



DEVELOPMENT OF VILLAGE APPARATUS PERFORMANCE IN REALIZING SERVICE IMPROVEMENT FOR THE PARI CITY VILLAGE COMMUNITY , PANTAI CERMIN DISTRICT, SERDANG BEDAGAI REGENCY

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ARTICLE INFO	ABSTRACT
Date received : 22 Oct 2022 Revision date : 21 Nov 2022 Date received : 26 Nov 2022	<i>This study aims to find out how the development of village apparatus performance in realizing service improvement for the community in Pari City Village, Pantai Cermin District, Serdang Bedagai Regency. The Head of Desa and all Village Officials in completing their duties, increasingly required hard work and optimal ability to facilitate the implementation of Pemerintahan tasks. The type of research that the author uses is qualitative descriptive research and explanatory surveys using case study strategies. Data collection techniques used in this study include Observation, Interview and Documentation. The results of this study concluded that there are efforts to improve the performance of the Pari City Village Apparatus in the implementation of government administrative tasks, especially the administration of Village Government needed by all people of Pari City Village, Pantai Cermin District, Serdang Bedagai Regency.</i>
Keywords: <i>Human Resources, Development of Village Apparatus Performance, Improvement of Services and Community</i>	

INTRODUCTION

The Regulation (Law Number 23 of 2014, n.d.) on Local Government, explains that a Village is a legal community unit that has territorial boundaries that are authorized to regulate and manage Government Affairs, the interests of local communities based on community initiatives, rights of origin, and/or traditional rights that are recognized and respected in the government system of the Unitary State of the Republic of Indonesia. The government needs the support of all government officials who are professionally resilient and able to compete globally to carry out and realize the mandate of the Law on the administration of local government. Therefore, local governments as implementers of the mandate to be able to accelerate the realization of the welfare of rural communities must have the ability to manage Human Resources available in their respective regions. Professionalism here puts more pressure on the ability, skills and expertise of government officials in providing public services that are responsive, transparent, effective and efficient. Professionalism is a reflection of the skills and expertise of the apparatus that can run effectively if it is supported by the suitability of the level of knowledge on the basis of educational background, knowledge, training and others with the workload that is their responsibility and also as a reflection of the self-potential of the apparatus, both in terms of ability and behavioral aspects which include loyalty, innovation, productivity and creativity .

A village is legal community that has territorial boundaries that are authorized to regulate and take care of the interests of the local community, based on local origins and customs that are recognized and respected in the government system of the Unitary State of the Republic of Indonesia. Village Government is the administration of government affairs by the D esa government and the Village Consultative Body in regulating and taking care of the interests of the local community in accordance with the government system



of the Republic of Indonesia. The Village Government or referred to as Kepala Desa and Perangkat Desa as the organizing element of the Desa government. In improving the quality of service in Kantor Desa, attention and seriousness are needed by all Desa devices to be able to improve the ability and skills in supporting success and providing services that satisfy the community. Efforts to improve the performance of village officials are to increase the potential that exists in an effort to improve the ability and skills in service to all local communities, either individually or in groups so that they can be run in a balanced manner and achieve goals in accordance with the available time and budget. Every Village P is required to be able to maximize one's potential and all components of work that have been assigned must be carried out in a balanced manner so that the goals. Good administration built by the Village Apparatus is an initial form in achieving the goals of a village.

The village apparatus service process if it is slow in handling and serving the community, it will have a very detrimental impact on the community, especially the Village Head who is responsible for the delay in services to the community. Performance as Village Head may decline and in the future it will be an evaluation not to be re-elected as Village Head. The role of the Village Apparatus is very important and determines the back and forth of a unit of Government. The ability of village officials to carry out government duties will be carried out optimally if the affairs that are the authority of the village are carried out in accordance with the applicable law. This Local Government is the representative of the Central Government and its job is to administer the Government in the regions by order of the Central Government. The duties of the Local Government are only as administrative organizers called Administrative Local Government. Multi-dimensional national development in management involves all Village Equipment, one of which is Pari City Village, Pantai Cermin District, Serdang Bedagai Regency. The village component or device in question should have optimal ability in carrying out its duties. If the Village area is the target of organizing Government and Development activities, considering that Village Government is the lowest Government base in the Indonesian Government structure, which is very decisive for the success of efforts in comprehensive National Development. The complexity of the aspects or fields to be built at the lowest level of government, one of the aspects that first needs to be built is to increase the ability of the Village government apparatus in the implementation of government administration tasks, strengthen community and institutional participation and other aspects.

