Abstract: This study aims to determine the public’s perception of the quality of public services in Nagari Manggopoh and to determine the public’s perception of the discourse on the division of Jorong in Nagari Manggopoh. This research uses a descriptive quantitative method. Respondents came from the Nagari Manggopoh community and data collection using questionnaires and field observations. Data were analyzed using percentage descriptive. The study results show that people’s perceptions of the quality of public services in Nagari Manggopoh showed very good and very good, reaching 88%. Meanwhile, the community’s perception of the village management discourse (Jorong Splitting) in Nagari Manggopoh shows a very high percentage, reaching 93%. This study concluded that public services provided by Nagari Manggopoh occupy an excellent interval value. Meanwhile, the discourse on village arrangement (addition of Jorong) received enthusiastic support from the Nagari Manggopoh Community.

Keywords: Public Perception, Nagari Perception, Public Service, Village Arrangement

INTRODUCTION

Indonesia is the 15th largest country in the world from the area perspective (Tim Redaksi, 2022) with the 4th largest population (Annur, 2022; Widyanti, 2022). Under these circumstances, a government and bureaucracy that can overcome all forms of problems that arise in society is needed. Because the function of government is to provide good service to the community (Wakhid, 2017), this service is undoubtedly realized by a bureaucracy that provides good services. Then, the service must be easily accessible or accessible to the community (Dewi and Suparno, 2022).
To provide good services, the Indonesian government has established and implemented a decentralized system of government. It is agreed that decentralization transfers authority and functions from the national government to sub-national governments or local governments (Simatupang and Akib, 2015). Based on the Law of the Republic of Indonesia Number 32 of 2004 concerning Regional Autonomy, it is explained that decentralization is the transfer of government authority by the Government to autonomous regions to regulate and manage government affairs within the system of the Unitary State of the Republic of Indonesia. In the law, government services are continued by the provincial, district/city government to the village government. So, the leading service (street-level governance) that directly deals with the public is the village government. The village government is a legal community unit that has territorial boundaries and is authorized to regulate and manage the interests of the local community. It is implemented based on local origins and customs recognized and respected in the system of the Unitary State Government of the Republic of Indonesia (Undang-Undang Republik Indonesia Nomor 32 Tahun 2004, 2004; Undang-Undang Republik Indonesia Nomor 6 Tahun 2014 Tentang Desa, 2014).

In West Sumatra Province, the village government is called the Nagari government. The Nagari government runs the lowest level of government by local wisdom in each Nagari. Nagari (Village) Government is the leading government (street-level governance) that runs the government in developing and providing public services. Various aspects of development have been and are being carried out, including development in economic growth, infrastructure, kindergarten education, culture, and public services in the context of administration in the Nagari government bureaucracy.

The public has high expectations of the Nagari government in providing services to them because the form and structure of the village government represent the culture in their environment. Nevertheless, there are still several public service problems in the village.

Empirically, many public services provided by village governments still need improvement. For example, public services at the Lito Village Office, Paguyaman Pantai Subdistrict. It can be seen from the aspect that public understanding is not optimal for the services available; the provision of facilities and infrastructure is not maximized, and the service process is still
unsatisfactory (Hamim et al., 2022). There are also views and assumptions that officers are not competent in providing explanations to the public about certain service products; the assumption that there is an abuse of authority by village officials or BPD in providing certain assistance to the community that tends to be partial or discriminatory; allegations of improper actions by village officials both in the village government and BPD in serving the community and so on; lack of information to the public about specific projects that use village funds; and other factors, namely that it is often found that the understanding of service providers in the village is not complete with existing regulations (Hamim et al., 2022; Mariani, 2021).

