

Research Article

Analysis of the Perception Index of Regional Government Development Performance in Boyolali Regency

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Abstract.

This study aims to analyze the political preferences of the community in Boyolali Regency, Central Java, Indonesia, based on a survey conducted in July 2024. The evaluation was carried out using a survey method to measure the level of community satisfaction with various development indicators. The survey population consists of residents listed in the Permanent Voters List (DPT) for the 2024 elections, with a total of 825,630 voters, comprising 408,654 males and 416,976 females. The research sample involved 700 respondents selected randomly through random sampling techniques based on polling stations as Survey Location Points (TLS). The survey was conducted at 100 polling stations with 7 respondents per polling station, resulting in a margin of error of 4–5% and a confidence level of 95%. The survey findings provide an overview of preferences based on age, gender, and socio-economic status. The results indicate that public perception of the performance of regional government development is greatly influenced by socio-economic and regional factors. The main recommendation is the need to improve communication and socialization of development policies more evenly across all areas, which can serve as a reference for the Boyolali regional government in formulating more effective development policies.

Keywords: development, index, perception, performance

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1. Introduction

The performance of regional development often serves as the main benchmark in assessing the success of local governments in achieving community welfare. In Boyolali Regency, known as one of the regencies experiencing rapid economic growth in Central Java Province, assessment of perceptions of local government performance is important to understand how far development programs have impacted the community.

Performance perception refers to the views or assessments of the public regarding the effectiveness, efficiency, and impact of the efforts made by the Boyolali district



government in implementing development. This perception is often influenced by various factors, including public participation, transparency, quality of results, and how the government handles issues relevant to public life.

Factors that Influence Public Perception, namely several studies show that public perception of government performance is influenced by several factors including education, income, age, and access to information. Ahmed et al. [1] stated that communities with higher education levels tend to be more critical in assessing government policies, while those with higher incomes tend to be more satisfied with the existing infrastructure and public services. Meanwhile, Halim et al. [2] found that good access to information also affects public perception. People who have access to accurate and transparent information tend to have a more positive perception of government performance.

The perception index is a measurement tool widely used to assess how the public evaluates the government's performance in various aspects of development. Public perception of development also depends on how well the planned development targets are achieved. When development programs align with local needs and have high transparency, public perception tends to be positive.

According to Lo et al. [3], public perception often reflects the level of satisfaction of the community with the services provided by the government, which includes economic, social, and infrastructure aspects. In many studies, perception indices are often used to measure government performance in the context of public services, such as education, health, and infrastructure. In Boyolali regency, the public's perception of the performance of local government development can serve as one of the benchmarks for the success of the development programs that have been initiated.

According to Sunardi et al. [4], perception of government development performance is the public's perception of the government's performance in managing regional development, which can influence public trust in the government. Sugiyono [5] states that the perception of government development performance is the government's ability to manage resources and produce outputs that meet the needs of the community. Meanwhile, Wahyuni [6] argues similarly that the perception of government development performance is the level of public satisfaction with the government's performance in managing regional development, which can influence public trust in the government.

This performance is not only measured by the visible physical outputs, such as the construction of roads, bridges, or other public facilities, but also from the perspective of the community that directly experiences the benefits of that development. Boyolali

Regency is an area that has great potential in both the agricultural and industrial sectors. According to Aitalieva and Morelock [7], public perception of government performance is one important indicator in understanding the success of public policy.

Equitable and quality development will enhance the quality of life and the socio-economic well-being of the residents in a region. In Boyolali Regency, the local government has implemented various development programs in the fields of economy, infrastructure, public services, and social welfare. Based on this, one of the measurement tools used to assess development performance is the perception index, which combines public opinion with existing data. This index is important because it can provide a deeper insight into the effectiveness of development from the perspective of the community, which often serves as the direct users of the results of that development.

The term performance is used to describe the achievements or levels of success, both individual and group. Performance can be measured due to the existence of established success criteria, such as goals or targets to be achieved. Without a goal or target, the performance of individuals or organizations is difficult to measure because there are no standards to refer to.

According to Boyne [8], government performance can be seen from policy outcomes, implementation processes, and their impact on society. In the context of regional development, aspects such as infrastructure development, improvement of public services, and community welfare become the main focus of evaluation. There are several factors that can influence public perception of government performance in Boyolali Regency, including the quality of public services. Services that are fast, effective, and friendly are often considered positive indicators of government performance. In terms of transparency, a government that is transparent in budget management and policies will be more trusted by the public. In infrastructure development, construction projects such as roads, bridges, and public facilities often serve as benchmarks for government performance. Through public participation, it is the government that opens up space for community involvement in the decision-making process, which tends to receive a more positive perception. Open communication between the government and the public, whether through traditional or digital media, plays an important role in shaping public perception.