LITERATURE REVIEW

Human Resources

Human Resources is essentially one of the capitals that plays an important role in achieving company goals. Human resources are company assets that must be taken care of. The empowerment of human resources that are managed regularly and systematically will produce qualified and competitive quality human resources. In today's rapidly developing era, companies must be extra selective in choosing human resources that are competitive, qualified and have high competitiveness. According to (Hamali, 2016) stated that human resources is a strategic approach to skills, motivation, development and management of organizing resources. In principle, human resources are the only resources that can determine the achievement of the goals of an enterprise or organization. A company or organization that has clear goals and is equipped with sophisticated facilities, facilities and infrastructure, but without being supported by qualified human resources, it is most likely difficult to achieve the desired company goals. Human resources are understood as strength that comes from the human potential that exists in a company or organization, and is the authorized capital of a company or organization to carry out activities in achieving goals.

A company or organization that has skilled human resources will be able to improve employee performance which ultimately has an impact on company performance. According to (Bangun, 2012) human resource management carries out activities, planning, organizing, drafting, personnel, mobilizing, and supervising its operational functions, in order to achieve the goals of the organization. Human resource management is a science that studies the process of managing human resources starting from planning, activities in the organization or company to achieving the goals that have been set. It can be concluded that Human Resource Management is an effort to manage human resources as one of the assets, through the stages of planning, organizing, implementing and supervising in order to realize reliable human resources effectively and efficiently in achieving organizational goals.

Performance Concept

Performance is the result achieved by a person according to the measure applicable to the work in question. Performance is an out-come record resulting from the functioning of a particular employee or the activities carried out over a certain period of time. Performance can be said to be the result achieved by a person according to the measure applicable to the work in question. Individual performance is the foundation



of organizational performance. An important factor in the success of an organization is the existence of employees who are capable and skilled and have high morale, so that a satisfactory work result can be expected. Performance is the result of a process that refers to and is measured over a period of time based on predetermined terms or agreements. According to (Sutrisno, 2016) Performance, the results of employee work are seen from the aspects of quality, quantity, working time, and cooperation to achieve the goals set by the organization. According to (Mangkunegara, 2017) Performance is the result of work in quality and quantity achieved by an employee in carrying out his duties in accordance with the responsibilities assigned to him.

The indicators used to measure the performance of public organizations are varied, meaning that there are various indicators according to the focus and context of the research. In an organization, there are performance indicators that can be a reference source of employee performance. According to (Sedarmayanti, 2014) performance indicators is a quantitative and/or qualitative measure that describes the level of achievement of a predetermined goal or goal. A performance indicator must be something that will be calculated and measured and used as a basis for assessing or looking at the level of performance, whether in the planning, implementation, or completed and functioning stages. As the key to the implementation of accountable P governance, human resource management becomes the priority of Pemerintah. (Law Number 5 of 2014, n.d.) about the State Civil Apparatus or ASN is carried out based on the principles of Professionalism, Proportional, Accountable, and Effective and Efficient so that bureaucratic performance improvement can be achieved. From this explanation, it can be concluded that the indicators that affect employee performance include; 1) Professionalism, 2) Proportional, 3) Accountable, 4) Effective and Efficient.

