

ABSTRACT

The essential government function is giving services to the community, both on public and civil services. This scientific research which titled as 'The Effect of Policy Implementation Appointment of the Villages' secretary as Civil Servants on its Performance and Its Implication On the villages' Services Quality in the village of Gowa in South Sulawesi Province', is aim to: reveal, analyze and measure influence of the appointment of villages' secretary as civil servants on its performance, how far its policy influence on the village services quality, and discover new concept of policy implementation in public administration, especially on public policy.

This study focused on policy implementation (X) with dimensions of policy content and policy context influence on employee performance (Y) with quantitative and qualitative dimensions, and the implications on the quality of service (Z) with cover five dimensions : tangible, reliability, responsiveness, assurance and empathy.

Design research is an explanatory survey method with quantitative approach. Data analysis from 275 respondents through multi stage cluster sampling combined with simple and stratified random sampling and it process using path analysis.

Based on data analysis result, it is known that the implementation of policies on appointing the village' secretary as civil servants have a significant effect on its performance and its implications on the quality of the village civil service. On implementing the policy variable (X), the contents of the policy and the context of implementation have significant positive effect on improving the village secretary' performance. Of the overall dimensions of the variable X, the dimensions of the contents of policy contributes the highest effect and the dimensions of the context of implementation contributes the lowest effect. Meanwhile, the village secretary of performance variables (Y) contribute of the quality of service (Z). The results showed the fact findings to the development of Merilee S. Grindle' theory on the implementation of the policy by adding on it of the importance of concern for policy implementers to the achievement of outcomes.