Likewise, public services are provided by the village government in West Sumatra. Some public services are still considered problematic. As stated by the Regional Secretary of Pesisir Selatan Regency, public services need to be improved. Public services must be carried out maximally and adequately to satisfy the community. Both at the district, sub-district, and village levels. Excellent service is a priority, bureaucratic reform is underway, and there is no other word but to change. "Much can be done so that there is no longer the term wet table and dry table; all get a portion according to their respective main tasks and functions" (Marlison, 2019). On the other hand, the issue of unity and justice in public services is also quite crucial in the middle of the village community. As happened in nagari manggopoh. The community wants unity and justice in services in Nagari Manggopoh (An et al., 2021). In the aspect of public services, it is considered that there are still complaints from the community, such as the location of the Wali Jorong office, which is far from the reach of residents.

Previous research on the perception of public service quality has also been carried out by previous researchers. Some of these studies were conducted using descriptive qualitative methods and descriptive quantitative methods, such as research conducted by Pasaribu (2018). The study used a qualitative descriptive method; researchers determined the sources to be interviewed. This study’s sources were the Village Head and the Sisarahili Village Community, Sogae'adu District, Nias Regency. The results showed that people's perceptions of the quality of public services at the Sisarahili village office, Sogae'adu sub-district, and Nias Regency were still unsatisfactory or not to community expectations. In their research, Mukmin et al. (2018) also used a qualitative descriptive approach. The results showed that, generally, the
community understands the duties and functions of the civil apparatus. The community recognizes that the apparatus’s capacity of work, especially public services, has met public expectations. In contrast, the quality of work is recognized as good but not optimal due to the lack of human resources. Marpaung (2019) also used a qualitative descriptive approach. The results of this study indicate that the performance of the Village Head in improving village development has not been fully realized. Factors that influence the process of implementing the Village Head’s performance are the need for coordination between Village Officials in responding to problems that occur in the community. Octavia and Harmento (2019) conducted research with a qualitative approach with the foundation of the postpositivism philosophy. The results showed that the service had been performed well and by existing procedures.

Roberto et al. (2019), in their research, used descriptive qualitative methods. The results of his research show that the community still expects an increase in the quality of public services in the form of fast, easy, fair, legally specific, transparent, safe, precise, and accountable services. In addition, the Village Head seems less assertive in dealing with devices that often skip work. Nofranita and Dasril (2017) conducted research with descriptive qualitative methods. The results of his research state that public services at the One-Door Investment and Integrated Services Agency office can be said to be good while the service category for comfort and security can be said to be very good. However, several things could still be improved in the study. Norliani et al. (2021) also conducted research with a descriptive qualitative approach. The results of this study indicate that public services at the Cahaya Baru Village Office in Jejangkit District have implemented the dimensions of tangible, reliability, responsiveness, assurance, and empathy along with their indicators. However, several indicators have not gone according to the public’s wishes. Factors inhibiting the implementation of public services in the Village Office are the need for more employee resources and infrastructure. The supporting factors are the enthusiasm employees give to each other and the holding of coordination meetings every three months.

Research on perceptions of the quality of public services is also carried out using a quantitative descriptive approach, such as research conducted by Vivi Herlina (2019). Research data were collected through questionnaires, interviews, and field observations. The results of Vivi’s research show that
people's perceptions of the performance of the village government in organizing village administration can be categorized as good. Dwi Lucita Sari (2016) conducted research with quantitative descriptive methods. The results of Dwi Lucita's research show that people's perceptions of the performance of village officials in improving public services could be more optimal and run optimally. Badjuri (2013) in his research, converts qualitative data into quantitative or scores qualitative data. The results of this study indicate that the overall quality of public services of Pagandon Village apparatus, Kadipaten District, is very satisfying, with an average of 70.47% of respondents expressing satisfaction. Isti (2017) researched perceptions and participation through a descriptive quantitative survey approach. The results of his research show that the perception and participation of the community are high, and the community has felt the benefits of village funds. It's just that the community has not felt justice and has been unable to improve welfare, especially local residents.