Village Administration

Village etymologically originated from Sanskrit, *deca* which means homeland, region of origin or region of birth. Based on the definition listed above, if it is described, a village is a unitary area occupied by many families with its own governmental organization (led by the village head), or a village is a group of robs in a foreign praja which means one unit. The village was initiated by a number of family leaders who lived in a fixed place taking into account the regional origin and language, customs, economic and socio-cultural conditions of the indigenous people who resulted in forming the village. In addition, the village is also a unitary area where many residents live, and live and depend on their lives to support life and achieve prosperity, the community rests on the natural resources hidden around it. Villages include government components that have status under the control of a district or city, their status is different from sub-districts under the supervision of sub-districts. Kelurahan itself is a sub-district work area for sub-district government, and does not have the authority to manage or carry out the interests of local residents. According to (Siddiq, 2006) in (Adira, 2019), a village is an area that has a small level of density occupied by residents with community connections that have uniform character, on average work in the agrarian field and are capable of dealing with other surrounding areas. Based on " (Law Number 6 of 2014, n.d.) regarding Village Government, Article 1, Paragraph (1)" states: Villages are villages and customary villages or known by other names, after which called villages are units of legal residents who have a partition of the area that has the power to manage and handle government matters, the needs of local residents are sourced from population initiatives, rights of origin, and or conventional rights that are considered and respected in the Indonesian State government system.

Community

Society is a set of human beings who "get along", or in scientific terms, "interact" with each other. A human unity can have infrastructure so that its citizens can interact with each other. The modern state, for example, is a human union with a wide variety of infrastructure, allowing its citizens to interact intensively, and with high frequency. A modern country has a communication network in the form of a road network, railway network, air transportation network, telecommunications network, radio and television system, various newspapers at the national level, a system of ceremonies on national holidays and so on. Countries with smaller geographical areas have the potential to interact intensively than countries with very large geographical areas.

METHOD

The type of research in this study is qualitative descriptive method research and explanatory surveys using case study strategies. According to (Sugiyono, 2019) descriptive research is a study carried out to find out the value of independent variables, either one or more variables (independent) without making comparisons, or linking with other variables. According to (Sugiyono, 2013) explanatory research is a study



that explains the position between the variables studied and the relationship between one variable and another through testing the hypothesis that has been formulated. Data collection techniques used in this study include: Observation, which is to directly observe each Village Device in the implementation of daily tasks in addition to observing the workings and work results of all Village Devices.

1. Interview, i.e. conducting tAny answers directly with the informantsthat is; a) Village Head Pari City as a key informant, b) Village Apparatus, c) The Heads of Hamlets and d) some Societies.
2. Documentation, that is, the author reviews the documents of the report on the results of the implementation of the responsibilities of each Village Apparatus. The data collected during the researcher's research, will be classified, analyzed and interpreted in detail, meticulously and meticulously to obtain more objective conclusions from a study.

This research will be carried out in Pari City Village, Pantai Cermin District, Serdang Bedagai Regency. The determination of the location is based on the consideration that in this village, government administration such as recording community information still needs to be evaluated so that it is clearer and more complete if at any time the data is needed. The subjects in this study were the Village Head and all Village Apparatus in Pari City Village, Pantai Cermin District, Serdang Bedagai Regency.

RESULTS AND DISCUSSION

Overview of Pari City Village

The origin of the name of the Pari City Village according to the history of the predecessors that one of the beaches that is now the salt cellar beach is famous for many stingrays. At a time when there are so many stingrays that the beach is like a bustling city. So at that time it was called Pari City Village until now, but the name of Pari City Village still needs to be explored about the origins of the formation of this village. The importance of understanding the condition of the village to find out the relationship between planning and supporting content and existing problems, gives importance to development decisions as a step to utilize and solve problems in the community. The climate of Pari City Village, like other villages in Indonesia has a dry and rainy climate, it has a direct influence on the planting pattern in Pari City Village, Pantai Cermin District, Serdang Bedagai Regency.