Hansen and Ferlie [9] also highlight the importance of accountability in the development process, where local governments need to ensure that the resources used for

development are utilized efficiently and transparently. In addition, the public's perception of development performance is often influenced by the clarity of information and communication provided by the government.

Performance reflects the level of achievement in the implementation of an activity, program, or policy in reaching the targets, objectives, vision, and mission of the organization that have been formulated in strategic planning [10]. Meanwhile, development performance refers to specific measurements used to assess an organization's success in achieving existing outcomes.

This research aims to analyze the public perception index regarding the performance of the local government in Boyolali Regency. Referring to the Permanent Voter List (DPT) for the 2024 elections as the population basis, this research attempts to explore the extent to which the people of Boyolali assess the government's success in aspects of economic development, infrastructure, health, education, and social welfare. It aims to provide data-driven recommendations to the local government in efforts to enhance the effectiveness of development policies and services to the community.

2. Research Methodology

2.1. Survey Location Point (TLS)

TLS is determined based on TPS by considering variations in social and regional conditions, thus reflecting the diversity of the population. A total of 100 TPS are used as survey locations, with a proportionate number of respondents at each TPS.

2.2. Population and Sample

In analyzing the population, the total number of adult residents recorded in the Permanent Voter List (DPT) for the 2024 Boyolali Regency Election is 825,630 people, consisting of 408,654 men and 416,976 women. Similarly, for the research sample, 700 respondents were selected using a random sampling technique based on the DPT TPS. The respondents were spread across 100 TPS, with each TPS represented by 7 respondents.

2.3. Sampling Techniques

In the sampling process, random sampling was conducted from the 2024 Election's DPS with TLS distribution representing each region. The number of samples used was able to produce a margin of error of 4-5% with a confidence level of 95%.

2.4. Research Instruments

This research uses a survey method with a questionnaire as the main data collection tool. The questionnaire is designed to measure the public's perception of the performance of the Boyolali local government in several sectors, including infrastructure, public services, social welfare, education, health, agriculture, and the local economy.

The questions in the questionnaire consist of a five-point Likert scale, allowing respondents to rate their level of satisfaction and the effectiveness of the development they have experienced. In addition to the questionnaire, in-depth interviews with several key informants were also conducted to gain a deeper perspective.

2.5. Stages of Data Collection

The stages of field research consist of:

- a. Enumerator Training where One day before the survey, enumerators receive materials including content explanations and simulated interview survey questions; distribution of survey instruments and training supplies used.
- b. Then, the implementation of the interview, the enumerator conducts the interview according to the order of the respondent list (main and backup respondents). The interview is carried out by adhering to guest etiquette and proper procedures, starting with a request for permission from the respondent. After the interview was over, the enumerator politely thanked and bid farewell.
- c. Finally, monitoring and spot-checks were conducted to ensure the enumerators performed their tasks correctly. Supervisors randomly select respondents who have been interviewed to verify whether the enumerators have worked according to procedures and to resolve any technical issues that arise in the field.

2.6. Data Analysis

The collected data was analyzed using descriptive and inferential statistics. The performance perception index is measured based on the average score from several dimensions, including the economy, infrastructure, social welfare, and public services. The margin of error produced is 4-5%, with a significance level of 95%.

3. Results and Discussion

This research analyzes the perceptions of the people of Boyolali regarding the performance of the local government. Data collection was conducted in July 2024 using a survey method with random sampling. The surveyed population consists of registered adult voters in the Permanent Voter List (DPT) for the Boyolali elections, totaling 825,630 individuals. The research sample comprises 700 respondents distributed across 100 survey locations, with a margin of error of 4-5%, using the formula for calculating intervals as shown in **Table 1.1**.

highest score - Lowest value

Reduce by 1

Number of category classes

Figure 1: Formula for Calculating Intervals.

In this research, a Likert scale was used to measure customer satisfaction levels, with an interval of 1 to 5 (1 = very dissatisfied, 5 = very satisfied). To analyze the data, confidence interval calculations were performed with the following Interval Assessment Results.

