regency, is due to the high assessment of the two indicators, namely indicators of how officers manage and store documents which provide an average percentage value of 96.45% and indicators of the availability of supporting facilities for ease of service which gives an average value of 95.16%, both of which can be categorized as very high.

The dimensions of the orderly management of administration and service management of Village Fund Cash Direct Assistance in Tagog Apu Village, Padalarang District, West Bandung Regency which provides an average percentage of 95.81%, the value of each indicator is as follows: 1) The way officers manage and storing documents (96.45%), and 2) Availability of supporting facilities for ease of service (95.16%). Based on these results, the orderly dimensions of administrative management and service management of Village Fund Cash Direct Assistance in Tagog Apu Village, Padalarang District, West Bandung Regency must be maintained, this is due to the respondents' assessment of the two indicators seen from the indicators of how officers manage and store documents and availability indicators. Supporting facilities for ease of service in Tagog Apu Village, Padalarang District, West Bandung Regency can already be said to be very good.

Discussing the last dimension, namely the seventh dimension in the public service variable of Village Fund Cash Direct Assistance, namely regarding service facilities and infrastructure from the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, which consists of 2 (two) indicators, namely: 1) Convenience of existing service facilities, and 2) Order and cleanliness of the service environment. The following is a description of the results of respondents' answers regarding the dimensions of service facilities and infrastructure from the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency. The dimensions of the facilities and infrastructure for the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency were assessed by respondents, amounting to 62 people who were representatives of beneficiary families with an average percentage of 95.81%.

Respondents' answers regarding the dimensions of the facilities and infrastructure of the Village Fund Direct Cash Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency are categorized as very high. The high assessment of the dimensions of the facilities and infrastructure of the Village Fund Direct Cash Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, is due to the high assessment of the two indicators, namely the comfort indicator for the service facilities provided by Tagog Apu Village, Padalarang District, West Bandung Regency in aid distribution services. direct cash from village funds which provides an average percentage value of 85.48% and indicators of order and cleanliness of the service environment in Tagog Apu Village, Padalarang District, West Bandung Regency in the direct village fund cash assistance service which provides an average percentage value of 95.48 %, both of which can be categorized as very high. The

dimensions of the facilities and infrastructure of the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency which provide an average percentage of 90.48%, the value of each indicator is as follows: 1) Convenience of the service facilities provided there are (86,48%), and 2) Order and cleanliness of the service environment (95.48%). Based on these results, the dimensions of the facilities and infrastructure of the Village Fund Cash Direct Assistance in Tagog Apu Village, Padalarang District, West Bandung Regency must be maintained, this is due to the respondents' assessment of the two indicators seen from the indicators of order and cleanliness of the Village Fund Cash Direct Assistance service environment and indicators The convenience of the existing service facilities in Tagog Apu Village, Padalarang District, West Bandung Regency can already be said to be very good.

### ***The Influence of Policy Implementation on the Distribution of Village Fund Direct Cash Assistance Services***

Referring to the results of data processing to answer the influence of the implementation of the Village Fund Cash Direct Assistance policy on services in Tagog Apu Village, Padalarang District, West Bandung Regency, as the statistical hypothesis set out in the previous chapter, is as follows:

$H_0 : \rho = 0$ , there is no effect of policy implementation on Village Fund Cash Direct Assistance Services in Tagog Apu Village, Padalarang District, West Bandung Regency.

$H_1 : \rho \neq 0$ , there is an effect of policy implementation on Village Fund Cash Direct Assistance Services in Tagog Apu Village, Padalarang District, West Bandung Regency.

As the results of data processing using the statistical data analysis add-in in Microsoft Excel, the following results are obtained.

	<i>X</i>	<i>Y</i>
<i>X</i>	1	
<i>Y</i>	0,890386	1

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### **SUMMARY OUTPUT**

<i>Regression Statistics</i>	
Multiple R	0,890385806
R Square	0,792786883
Adjusted R Square	0,789333331
Standard Error	3,136727354
Observations	62

Based on these results, it can be said that the correlation coefficient value between the implementation of the Village Fund Cash Direct Assistance policy and services in Tagog Apu Village, Padalarang District, West Bandung Regency is 0.8904, this value refers to the relationship/correlation criteria table, it can be determined that the relationship between the implementation of the Aid policy Direct Cash for Village Funds in Tagog Apu Village, Padalarang District, West Bandung Regency with services in Tagog Apu Village, Padalarang District, West Bandung Regency, it is said that the relationship is very close. If this value is tested using the student-t test, then the t-count value is 15.12, when compared with the t-table value of 2,000, with 95% confidence it can be decided that  $H_0$  is rejected, which means that

with 95% confidence it is believed that there is a relationship between the implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency with the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency, which is 0.8904 with a very close relationship category.

The value of the coefficient of determination or often symbolized by (KD), while if the correlation value is included in the formula:  $KD = R^2 \times 100\%$ , then the influence value is 79.28%, this can be categorized as having a strong influence. So that it can be said that there is a strong influence from the implementation of the Village Fund Cash Direct Assistance policy on the Village Fund Cash Direct Assistance service carried out the influence of the policy implementation on the Village Fund Cash Direct Assistance Service in Tagog Apu Village, Padalarang District, West Bandung Regency. Finally, it can be said that the effect of other variables not examined on the Village Fund Cash Direct Assistance service in Tagog Apu Village, Padalarang District, West Bandung Regency is 10.72% which can be categorized as very weak, so it can be said that the Village Fund Cash Direct Assistance service implemented in Tagog Apu Village, Padalarang District, West Bandung Regency, is largely determined by the good implementation of the Village Fund Cash Direct Assistance policy which is implemented in the influence of policy implementation on Village Fund Cash Direct Assistance Services in Tagog Apu Village, Padalarang District, West Bandung Regency.

## **CONCLUSION**

Based on the results of the research and discussion, the following conclusions can be drawn: 1) The implementation of the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency is considered to be in very good condition (90.59%), this can be seen by the amount Respondents' assessment of all dimensions regarding the implementation of the direct village fund cash transfer policy, while the indicator that was rated high was the clarity of the policy mechanism for direct cash transfers for village funds (96.45%) and the lowest was the clarity of communication policies for direct cash transfers for village funds (86.13). %); 2) The service for distributing direct cash assistance from village funds has also run very well, overall distribution services have been carried out well by the village apparatus, but still by paying attention to and improving the transparency of procedures, the main requirement is that the amount of funds received by beneficiary families is appropriate; and 3) The effect of implementing the Village Fund Cash Direct Assistance policy in Tagog Apu Village, Padalarang District, West Bandung Regency is 79.28%, where this influence is categorized as a strong influence, so it is clearly identified that other variables not examined in this study have an effect on the distribution of direct cash assistance from village funds is only 10.72% (very weak category).

The practical suggestions are: 1) To increase the Village Fund Direct Cash Assistance in Tagog Apu Village, Padalarang District, West Bandung Regency is to improve communication to village communities who are beneficiaries of direct cash assistance from village funds, especially in terms of clarity of policy implementation, this can be improved. by holding activities to communicate about the applicable laws and regulations; and 2) To improve public services in Tagog Apu Village, Padalarang District, West Bandung Regency, especially in the service of distributing direct cash assistance from village funds, it is by including procedures, requirements, for example by including it on the official website regarding this matter.

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