METHOD
This research uses a descriptive quantitative approach. The research locus is in the Nagari Manggopoh environment (Nagari Government, Jorong, and Community). Primary data was obtained from respondents through a survey conducted directly by distributing questionnaires to the community. Respondent data collected during the study (February to June 2022) totaled 438. Secondary data includes documents such as guest books or lists of people served daily, standard operating procedures (SOP) services, and regulations relating to public services. The data analysis technique used is descriptive analysis with percentages. The questionnaire was processed quantitatively using the Excel application, and then a descriptive percentage analysis was carried out according to the explanation by Sudijono (2018).

RESULT AND DISCUSSION
Community perceptions of the Quality of Public Services in Nagari Manggopoh

Public perceptions of the quality of public services in Nagari Manggopoh were analyzed using 5 indicators. The following are the results of these five indicators: Politeness and Friendliness of Officers in providing services. Based on the survey results, the percentage of courtesy and friendliness of officers in providing services received a good percentage. People who said excellent and good reached 95.7%, while those who said fairly good and not good were only 4%. This data shows that public services in the aspect of apparatus behavior are very satisfying.
Clarity of information from serving officers. Based on the survey results, the percentage of clarity of information provided by officers in providing services received a very high percentage. People who said it was excellent and good reached 90.1%, while those who said it was fairly good and not good were only 8.9%. This means that the clarity of information received by the community is very good, so the community gives a very satisfactory assessment.

Speed and responsiveness of officers in serving Based on the survey results, the percentage of officers’ speed and responsiveness in providing services received a very high percentage. People who said excellent and good reached 79.1%, while those who said fairly good and not good were only 21%. It can be interpreted that the speed and responsiveness of officers in serving or providing services get an excellent perception.

Ease of Service Procedures Based on the survey results, the percentage of ease of service procedures provided by the village government received a high percentage. People who said excellent and good reached 81.1%, while those who said fairly good and not good were only 19%. It can be interpreted that the ease of procedures in serving or providing services is well-perceived.

Service schedule suitability Based on the survey results, the percentage figure for the suitability of the service schedule between the time set by the village government and the reality experienced by the community received a high percentage. People who said it was excellent and good reached 85.9%, while those who said it was sufficient and not suitable were only 14.2%. The suitability of the service schedule between the time set by the village government and the reality experienced by the community has a very good perception.

Jorong is an administrative sub-region of Nagari Manggopoh. The discourse of Jorong Splitting in Nagari Manggopoh, especially Jorong Sago and Batu Hampa, received high attention from the community. To follow up on this discourse, a survey was conducted. Based on the survey results, the following data can be presented:

Community satisfaction with Wali Jorong services

Ease of administrative services provided by Wali Jorong. Based on the survey results, the ease of administrative services provided by the Wali Jorong has shown good performance to obtain a reasonably high score on ease of administrative services. The percentage of people who said excellent and good
reached 80%, while those who said enough and less good 20%. This data shows that public services in apparatus behavior are satisfactory.

Ease of Information and communication with Wali Jorong. Based on the survey results, the percentage of clarity of information and ease of information provided by Wali Jorong in providing services received a relatively high percentage. People who said excellent and good only reached 72.8%, while those who said fair and poor reached 27.2%. This means that the clarity of information and ease of information received by the community is only good enough so that the community gives a not-so-high assessment of this indicator.

Ease of meeting the Wali Jorong. Based on the survey results, the percentage of Ease of meeting the Wali Jorong in matters of service needed by the community received a fairly high percentage. People who said excellent and good only reached 63.5%, while those who said fair and poor reached 36.5%. This means that the ease of meeting the Wali Jorong experienced by the community is quite good, so the community gives a not-so-high assessment of this indicator.

Travel distance to the Jorong guardian's house (office). Based on the survey results, the percentage of distance to the Jorong Wali's house (office) required by the community is relatively high. People who said it was excellent and good only reached 53.2%, while those who said it was fair and poor reached 46.8%. This means that the distance to meet the Wali Jorong at his home (office) experienced by the community is almost entering the indicator with an unfavorable interval, so the community gives a not-so-high assessment of this indicator. Nearly half of the community said it was a long way to meet the Wali Jorong.