This research analyzes the public’s perception of the development performance of the Boyolali Regency Government by using a survey method involving 700 respondents distributed across 100 survey locations. (TPS). Based on the analysis of the obtained data, the government’s development performance is measured based on several sectors, namely public services, infrastructure, economy, and the agricultural sector. Here

TABLE 1: Results of interval assessment calculations.

Category	Score Interval
Very Good	4,32 – 5,14
Good	3,49 – 4,31
Good Enough	2,66 – 3,48
Not Good	1,83 – 2,65
Very Bad	1,00 – 1,82

is Table 1.3 from the results of the Sectoral Development Performance Perception Index of the Boyolali District Government as follows:

The results of the survey research indicate that the public’s perception of the performance of the Boyolali Regency Government is overall in the good category. Here is a discussion of the assessment results based on sectors:

Bureaucratic Services to the Community received an average score of 38, placing this category in the good assessment range. This shows that the public feels the bureaucratic services provided by the government are quite efficient and adequate. Through Healthcare Services, the performance assessment of the health sector also received a good score, with an average score of 37. Respondents appreciate the availability of healthcare services, although it is acknowledged that there is still room for improvement, especially in facilities in rural areas. The results of the Education Service: The average score for the education sector is 37, which also falls into the good category. This reflects the public’s satisfaction with the quality of education, although the improvement of teacher quality is one of the felt needs. In the Ease of Finding Employment and Income, it received an average score of 31, which falls into the fairly good category. Many respondents find it difficult to seek employment in the formal sector, indicating that the economic sector needs more attention. The Affordability and Price Control of Basic Needs also fall into the fairly good category with an average score of 30, indicating that price stability remains an issue for most of the Boyolali community. Physical Development with an average score of 37, this sector received a good evaluation from the community. Infrastructure development, including roads, bridges, and public facilities, is appreciated because it helps improve mobility and supports local economic activities. In the aspect of Attention to the Agricultural Sector, Respondents gave an average score of 33 for the agricultural sector, which is categorized as fairly good. Although this sector is important for the economy of Boyolali, the community feels that support for farmers, such as fertilizer subsidies and access to

TABLE 2: Index of Performance Perception of Sectoral Development in Boyolali District Government.

PERFORMANCE IN THE GOVERNMENT SECTOR	Assessment						INDEX SCORE		PERFORMANCE CATEGORY
	5	4	3	2	1	0	NUMBER	AVERAGE	
Bureaucratic Services	76	436	130	42	6	10	2604	3,8	Good
	380	1744	390	84	6	0			
Health Services	100	394	123	69	7	7	2590	3,7	Good
	500	1576	369	138	7	0			
Educational Services	104	374	122	86	7	7	2561	3,7	Good
	520	1496	366	172	7	0			
Ease of Finding Jobs and Income	53	200	202	202	23	20	2098	3,1	Good Enough
	265	800	606	404	23	0			
Affordability and price control of basic necessities	43	187	255	177	32	6	2114	3,0	Good Enough
	215	748	765	354	32	0			
Physical Development	127	332	141	68	23	9	2545	3,7	Good
	635	1328	423	136	23	0			
Attention to the agricultural sector	51	222	295	86	15	31	2215	3,3	Good Enough
	255	888	885	172	15	0			
The adequacy of fertilizer subsidies	47	194	249	154	17	39	2083	3,2	Good Enough
	235	776	747	308	17	0			
Development of the industrial (factory) and manufacturing sector.	80	349	169	48	27	27	2426	3,6	Good
	400	1396	507	96	27	0			
Government free from corruption and illegal levies	48	218	171	161	57	45	2004	3,1	Good Enough
	240	872	513	322	57	0			
Security and order in the environment	102	455	114	19	5	5	2715	3,9	Good
	510	1820	342	38	5	0			
Sufficiency of clean water	78	443	139	30	6	4	2645	3,8	Good
	390	1772	417	60	6	0			
AGREGATE INDEXES					Total		28600	41,9	Good
					Average		2383	3,5	

Source: Primary data, 2024

technology, is still lacking. The Sufficiency of Fertilizer Subsidies received an average

score of 32 (fairly good), indicating that the fertilizer subsidy policy has not fully met the needs of farmers. The Corruption-Free and Extortion-Free Government received an average score of 31, indicating that although the public generally assesses the government as fairly good in terms of transparency, there are still concerns regarding corruption and extortion.

Overall, the aggregate index of government performance perception shows an average score of 35 (good category), reflecting the public's appreciation for various development efforts undertaken by the local government, although there are still several aspects that need improvement.

