

ABSTRAK

Gusti Muhammad Amrullah, NPM 2022405. Judul “**Kualitas Pelayanan Bidang Trantib dalam Menjaga Ketentraman dan Ketertiban Masyarakat di Kantor Kecamatan Banua Lawas Kabupaten Tabalong**”. Di bawah bimbingan **Drs. H. Arpandi, M.Ap** selaku Pembimbing I dan **Drs. H. Hasbi Salim, M.Pd** selaku Pembimbing II.

Kualitas pelayanan publik merupakan salah satu faktor penting dalam menciptakan ketentraman dan ketertiban masyarakat. Bidang Trantib sebagai unsur pelaksana di tingkat kecamatan memiliki peran strategis dalam menjaga stabilitas sosial melalui pelayanan yang responsif, profesional, dan sesuai dengan ketentuan yang berlaku. Namun, dalam pelaksanaannya masih ditemukan berbagai permasalahan seperti keterbatasan sarana dan prasarana, belum optimalnya penegakan peraturan daerah, serta lambatnya penanganan laporan masyarakat di wilayah tertentu. Penelitian ini bertujuan untuk mengetahui kualitas pelayanan Bidang Trantib dalam menjaga ketentraman dan ketertiban masyarakat di Kecamatan Banua Lawas Kabupaten Tabalong serta faktor-faktor yang memengaruhinya.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe deskriptif. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Informan penelitian berjumlah 13 orang yang dipilih menggunakan teknik purposive sampling, terdiri dari Camat, aparat Bidang Trantib, aparat kepolisian, aparat desa, dan masyarakat. Data yang diperoleh dianalisis melalui tahapan reduksi data, penyajian data, dan penarikan simpulan. Uji kredibilitas data dilakukan dengan perpanjangan pengamatan, peningkatan ketekunan, triangulasi, dan member check.

Hasil penelitian menunjukkan bahwa kualitas pelayanan Bidang Trantib di Kecamatan Banua Lawas secara umum tergolong cukup baik berdasarkan lima dimensi kualitas pelayanan, yaitu berwujud (*tangibles*), keandalan (*reliability*), ketanggapan (*responsiveness*), jaminan (*assurance*), dan empati (*empathy*). Aparat dinilai cukup tanggap dalam merespons laporan masyarakat dan berupaya memberikan pelayanan sesuai prosedur. Namun demikian, masih terdapat kendala pada aspek sarana dan prasarana, konsistensi penegakan aturan, serta pemerataan pelayanan di desa yang jauh dari pusat kecamatan. Faktor pendukung meliputi adanya koordinasi antarinstansi dan partisipasi masyarakat, sedangkan faktor penghambat meliputi keterbatasan fasilitas, luasnya wilayah kerja, dan rendahnya kesadaran sebagian masyarakat terhadap aturan.

Berdasarkan hasil penelitian, disarankan agar pemerintah kecamatan meningkatkan sarana dan prasarana pendukung, memperkuat sosialisasi peraturan secara merata, serta meningkatkan kapasitas dan konsistensi aparat dalam memberikan pelayanan guna mewujudkan ketentraman dan ketertiban masyarakat yang lebih optimal.

ABSTRACT

Gusti Muhammad Amrullah, NPM 2022405. TITLE “The Quality of Public Order (Trantib) Service in Maintaining Public Peace and Order at the Banua Lawas Subdistrict Office, Tabalong Regency. ”. Supervised by Mr. Drs. H. Arpandi M.AP as the first supervisor and Mr. Drs. H. Hasbi Salim, M.Pd as the second supervisor.

The quality of public service is an important factor in creating public peace and order. The Public Order (Trantib) Division, as an implementing unit at the subdistrict level, has a strategic role in maintaining social stability through responsive, professional services in accordance with applicable regulations. However, in its implementation, several problems are still found, such as limited facilities and infrastructure, suboptimal enforcement of local regulations, and slow responses to public complaints in certain areas. This study aims to determine the quality of Trantib services in maintaining public peace and order in Banua Lawas Subdistrict, Tabalong Regency, as well as the factors influencing it.

This research uses a qualitative approach with a descriptive type. Data collection techniques include observation, interviews, and documentation. The research involved 13 informants selected using purposive sampling, consisting of the Subdistrict Head, Trantib officers, police officers, village officials, and community members. The data were analyzed through data reduction, data display, and conclusion drawing. Data credibility was tested through prolonged engagement, increased persistence, triangulation, and member checking.

The results show that the quality of Trantib services in Banua Lawas Subdistrict is generally categorized as fairly good based on the five dimensions of service quality: tangibles, reliability, responsiveness, assurance, and empathy. Officers are considered fairly responsive in handling public complaints and strive to provide services in accordance with established procedures. Nevertheless, there are still obstacles related to facilities and infrastructure, consistency in law enforcement, and the equal distribution of services to villages located far from the subdistrict center. Supporting factors include inter-agency coordination and community participation, while inhibiting factors include limited facilities, a wide working area, and the low awareness of some community members regarding regulations.

Based on the findings, it is recommended that the subdistrict government improve supporting facilities and infrastructure, strengthen the dissemination of regulations evenly across all villages, and enhance the capacity and consistency of officers in providing services to achieve more optimal public peace and order.