**Discourse of The Community's Desire for Splitting of The Jorong Area**

The area of Jorong compared to the area of Jorong in other Nagari (neighbors) Based on the survey results, the percentage of the Jorong area where the community is compared to the Jorong area in other Nagari (neighbors) is pretty high. People who said that it was extensive reached 97.2%, while those who said that it was less and not wide were only very few, reaching 2.8%. This means that the community says the Jorong area in Nagari Manggopoh is vast.

Increasing the number of Wali Jorong to facilitate service delivery Based on the survey results, the percentage figures for the proposal to increase the number of Wali Jorong to facilitate access to services to the community vary. But in general, people who said that the addition
of 1 (one) Wali Jorong reached 74.9%; the addition of 2 (two) Wali Jorong reached 18.3%; and the addition of 3 and 4 (three and 4) Wali Jorong only reached 6.9%. This percentage shows that, if the number of Wali Jorong is increased, it is sufficient to add 1 or 2 (one or two) per main Jorong. For example, Jorong Sago or Jorong Batuhampa added 1 or 2 Wali Jorong per Jorong.

Splitting of the Wali Jorong area to facilitate services Based on the survey results, the percentage of the proposed splitting of the Jorong area to facilitate access to services to the community received a very high percentage. People who said they strongly agreed and agreed reached 94.1%, while those who disagreed and disagreed were very few, reaching 5.9%. This means that the community says that the existing Jorong area in Nagari Manggopoh needs to be split to improve access to public services.

Splitting of the jorong area in your place. The community’s enthusiasm towards the discourse of splitting the jorong area is very high; they propose splitting it into 4, 3, 2, and 1 Jorong only. But in general, the people who said the splitting of 1 (one) Jorong reached 37.4%; the splitting of 2 (two) Jorong reached 29.0%; and the splitting of 3 (three) Jorong reached 23.5% and the splitting into 4 (four) new Jorong areas only reached 10%. This percentage shows that the community favors splitting by adding 1 (one or two) new Jorong areas. This means that if the main Jorong areas, such as Jorong Sago and Batuhampa, will be expanded, it is sufficient to add 1 or 2 (one or two) new Jorong areas per main Jorong.

Public perception of the public service quality in Nagari Manggopoh

Exposure of the research data above, it can be seen that the satisfaction of the Nagari Manggopoh Community can be measured using the theory of Zeithaml et al. (1990) which says that there are five (5) aspects of indicators in knowing the quality of public services, namely: First: facilities (tangibles), facility equipment and the suitability of the service schedule between the time set by the village government and the reality experienced by the community get a very good perception; Second: Responsiveness, the speed and responsiveness of officers in serving or providing services to get a good perception; Third: Reliability, ease of procedure in serving or providing services to the community gets a good perception; Fourth: Assurance, courtesy and friendliness of officers in providing public services in the aspect of apparatus behavior is very satisfying; and Fifth: Empathy (empathy), The clarity of information provided by officers in providing services
received by the community is very good so that the community gives a very satisfying assessment.

The results of this study indicate that public perceptions of the quality of public services in Nagari Manggopoh have an excellent perception. People who say very good and good reach 88%, while those who say pretty good and less good are only 12%. This means that the services provided by the Nagari Manggopoh Government are excellent. Although the survey found that the officers’ speed and responsiveness were relatively low, the other dimensions received a very high perception from the community.