Pari City Village is one of 12 villages in the Pantai Cermin District, which is located 7.5 km to the west of Pantai Cermin District, Pari City Village has an area of 1000.5 Ha. As for the boundaries of the Urban Village area:

North	: Strait of Malacca
East	: Right Mirror Beach Village
South	: Celawan Village
West	: Sei Snake

The vision of Pari City Village is "The realization of an independent community economy through agriculture, development and improvement of village government services". Meanwhile, the Pari City Village Mission includes:

- a) Organizing Village Government that serves and cares for the community.
- b) Organizing a village government that is trustworthy, clean, transparent, accountable free from other forms of misappropriation.
- c) Improving the community's economy through job creation as widely as possible based on village potential.
- d) Improving the quality of people's welfare to achieve a better standard of living.
- e) Building a spiritual mentality for the entire bureaucracy and society to realize a Religious and dignified village Pari City Village through improving the quality of existing educational and religious institutions.
- f) Build reliable, proportional and professional tourism sector management by developing Tourism Village Pioneers organized from and for the people of Pari City Village for the improvement of Village Original Village.

Legal Basis of Pari City Village

The preparation of planning documents for the development of Pari City Village, Pantai Cermin District, Serdang Bedagai Regency is based on several provisions of the Law, including:

- a) Undang-Undang Number 25 of 2004 on the National development planning system.
- b) Undang-Undang Number 36 of 2003 concerning the Establishment of Samosir Regency and Serdang Bedagai Regency in North Sumatra Province.



- c) Undang-Undang Number 32 of 2004 concerning Local Government as amended several times, most recently by Law Number 12 of 2008 concerning the second amendment to Law Number 32 of 2004 concerning Local Government.
- d) Undang-Undang Number 33 of 2004 concerning Financial Balance between the Central Government and Local Governments.
- e) Undang-Undang Number 6 of 2014 concerning Villages.
- f) Government Regulation Number 55 of 2005 on Consideration Funds.
- g) Government Regulation Number 58 of 2005 concerning Regional Financial Management.
- h) Government Regulation Number 72 of 2005 concerning Villages.
- i) Government Regulation Number 79 of 2005 concerning Guidelines for The Development and Supervision of Village Government Administration.
- j) Government Regulation Number 60 of 2008 challenges the Government's Internal Control System.
- k) Government Regulation Number 43 of 2014 concerning the implementation of the Village Law.
- l) Regulation of the Minister of Home Affairs Number 66 of 2007 concerning Village Development Planning.
- m) Regulation of the Minister of Home Affairs Number 13 of 2006 concerning Guidelines for Regional Financial Management as amended several times by Permendagri Number 21 of 2011 concerning the Second Amendment to Permendagri Number 13 of 2006 concerning Guidelines for Regional Financial Management.
- n) Regulation of the Minister of Home Affairs Number 37 of 2007 concerning Guidelines for Regional Financial Management.
- o) Regulation of the Minister of Home Affairs Number 37 of 2007 concerning Guidelines for Village Financial Management.
- p) Regulation of the Minister of Home Affairs Number 37 of 2014 concerning Guidelines for the Preparation of the Regional Revenue and Expenditure Budget in 2015.
- q) Regional Regulation of Serdang Bedagai Regency Number 7 of 2006 concerning the Composition and Work Procedures of the Village Government.
- r) Regional Regulation of Serdang Bedagai Regency Number 33 of 2007 concerning the Principles of Regional Financial Management.
- s) Regional Regulation of Serdang Bedagai Regency Number 8 of 2009 concerning Sources of Village Income.
- t) Regional Regulation of Serdang Bedagai Regency Number 10 of 2009 concerning the Allocation of Village Funds and Part of the Acquisition of Regional Taxes and Levies.
- u) Regional Regulation of Serdang Bedagai Regency Number 11 of 2009 concerning the Financial Position of Village Heads and Village Officials.
- v) Regional Regulation of Serdang Bedagai Regency Number 13 of 2013 concerning the Regional Budget of Serdang Bedagai Regency FY 2014.
- w) Regional Regulation of Serdang Bedagai Regency Number 6 of 2014 concerning guidelines for the Implementation of Village Fund Allocation Management and Regional Tax and Levy Revenue Sharing Funds for Villages in Serdang Bedagai Regency for fiscal year 2014.