The research results show that the majority of the people in Boyolali have a positive perception of the development performance carried out by the local government. The infrastructure sector received the highest rating, with the majority of respondents stating that the construction of roads, bridges, and other public facilities has had a positive impact on their economic activities and mobility.

Meanwhile, perceptions of public services such as health and education vary. Some respondents feel that healthcare services are quite good, especially with the presence of community health centers spread across several districts. However, there are also those who state that there needs to be an improvement in the quality of medical personnel.

Further analysis shows that the level of education and income of respondents have a significant correlation with their perceptions of development performance. Respondents with higher education levels tend to be more critical in assessing the quality of public services, while respondents with higher incomes tend to be more satisfied with infrastructure development.

The survey results indicate that the majority of respondents have a positive perception of infrastructure development in Boyolali Regency. About 75% of respondents expressed satisfaction with the condition of roads, bridges, and other public facilities. This finding is in line with the study conducted by Chen et al. [11], which shows that good infrastructure development is often associated with higher levels of public satisfaction. The survey results reveal several key findings regarding the perceptions of the people of Boyolali towards the performance of local government development:

In the aspect of Economic Development, 62% of respondents believe that economic development in Boyolali is progressing quite well, especially regarding the increase

in job opportunities. However, 18% of respondents still feel that the benefits of economic development have not been evenly felt, particularly in rural areas. Infrastructure Development.

The majority of respondents (74%) gave a positive assessment of the infrastructure, such as road construction, bridges, and other public facilities. Adequate infrastructure is considered important for improving connectivity between regions and supporting the local economy. Social Welfare: 55% of respondents feel that the social welfare program is adequate, but 30% of respondents believe that the distribution of social assistance is not yet equitable and there are still disparities in several regions. In Public Services, especially in the fields of health and education, there are various assessments. As many as 48% of respondents gave a positive assessment, while 35% others felt that services in several community health centers and schools still need improvement, especially regarding access and the availability of skilled labor.

From a survey of 700 respondents, several important findings were obtained regarding public perception of development performance in Boyolali Regency. In terms of economic development perception, 65% of respondents rated economic development as quite good, especially in terms of job creation and local economic growth. However, 20% felt that economic distribution was still uneven, particularly in rural areas. Perception of Infrastructure Development: The majority of respondents (70%) gave a positive assessment of infrastructure development, particularly roads and public facilities. The development of health facilities and schools in some remote areas was considered insufficient by 30% of respondents. Perception of Social Welfare through social welfare programs, such as direct cash assistance and family hope programs, is considered effective by 60% of respondents, but 25% feel that the distribution of aid is uneven and less targeted. Perception of Public Services in the fields of health and education received positive appreciation from 55% of respondents, while 35% others stated that services in several community health centers and schools need to be improved, especially in terms of the availability of medical personnel and teachers.

In poor households with KIS ownership, the aggregate score reaches 3120, while in middle to lower-income households without KIS ownership, the aggregate score reaches 9320 this indicates that there are still poor families or low-income individuals who need KIS health services.

The research results indicate that the public's perception of the performance of the Boyolali Regency Government, particularly in the infrastructure and public service

TABLE 3: Performance Assessment Scores of the Government of Regent Said Hidayat household class.

HOUSEHOLD ECONOMIC STATUS	PERFORMANCE EVALUATION SCORE									Total	Aggregate Score	Average Score
	10	20	30	40	50	60	70	80	90			
Households have KIS (poor families)	1	5	4	7	15	74	177	138	23	444	31200	70,3
	10	100	120	280	750	4440	12390	11040	2070			
Middle to lower-income households without KIS ownership	0	0	0	0	4	26	48	48	4	130	9320	71,7
	0				200	1560	3360	3840	360			
Upper middle-class household	2	0	0	1	1	26	38	41	16	125	9050	72,40
	20	0	0	40	50	1560	2660	3280	1440			
Wealthy household	0	0	0	0	0	1	0	0	0	1	60	60
						60						
TOTAL	3	5	4	8	20	127	263	227	43	700	49630	70,9

The average public rating score for the performance of the Regent M. SAID HIDAYAT is 71.3. (Score range 10-100). This data indicates that the public gives a GOOD ENOUGH assessment of the government's performance.

sectors, is positive. Several factors contributing to this positive perception include the improvement in service quality and advancements in infrastructure development, which significantly impact the welfare and mobility of the community.

