

ABSTRAK

AHMAD YAPI, NPM :2022505, judul “KUALITAS PELAYANAN PUBLIK DI KANTOR KECAMATAN HALONG KABUPATEN BALANGAN dibawah bimbingan Bapak **Dr. Irza Stiawan S. Sos., M.AP** sebagai pembimbing I dan Bapak **Barkatullah. S. Sos., MA** sebagai pembimbing II.

Pelayanan Publik di tingkat Kecamatan memegang peran penting karena langsung berhubungan dengan kebutuhan administrasi masyarakat. Fenomena masalah yang nampak yaitu kendala jaringan saat perekaman KTP, banyak masyarakat merasa kecewa karena kendala jaringan, membuat proses terhambat. Keluhan ligalisasi surat dan sarana dan prasarana pelayanan yang kurang memadai, minimnya fasilitas penunjang seperti pendingin ruangan AC atau kipas angin. Penelitian ini bertujuan untuk mengetahui bagaimana Kualitas Pelayanan Publik dan faktor-faktor yang mempengaruhi Kualitas Pelayanan Publik pada Kantor Kecamatan Halong Kabupaten Balangan.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe deskriptif kualitatif. Teknik pengumpulan data yang digunakan adalah wawancara, observasi dan dokumentasi. Sumber data yang di ambil melalui purposive sampling berjumlah 12 orang kemudian di analisis dengan reduksi data, penyajian data dan pengambilan kesimpulan.

Hasil dari penelitian menunjukkan Kualitas Pelayanan Publik di Kantor Kecamatan Halog Kabupaten Balangan cukup baik dapat dilihat : Pertama, dari sub variabel berwujud dengan indikator sarana dan prasarana cukup baik karena masih ada kekurangan AC tetapi pelayanan masih tetap bisa berjalan, indikator kenyamanan fasilitas pelayanan cukup baik. Kedua, dari sub variabel kehandalan dengan indikator ketepatan waktu pelayanan cukup baik karena pelayanan telah mengikuti SOP, indikator keandalan sarana teknologi belum baik karena sering terjadi kendala jaringan internet, Ketiga, pada sub variabel ketanggapan dengan indikator kecepatan respon petugas cukup baik dan sesuai namun perlu penambahan petugas, serta pengawasan terhadap kehadiran petugas, indikator kesanggupan pegawai baik karena para pegawai mampu melaksanakan tugasnya. Keempat, pada sub variabel jaminan dengan indikator keramahan pegawai baik dan menjadi salah satu faktor dalam meningkatkan kualitas pelayanan publik, indikator kepastian biaya pelayanan baik karena tidak ada pemungutan. Kelima, pada sub variabel empati dengan indikator sikap tegas pegawai cukup baik, indikator perhatian pegawai baik karena pegawai memberikan perhatian penuh. Faktor yang mempengaruhi Kualitas Pelayanan Publik di Kantor Kecamatan Halong Kabupaten Balangan. Faktor penghambat yaitu kendala sarana teknologi, sehingga dapat mempengaruhi berjalannya proses pelayanan dan kurangnya sumberdaya manusia (petugas) belum terpenuhi. Sedangkan faktor pendorong alur SOP yang tersruktur dan mudah di pahami terkait pelayanan, dan petugas tidak membedakan pelayanan yang diberikan.

Untuk Kepala Kecamatan agar meningkatkan sarana dan prasarana, melakukan pengawasan kinerja pegawai, serta mengupayakan perbaikan infrastruktur teknologi. Untuk pegawai diharapkan meningkatkan kecepatan, keramahan, profesionalisme, serta kompetensi terutama bidang TI dan pelayanan. Untuk Masyarakat agar mematuhi prosedur, melengkapi dokumen dan memberi saran membangun demi kelancaran pelayanan.

ABSTRACT

AHMAD YAPI, NPM: 2022505, title “PUBLIC SERVICE QUALITY AT THE HALONG DISTRICT OFFICE, BALANGAN REGENCY”, under the supervision of **Dr. Irza Stiawan, S.Sos., M.AP** as Supervisor I and **Barkatullah, S.Sos., MA** as Supervisor II.

Public services at the district level play an important role because they are directly related to the administrative needs of the community. The observed problems include network disruptions during ID card (KTP) recording, which cause delays and public dissatisfaction, complaints regarding document legalization, and inadequate service facilities such as limited supporting infrastructure, including air conditioning or fans. This study aims to determine the quality of public services and the factors influencing public service quality at the Halong District Office, Balangan Regency.

This research uses a qualitative approach with a descriptive qualitative type. Data collection techniques include interviews, observation, and documentation. Data sources were selected through purposive sampling involving 12 informants and analyzed using data reduction, data presentation, and conclusion drawing.

The results show that the quality of public services at the Halong District Office, Balangan Regency is fairly good. First, the tangible dimension indicates that facilities and infrastructure are generally adequate, although there is still a lack of air conditioning, yet services can continue to operate; facility comfort is considered fairly good. Second, the reliability dimension shows that service timeliness is fairly good as services follow established SOPs, but the reliability of technological facilities is not optimal due to frequent internet network disruptions. Third, the responsiveness dimension indicates that officers' response speed is fairly good but requires additional staff and stricter attendance supervision; employees' capability is good as they are able to perform their duties. Fourth, the assurance dimension shows that employee friendliness is good and contributes to improving service quality, and cost certainty is good since there are no service fees. Fifth, the empathy dimension indicates that employees' firmness is fairly good, and their attention to the community is good as they provide full attention.

Factors affecting public service quality include inhibiting factors such as technological infrastructure constraints that disrupt service processes and insufficient human resources. Supporting factors include structured and easy-to-understand SOPs and non-discriminatory services. Recommendations include improving facilities and infrastructure, strengthening employee performance supervision, and enhancing technological infrastructure. Employees are expected to improve speed, friendliness, professionalism, and competencies, especially in information technology and service delivery. The community is encouraged to comply with procedures, complete required documents, and provide constructive feedback to support smooth service delivery.