Efforts to Improve Pari City Village Services to the Community

Economic Condition of Pari City Village

If the measurement of the level of economic welfare is based on the ability of purchasing power and the fulfillment of primary needs, the residents of Pari City Village can be said to be quite prosperous. Economic growth is quite high, it turns out, it is not supported by real economic activity. Efforts to direct capital from outside, especially to build rural productive businesses, are very necessary. The majority of the livelihoods of the people of Pari City Village are farmers. This is because it has been hereditary since long ago that people are farmers. Since the Covid Pandemic, many people have been farming as well as building products to be ready to sell. The level of education causes people to have no other skills and ultimately have no other choice but to be forced to become farmers, farm workers or factory workers. This situation also makes it increasingly difficult to produce cadres of young farmers. The distribution of village productive workers, who used to be able to supply labor needs in agriculture, began to shift. Fewer and fewer young villagers are willing to engage in sectors close to agriculture. Persists when other jobs are over-loaded with labor, in Pari City Village, the agricultural sector is actually difficult to get labor. In Pari City Village itself, the need for manpower began to rely on manpower from outside areas. In the future, this will be a potential and



problem that needs to be considered, especially village heads and village officials, so that the agricultural sector becomes a more attractive sector.

Table 1. Pari City Village Community Work

No.	Group	Sum	%
1	Not Yet/Not Working	1021	35.70%
2	Taking Care of the Household	641	22.41%
3	Students	372	13.01%
4	Pensioner	2	0.07%
5	Civil Service (Pns)	9	0.31%
8	Trade	3	0.10%
9	Farmer/Planter	185	6.47%
10	Breeder	1	0.03%
11	Fisherman/Fisheries	25	0.87%
15	Private Employees	16	0.56%
16	State-owned enterprise employees	2	0.07%
17	Bumd employees	1	0.03%
18	Honorary Employees	5	0.17%
19	Freelance Day Laborer	8	0.28%
20	Farm/Plantation Workers	4	0.14%
21	Fisherman/Fishery Workers	2	0.07%
23	Housekeeper	1	0.03%
27	Carpenter	1	0.03%
35	Mechanic	1	0.03%
44	Journalist	1	0.03%
64	Lecturer	1	0.03%
65	Teacher	3	0.10%
74	Nurse	2	0.07%
81	Driver	5	0.17%
85	Village Apparatus	1	0.03%
87	Nun	1	0.03%
88	Self employed	545	19.06%
SUM		2859	99.97%

The community's condition is quite good, in line with the better economy of the people of Pari City Village.

Facilities and Infrastructure of Pari City Village

The village of Pari City has been connected to other areas of the road Desa-Desa Perbatasan. The state of the road is generally quite good, but the rainy season arrives in some places experiencing road damage and waterlogging. In Pari City Village, the road Desa is approximately 15 KM. Asphalt 9 KM, sirtu 6 KM. The most widely used means of transportation for residents are bicycles, cars, motorcycles and rickshaws. In Pari City Village, there are no public transportation facilities, such as buses, mikrolets and others. The facilities and infrastructure of Pari City Village consist of Places of Worship, namely, 6 Mosques and 10 Musholla. Educational facilities, Kindergarten / Paud 5 Schools, Elementary Schools 3 Schools, Junior High Schools 1 School and High School Schools. Facilities for Kesehatan Puskesmas Auxiliary 1 Piece. Government Facilities and Infrastructure Village Office 1 Electricity Network from PLN is already available in this village, so that almost all households use electric power to meet lighting needs and other household needs. Housewives also use a 3 kg gas stove to meet their daily food needs and in this oneday clean water can be obtained from dug wells and also those using drilled wells.