Public services in the fields of health and education received good evaluations, reflecting the government's success in providing adequate access for the community. However, the limited facilities in remote areas remain a challenge, especially in terms of equitable distribution of healthcare and education services.

The development of adequate infrastructure has improved inter-regional connectivity, thereby supporting local economic growth. This can be seen from the high public assessment of the physical development carried out by the government. Good infrastructure not only facilitates mobility but also opens up new business opportunities in the area. In the field of Economics and Employment, the biggest challenge in economic development is the lack of job opportunities in the formal sector. The community still finds it difficult to find jobs, especially in sectors that require specialized skills. This

indicates that there is a need for more aggressive policies to support job creation and encourage broader economic sector growth.

In the agricultural sector, although Boyolali is known as an agrarian region, the support given to farmers is considered still less than optimal. Fertilizer subsidies and access to agricultural technology must be given more attention so that agricultural productivity can increase. The development of this sector is important considering that agriculture is one of the backbones of the economy in this region.

In the sector of transparency and corruption, although the public generally views the government's transparency positively, there are still concerns regarding corruption and illegal levies. This indicates that the government needs to strengthen oversight and law enforcement to create a cleaner and more accountable bureaucracy.

The research results show that the perception of the Boyolali community towards the performance of regional government development is generally positive, especially in the economic and infrastructure sectors. The high appreciation for economic and infrastructure development indicates that the policies implemented by the government have successfully met the expectations of the community in urban areas and most rural areas.

The research results indicate that the Boyolali community's perception of the local government's development performance is generally positive, particularly in the economic and infrastructure sectors. The high appreciation for economic and infrastructure development demonstrates that the policies implemented by the government have successfully met the expectations of the community in urban areas and most rural areas.

However, the main challenge identified is in terms of equitable development, particularly concerning access to public services and the distribution of social assistance in remote areas. The issue of uneven distribution creates a negative perception among certain segments of society that feel marginalized. The gap between areas with good access to infrastructure and public services and those that are lagging behind remains a problem that needs to be addressed [12].

In general, public perception of development performance is influenced by public involvement, transparency, and the quality of development outcomes. Overall, the perception of the performance of the Boyolali local government in development heavily depends on the ability of the Boyolali government to engage the community, manage resources efficiently, and ensure that development results meet the needs of

the local population. The Boyolali government, which demonstrates openness and good communication with the community, tends to be more satisfied when there is open communication between the government and the public regarding planning and implementation of development.

In a survey on public perception of development in the city of Bandung, Engkus et. al. [13] stated that the perception of government development performance is influenced by how the community views the impact of development on their daily lives. If the development program is directly felt to be beneficial, positive perception will increase.

Similarly, in the writings of Suwana and Setyobudi [14], in their study on the performance of infrastructure development in Parit Village, Karimun, they found that the community's perception of the village government's performance is greatly influenced by the quality of the development outcomes. Projects carried out with low quality or not up to standard create a negative perception.

The perception of the performance of the Boyolali government refers to how the community assesses or interprets the actions, policies, and services provided by the government. This perception is very important as it can influence the public's trust in the Boyolali government and the community's participation in regional development.

4. Recommendation

Based on these findings, here are some recommendations that are expected to help improve the performance of the Boyolali Regency government:

1. An increase in the quantity and quality of healthcare facilities is needed, especially in rural areas.
2. There needs to be a greater push for the development of the formal sector that can create new job opportunities for the people of Boyolali, especially for high school and university graduates.
3. The government needs to pay more attention to the stability of basic commodity prices and increase subsidies in the agricultural sector, particularly in terms of fertilizers and agricultural technology.
4. Strengthening subsidies and access to new technology to improve agricultural productivity should be a focus, considering this sector is the backbone of the economy in Boyolali.

5. Programs to combat corruption and enhance transparency in various administrative sectors need to be implemented more firmly, so that public trust in the government can continue to increase.

5. Conclusion

This research shows that, in general, the people of Boyolali Regency have a fairly positive perception of the government's development performance, especially in the areas of infrastructure and public services. Nevertheless, the main challenges that need to be addressed are the disparities in service distribution in remote areas, job creation, and increased support for the agricultural sector.

By addressing these issues, the Boyolali Regency Government can continue to improve the quality of life for its citizens and build greater trust in the development programs being implemented. Enhancing transparency and accountability within the bureaucracy will also play a crucial role in strengthening public trust in the Boyolali local government.

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