

ABSTRACT

This study aims to examine the bureaucratic performance in public service delivery by the village officials of Sindangjaya Village, Mangunjaya District, Pangandaran Regency, in the post-COVID-19 pandemic period. Bureaucracy has long been viewed negatively by much of the public, and the situation became more concerning after the COVID-19 pandemic, as the performance of village-level bureaucracy drew increasing public attention. After overcoming the challenges during the pandemic, the village government made efforts to improve the quality of public service performance in the post-pandemic period. The implementation of digital services has made the service process easier and faster, and Sindangjaya Village has taken steps to innovate and adapt to technological developments. This research employs a qualitative descriptive method using a case study approach. The study is based on Agus Dwiyanto's performance theory, which includes five indicators: Productivity, Service Quality, Responsiveness, Responsibility, and Accountability. The results of this study show that the performance of the Sindangjaya Village Government in public service delivery, both before and after the COVID-19 pandemic, was relatively good. This is based on qualitative data obtained through in-depth interviews and document analysis, which were evaluated using five indicators of bureaucratic performance to gain a comprehensive understanding. The findings indicate that the quality of public services provided by the Sindangjaya Village Government to the community remained fairly consistent and satisfactory throughout the pre- and post-pandemic periods. However, the human resource capacity of the Sindangjaya Village apparatus remains low, making them unprepared to adapt to technological developments. Therefore, the bureaucratic performance of the Sindangjaya Village Government in public service delivery during the post-pandemic period is still not optimal.

Keywords: *Performance, Village Government Bureaucracy, Public Services.*