

ABSTRAK

Fikri Ramadhan. NPM 2022513. Kualitas Pelayanan dalam Penyaluran Dana Pensiun Pegawai Negeri Sipil pada PT Pos Indonesia Cabang Amuntai Kabupaten Hulu Sungai Utara. Di bawah bimbingan Bapak Fakhri, S.Sos., M.AP selaku Pembimbing I dan Bapak Djayeng Turano Gunade, S.Sos., M.AP selaku Pembimbing II.

Penelitian ini dilatarbelakangi oleh masih ditemukannya beberapa permasalahan dalam pelaksanaan pelayanan penyaluran dana pensiun Pegawai Negeri Sipil (PNS) pada PT Pos Indonesia Cabang Amuntai, yaitu terbatasnya jumlah petugas pelayanan yang menyebabkan antrean panjang, kapasitas ruang tunggu yang kurang optimal pada periode pensiunan sehingga sebagian pensiunan harus menunggu dengan kursi tambahan, serta gangguan jaringan WiFi yang menghambat proses transaksi pelayanan. Kondisi tersebut berpotensi memengaruhi kualitas pelayanan yang diberikan kepada masyarakat. Penelitian ini bertujuan untuk mendeskripsikan kualitas pelayanan dalam penyaluran dana pensiun Pegawai Negeri Sipil pada PT Pos Indonesia Cabang Amuntai Kabupaten Hulu Sungai Utara serta mengidentifikasi faktor-faktor yang memengaruhi kualitas pelayanan tersebut.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe penelitian deskriptif. Teknik pengumpulan data dilakukan melalui wawancara, observasi, dan dokumentasi. Informan penelitian dipilih menggunakan teknik *purposive sampling* dengan jumlah sebanyak 10 orang. Analisis data dilakukan melalui tahapan kondensasi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa kualitas pelayanan dalam penyaluran dana pensiun Pegawai Negeri Sipil pada PT Pos Indonesia Cabang Amuntai secara umum telah berjalan dengan baik berdasarkan lima dimensi kualitas pelayanan (*SERVQUAL*), yaitu *tangibles*, *reliability*, *responsiveness*, *assurance*, dan *empathy*. Pada dimensi *tangibles*, fasilitas pelayanan tersedia cukup memadai meskipun jumlah kursi tunggu masih terbatas pada saat periode pembayaran pensiun. Pada dimensi *reliability*, pelayanan telah dilaksanakan cukup sesuai standar operasional prosedur (SOP) meskipun terkendala jaringan internet yang terganggu. Pada dimensi *responsiveness*, petugas dinilai cukup tanggap dalam memberikan informasi, meskipun dengan petugas pelayanan yang terbatas. Pada dimensi *assurance*, petugas mampu memberikan pelayanan yang aman melalui proses verifikasi identitas dan ketelitian dalam pencairan dana sehingga meningkatkan kepercayaan masyarakat. Pada dimensi *empathy*, petugas menunjukkan sikap ramah, sopan, sabar, serta memberikan perhatian kepada masyarakat yang mengalami kesulitan administrasi. Faktor pendukung kualitas pelayanan meliputi lokasi kantor yang strategis, jam pelayanan yang panjang, serta penerapan SOP yang baik. Adapun faktor penghambat meliputi keterbatasan SDM, kurangnya ketersediaan fasilitas pelayanan, serta gangguan jaringan internet yang menyebabkan pelayanan menjadi lebih lambat.

Berdasarkan hasil penelitian, disarankan agar PT Pos Indonesia Cabang Amuntai menambah jumlah petugas pelayanan pada periode pelayanan yang ramai, meningkatkan kapasitas dan kenyamanan ruang tunggu beserta fasilitas pendukung lainnya, serta memperbaiki kualitas jaringan internet atau *WiFi* agar proses pelayanan penyaluran dana pensiun dapat berlangsung lebih cepat, efektif, dan memberikan kepuasan yang lebih baik kepada masyarakat.

ABSTRACT

Fikri Ramadhan.NPM 2022513. Service Quality in the Distribution of Civil Servant Pension Funds at PT Pos Indonesia Amuntai Branch, Hulu Sungai Utara Regency. Supervised by Mr. Fakhri, S.Sos., M.AP as Supervisor I and Mr. Djayeng Turano Gunade, S.Sos., M.AP as Supervisor II.

This study was motivated by several problems identified in the implementation of pension fund distribution services for Civil Servants (PNS) at PT Pos Indonesia Amuntai Branch. These problems include the limited number of service officers resulting in long queues, inadequate waiting room capacity causing some pensioners to stand while waiting for their turn, and unstable Wi-Fi connectivity that delays service transactions. These conditions have the potential to affect the quality of services provided to the public. Therefore, this study aims to describe the quality of service in the distribution of Civil Servant pension funds at PT Pos Indonesia Amuntai Branch, Hulu Sungai Utara Regency, and to identify the factors influencing service quality.

This study employed a qualitative approach with a descriptive research design. Data were collected through interviews, observations, and documentation. The research informants consisted of ten participants selected using the purposive sampling technique. Data were analyzed through the stages of data condensation, data display, and conclusion drawing.

The findings indicate that the quality of service in the distribution of Civil Servant pension funds at PT Pos Indonesia Amuntai Branch has generally been implemented well based on the five dimensions of service quality (SERVQUAL), namely tangibles, reliability, responsiveness, assurance, and empathy. In terms of tangibles, service facilities are generally adequate, although the number of seats in the waiting area remains insufficient during pension payment periods. Regarding reliability, services are delivered in accordance with the established Standard Operating Procedures (SOP), and pension funds are generally distributed on schedule. In the responsiveness dimension, service officers are responsive in providing information, answering questions, and assisting customers with their needs. In terms of assurance, officers ensure secure service delivery through identity verification procedures and careful fund disbursement, thereby enhancing public trust. Regarding empathy, officers demonstrate friendliness, politeness, patience, and concern when assisting customers, particularly those experiencing administrative difficulties. Supporting factors affecting service quality include the strategic location of the post office, extended service hours, and the consistent implementation of Standard Operating Procedures (SOP). Meanwhile, the inhibiting factors include the limited number of service officers, inadequate waiting room facilities, and unstable Wi-Fi connectivity, which occasionally slows down the service process.

Based on the findings, it is recommended that PT Pos Indonesia Amuntai Branch increase the number of service officers during peak service periods, improve the capacity and comfort of the waiting area along with other supporting facilities, and enhance the quality of its internet or Wi-Fi network to ensure that pension fund distribution services can be delivered more efficiently, effectively, and with greater customer satisfaction.