In general, the interval value and percentage of public perception of the quality of public services in Nagari Manggopoh can be seen in the table below:

<table>
<thead>
<tr>
<th>Score</th>
<th>Interval Value</th>
<th>Service Unit Performance</th>
<th>Freq</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>81.24 - 100</td>
<td>Excellent</td>
<td>126</td>
<td>29</td>
</tr>
<tr>
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<td>260</td>
<td>59</td>
</tr>
<tr>
<td>2</td>
<td>45.01 - 64.99</td>
<td>Fairly Good</td>
<td>52</td>
<td>12</td>
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<tr>
<td>1</td>
<td>25.45</td>
<td>Not Good</td>
<td>0</td>
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<td></td>
<td>Total</td>
<td>438</td>
<td>100</td>
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</table>

Table 1. Service Value at the Nagari Manggopoh Office

The presentation of the results of this study supports the findings of research conducted by Mukmin et al. (2018) in Suak Ribee Village, Johan Pahlawan Subdistrict, West Aceh Regency; Vivi Herlina (2019) in Air Teluh Village, Kumun Debai Subdistrict, Sungai Penuh City; and Badjuri (2013) in Pagandon Village, Kadipaten Subdistrict, Majalengka Regency; Octavia and Harmento (2019) in Senakin Village, Landak Regency, which say that in general, community perceptions of village government services in administering government can be categorized as good.

On the other hand, 12% of the Nagari Manggopoh community still needs to improve their perception of public services. This can be seen in responsiveness or the speed of officers getting a relatively low perception, only reaching 79%. This finding is also in line with research conducted by Pasaribu (2018) on Sisarahili village, Sogae’adu sub-district, Nias Regency; Marpaung (2019) on Titi Merah village, Lima Puluh sub-district, Batu Bara Regency; Norliani et al. (2021) in Cahaya Baru Village, Jejangkit Subdistrict, Majalengka Regency.
Sarmen Aris: Society’s Perception on The Quality of Public Services and ...

Subdistrict, Barito Kuala Regency. Suwarno (2012) in Teluk Kepayang Village, Kusan Hulu Subdistrict, Tanah Bumbu Regency shows that not all dimensions of public service quality as proposed by Zeithaml (1990) in Nurdin (2019) have received perfect perceptions as the findings of Norliani et al. (2021) that there are still several indicators in the dimensions (tangible, reliability, responsiveness, assurance, and empathy) that have not gone according to the wishes of the community. The results of this study prove that not all indicators of public services provided by the village government have received a very satisfying perception from the community.

Community perceptions of the discourse on Jorong Splitting in Nagari Manggopoh

Splitting is dividing an area into two (2) or more governments because the area is considered too large. The aim is to facilitate or bring services closer to the public. According to Booth (2011), the terminology of regional splitting (local government) is more suitable to be called "splitting" in English. The creation of new regions, both cities and regencies in Indonesia is a process of splitting the new region from its parent region (Hari Mardiansjah and Rahayu, 2019). Jorong expansion is a process of splitting a new Jorong from the parent Jorong area.

Jorong is an institution at the level of RW (Rukun Warga) in the kelurahan in general. Jorong is led by a Wali Jorong, elected by the community, or appointed directly by the Wali Nagari. Wali Jorong is a village apparatus that has the task of carrying out the duties of the Wali Nagari in its working area (Pemda Kabupaten Agam, 2001). In essence, the Wali Jorong is an extension of the Wali Nagari in providing public services to the community in the Jorong area.

Nagari and Jorong areas in West Sumatra are, on average, vast. A Nagari’s area exceeds the sub-districts in other provinces outside West Sumatra. So it is not surprising that in recent times there have been many Nagari splittings in West Sumatra (Adams, 2022; Asril, 2022; pl1, 2023).

Nagari Manggopoh is one of the largest Nagari in Agam Regency; even the area of Nagari Manggopoh exceeds the area of 3 sub-districts (Baso, Banuhampu, and Ampek Angkek sub-districts) (BPS Kabupaten Agam, 2021). This situation raises the assumption that the services of the Jorong Wali have yet to be maximized to the community, so a discourse was born for the people of Nagari Manggopoh to expand the Jorong.
The research team conducted a community satisfaction survey on the Wali Jorong Sago and Batuhampa services to the community. The survey uses an approach according to the views of Zeithaml et al. (1990). Zeithaml says that the quality of public services can be seen from aspects: Apparatus behavior (Workability, politeness, discipline, responsibility); Bureaucratic communication (Apparatus communication quality, information delivery, communication media, communication climate); and Public service quality (Service facilities, reliability, responsiveness, assurance, price, and empathy) (Nurdin, 2019).

