

ABSTRAK

HAMBALI, NPM: 2022516, Judul: “Kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) pada Kantor Kecamatan Haur Gading Kabupaten Hulu Sungai Utara”. Di bawah bimbingan Bapak Dr. Agus Surya Dharma, S.Sos., M.AP. selaku Pembimbing I dan Bapak Ahmad Baihaqi, S.Sos., M.A. selaku Pembimbing II.

Penelitian ini dilatarbelakangi oleh permasalahan kualitas pelayanan Administrasi Terpadu Kecamatan (PATEN) pada Kantor Kecamatan Haur Gading Kabupaten Hulu Sungai Utara. Berdasarkan observasi awal, masih ditemukan lamanya proses pelayanan, belum meratanya kompetensi petugas, serta belum optimalnya fasilitas pendukung. Oleh karena itu, penelitian ini bertujuan untuk mengetahui kualitas pelayanan PATEN serta faktor-faktor yang memengaruhinya.

Penelitian ini menggunakan tipe penelitian deskriptif dengan pendekatan kualitatif di Kantor Kecamatan Haur Gading, Kabupaten Hulu Sungai Utara. Informan penelitian berjumlah 12 orang yang dipilih secara purposive. Data dikumpulkan melalui observasi, wawancara, dan dokumentasi, kemudian dianalisis menggunakan model Miles dan Huberman melalui reduksi data, penyajian data, dan penarikan kesimpulan. Keabsahan data diuji dengan triangulasi, *member check*, dan perpanjangan pengamatan.

Hasil penelitian menunjukkan bahwa Kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) pada Kantor Kecamatan Haur Gading Kabupaten Hulu Sungai Utara tergolong cukup baik. Dari sepuluh indikator yang diteliti, penampilan petugas dan pengetahuan petugas berkategori baik, sedangkan fasilitas pelayanan, gaya komunikasi, ketepatan waktu, ketepatan hasil, daya tanggap, kecepatan bantuan, kemampuan memahami kebutuhan masyarakat, dan pelayanan yang adil berkategori cukup baik. Faktor pendukung kualitas pelayanan meliputi tersedianya fasilitas yang memadai dan komunikasi yang baik, sedangkan faktor penghambat meliputi keterbatasan jumlah pegawai, pelayanan yang belum konsisten pada jam sibuk, serta rendahnya kesadaran masyarakat dalam melengkapi persyaratan administrasi.

Disarankan kepada Kepala Camat Haur Gading agar terus meningkatkan kualitas pelayanan PATEN melalui peningkatan sarana prasarana, pengaturan petugas, dan optimalisasi pelayanan. Aparatur pelayanan diharapkan tetap memberikan pelayanan yang ramah, profesional, dan responsif, sedangkan masyarakat diharapkan melengkapi persyaratan serta mematuhi prosedur pelayanan agar proses administrasi berjalan lebih cepat, tertib, dan efisien.

ABSTRACT

HAMBALI, NPM: 2022516, Title: “Quality of Integrated District Administrative Services (PATEN) at the Haur Gading District Office, Hulu Sungai Utara Regency.” Supervised by Dr. Agus Surya Dharma, S.Sos., M.AP. as Supervisor I and Ahmad Baihaqi, S.Sos., M.A. as Supervisor II.

This research was motivated by issues regarding the quality of Integrated District Administrative Services (PATEN) at the Haur Gading District Office, Hulu Sungai Utara Regency. Preliminary observations revealed lengthy service processes, uneven staff competence, and suboptimal supporting facilities. Therefore, this study aims to assess the quality of PATEN services and the factors influencing them.

This study employed a descriptive research design with a qualitative approach at the Haur Gading District Office, Hulu Sungai Utara Regency. Twelve informants were selected using purposive sampling. Data were collected through observation, interviews, and documentation, then analyzed using the Miles and Huberman model, involving data reduction, data display, and conclusion drawing. Data validity was verified through triangulation, member checking, and extended observation.

The results indicate that the quality of Integrated District Administrative Services (PATEN) at the Haur Gading District Office, Hulu Sungai Utara Regency, is classified as "quite good." Of the ten indicators examined, staff appearance and staff knowledge fell into the "good" category, while service facilities, communication style, timeliness, accuracy of results, responsiveness, speed of assistance, ability to understand community needs, and fairness of service fell into the "quite good" category. Factors supporting service quality include the availability of adequate facilities and good communication, whereas inhibiting factors include limited staff numbers, inconsistent service during peak hours, and low public awareness regarding the completion of administrative requirements.

It is recommended that the Head of Haur Gading District continue to improve PATEN service quality by enhancing facilities and infrastructure, managing staff arrangements, and optimizing service delivery. Service personnel are expected to continue providing friendly, professional, and responsive service, while the public is expected to fulfill requirements and adhere to service procedures to ensure the administrative process proceeds more quickly, orderly, and efficiently.