Organizational Structure of Pari City Village Government

The government structure in Pari City Village can be said to be quite complete. Institutions, which are common at the village level, are doing well. The administration of Desa has also improved and has been using computerization well. The composition of the government and the Pari City Village Institution are as follows:

Village Head : Abdul Khair



Village Secretary : Hambali
 Head of Government Affairs : Mika Agustina
 Head of Development Affairs: Jaipuri
 Head of Umum Affairs : Nyoto Suseno
 The Head of Hamlet consists of 11 (eleven) Hamlet Heads

Targets and Policy Directions of Pari City Village Government

The development policy of Pari City Village is directed at fulfilling the basic needs of clothing, food and boards towards the creation of a prosperous society born mentally, independently and with dignity. To achieve it all, development in Pari City Village is focused on agriculture, animal husbandry and UMKM actors, through efforts to improve the yield and quality of agricultural and livestock products because more than 75% of the residents of Pari City Village live as farmers, breeders and UMKM actors which promises to be developed in Pari City Village. In conditions like this, of course, it is also necessary to be accompanied by development in all aspects of life, so that it is hoped that it can support each other, complement each other and serve each other in the future of Pari City Village. The development strategy of Pari City Village is the basis for determining the policy direction of Pari City Village, the basic principles that become guidelines and the framework of thinking behind the Vision and Mission efforts that will be carried out.

Table 2. Targets and Policies of Pari City Village

No.	Target	Policy
1.	Strengthening Village Capacity in better village governance and independence.	Develop the ability of Village Government Apparatus in managing Village Government.
2.	Empowerment of community institutions to be more functional in managing village development.	Developing Democracy in the implementation of Village government and Developing partnership relationships between Village Government, BPD, LKMD and Communities.
3.	Improving the jumlam and quality of economic infrastructure in Pari City Village.	Establishing Village Business Entities (BUMDES) and Increasing the Productivity of agricultural land, livestock and UMKM.
4.	Increased public participation/awareness in the fields of education and health.	Improving the quality of education services and improving the quality of health services.
5.	Improving the quality of sustainable environmental arrangements is maintained, maintained and sustainable.	Regulate order in land use and development results that have been implemented.

The Performance of the Pari City Village Government towards the Community

- a) **Balanced and sustainable village development**
 Balanced regional development is directed to continue the development program that has been launched and implemented in previous times. The development programs that have been implemented will be continued with modifications in accordance with the progress of the times and coordination with the community. Sustainable village development is directed so that village development considers the preservation of natural resources and the environment. Building steps must benefit the present generation and for the sustainability of the development of the next generations. Environmental conditions and natural resources must be managed so that development can provide a plurality of community welfare from generation to generation.
- b) **Improving the quality of life of the people of Pari City Village**
 In improving the quality of life of the people of Pari City Village in all aspects, especially those related to basic fulfillment, namely the need for food, health, education, work, housing, clean water, land, natural resources, and the environment, a sense of security from the treatment or threat of violence, and the right to participate in socio-political life, both for women and men. Basic rights do not stand alone but mutually influence the fulfillment of other rights.
- c) **Acceleration of village development by developing the local economy**
 Dby developing the capacity and economic activities of the community in Desa Kota Pari to increase the degree of economic progress of the region as a whole. Therefore, it is hoped that it will be appropriate and able to find and explore the potential of a productive economy that is competitive and based on



local resources both through local governments, the private sector and local community-based institutions.

d) Community Empowerment of Pari City Village

In improving the ability of the people of Pari City Village to play an active role in social, cultural and economic development activities, through this empowerment the community is directed to optimize the development of both human resources and natural resources owned. This commitment to community empowerment will be fully supported by the allocation of development budgets that favor the community with a budget strategy for the people towards prosperity and prosperity. The purpose of empowering the people of Pari City Village is to improve people's knowledge, skills and attitudes towards various agricultural or plantation innovations, animal husbandry, and skills that can be applied in order to improve community welfare. To realize community empowerment as expected, the allocation of funds in the APBDes as an implementation of these development programs must be realized evenly and concretely.

CONCLUSION

The Pari City Village Government, which is administratively implemented by all Village Officials, must prioritize the vision and mission that has been set. Evaluate and measure the achievement of the vision by creating new target alternatives so that each index is touched professionally. Village officials must run programs that have not run optimally, such as community empowerment, business group assistance, and improving the community's economy and ensuring maximum and sustainable basic needs services. It is hoped that the Government must continue to monitor the performance of the Village Head and all Village Officials in Pari City Village so that the ability to manage the institution can be in line with the program to be carried out.

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