To find out the community's perception of the discourse of Jorong splitting in Nagari Manggopoh, it begins with measuring community satisfaction with public services at the Jorong level. It continues with measuring the discourse of community desire for Jorong splitting.

The results showed that the community's perception of community service satisfaction at the Jorong Office or Wali received a pretty good assessment. The percentage of people who said the service was excellent and good only reached 63%. This assessment means that community satisfaction with public services provided by Wali Jorong in Nagari Manggopoh could be more satisfactory.

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<th>Freq</th>
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<tr>
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<td>81.24 - 100</td>
<td>Excellent</td>
<td>129</td>
<td>29</td>
</tr>
<tr>
<td>3</td>
<td>65.00 - 81.23</td>
<td>Good</td>
<td>147</td>
<td>34</td>
</tr>
<tr>
<td>2</td>
<td>45.01 - 64.99</td>
<td>Fairly Good</td>
<td>162</td>
<td>37</td>
</tr>
<tr>
<td>1</td>
<td>25 – 45</td>
<td>Not Good</td>
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<tr>
<td></td>
<td>Total</td>
<td></td>
<td>438</td>
<td>100</td>
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</table>

Table 2. Community Satisfaction with Wali Jorong Services

This data shows that public satisfaction with the services provided by the Wali Jorong is far below that of the Nagari Manggopoh Government. The satisfaction of the services provided by the Wali Jorong only occupies a fairly good interval value.
In this indicator, more than 1/3 (one-third) of the community said that meeting the Wali Jorong took work. If so, the community’s service could also be better. The ease of meeting the Wali Jorong is an essential indicator in measuring the community satisfaction index. In realization, the community’s needs vary; sometimes, people meet the Wali Jorong not only for administrative matters before reaching the Nagari government but also for personal or family matters. So, Jorong is a pedestal to complain about; later, it is hoped there will be a solution or a way out. The solution is, of course, also of many kinds depending on the problems faced by the community.

Along with the results of community perceptions of public service satisfaction provided by the Wali Jorong, it can be seen that the discourse of Jorong splitting in Nagari Manggopoh cannot be separated from the satisfaction with the services provided by the Wali Jorong. This perception shows that the discourse of the community's desire to split the Jorong area in Nagari Manggopoh shows a very high percentage, reaching 93%.

The results of this study indicate that the community strongly supports the arrangement of Nagari Manggopoh by adding administrative services at the Jorong level. This means the community strongly supports adding and improving Nagari services by adding an office or Wali Jorong, this means that it requires the splitting of a new jorong area. The community's desire to structure the Nagari by increasing the number is inseparable from the index of community satisfaction with the services that occur or are carried out by the Wali Jorong, which is still below the index of community satisfaction at the Nagari government level. The arrangement of Nagari (Village) is regulated in Article 8, paragraph 4, which emphasizes that in the Village area,

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<th>Service Unit Performance</th>
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<th>%</th>
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<td>75</td>
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<td>3</td>
<td>65.00 - 81.23</td>
<td>Good</td>
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<tr>
<td>Total</td>
<td></td>
<td></td>
<td>438</td>
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Table 3: General Community Desire for the Addition of Wali Jorong

![Figure 3. Graph Community Desire for Additional Wali Jorong]
hamlet (Jorong), or what is called by another name, is formed, which is adjusted to the origin, customs, and socio-cultural values of the Village community (Indonesia, 2014).

Based on the concept of the catchment area strengthens the community’s desire to arrange Nagari Manggopoh by increasing administrative services at the Jorong level by adding an office or Wali Jorong. The catchment area, from the perspective of public administration, is the service coverage that public service institutions can provide. Ideally, the catchment area is that all levels of society are reached by public services. Therefore, it must be carefully considered that the determination of boundaries will allow all levels of society to obtain services from the village government, especially those related to essential services (Muluk, 2009). The area of Nagari Manggopoh is too large; even the area of Nagari Manggopoh exceeds the total area of 3 sub-districts (Baso, Banuhampu, and Ampek Angkek sub-districts) in Agam Regency and is followed by a large population, which is more than 22,000 people (BPS Kabupaten Agam, 2021). Nagari Manggopoh, which is too large, will automatically be followed by the area of the existing Jorong. Nagari Manggopoh only has 9 Wali Jorongs. In this situation, if it refers to the concept of a Catchment area, the community’s services could be better.

So, the discourse on splitting the Jorong area needs to be a concern of the Nagari Manggopoh Government. Law Number 6 of 2014 concerning Villages provides mandates and opportunities for the Wali Nagari or other designations to organize, manage, and develop their Nagar according to community needs, especially related to public administration services in the Nagari. The discourse on the addition of Wali Jorong is by the objectives of village structuring as stated in article 7, paragraph 3, namely: realizing the effectiveness of Village Government administration, accelerating the improvement of the welfare of the Village community, accelerating the improvement of the quality of public services; improving the quality of Village governance; and increasing Village competitiveness.

In comparison, other Nagari in West Sumatra have been competing to organize the nagari, and they are not only adding Wali Jorong but also willing to expand the Nagari into 2 (two) or 3 (three) new Nagari outside the main Nagari. The West Pasaman Regency Government inaugurated 71 new Nagari due to the Arrangement. The splitting of Nagari in Pasbar, which amounted to 19 Nagari, has now become 90 Nagari (Administrator, 2023; pl1, 2023).
Actually, the local government of Agam Regency has also started early to expand the Nagari government in the area. The Agam District Government proposed 10 Nagari in Phase I and 13 Nagari in Phase II for splitting. The DPMN of Agam Regency has presented the reasons and benefits of the splitting for the community and the Regency Government. The proposed Nagari splitting was presented during the clarification meeting of the Village Arrangement Document on Nagari Splitting at the Directorate General of Village Administration of the Ministry of Home Affairs on Thursday, September 8, 2022 (Asril, 2022; Rizal, 2022). If we look at data on village governments in West Sumatra, there has been an increase in village governments from 929 units to 1,035 in September 2022 (Miko Elfisha, 2022).

CONCLUSION

Public perceptions of the quality of public services in Nagari Manggopoh show that public services at the Office or by the Wali Jorong with intervals saying Excellent and Good Service only reached 63%. This percentage occupies an interval value of only Good Enough. This value shows that many services still need to be improved and improved by the Wali Jorong in Nagari Manggopoh. The community's perception of the discourse on Jorong splitting in Nagari Manggopoh shows the community's desire to split the Jorong area with a very high percentage, reaching 93%. This percentage needs to be a concern and consideration for the Nagari Manggopoh Government in organizing the Nagari Government by adding Wali Jorong for Jorong, which has a vast area.

Suggestions and recommendations based on the research findings are as follows: There is still room for the Nagari Manggopoh government to improve public services with a complete interval value (very satisfying). To achieve this, the Nagari Manggopoh government needs to improve services to the weaknesses found. Wali Jorong in Nagari Manggopoh needs to improve and improve the services provided to the public. The Nagari Government needs to consider reorganizing the Jorong administrative area. In this case, it does not rule out the possibility of structuring in the form of splitting of the Jorong administrative area.
Because it is found that Jorongs have a substantial administrative area, this impacts the services provided by the Wali Jorong. The splitting is reorganizing the Jorong area and adding Wali Jorong, who will lead the area.

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