

ABSTRAK

RISTI ANANDA, NPM: 2022270, Judul “KUALITAS PELAYANAN ADMINISTRASI TERPADU KECAMATAN (PATEN) PADA KANTOR KECAMATAN BATANG ALAI SELATAN KABUPATEN HULU SUNGAI TENGAH” dibawah bimbingan **Bapak Sugianor, S.Sos, M.AP** sebagai pembimbing I dan **Ibu Mahdalina, S.Pd.I, M.Pd** sebagai pembimbing II.

Pelayanan publik merupakan fungsi utama pemerintah dalam memenuhi kebutuhan masyarakat, salah satunya melalui Pelayanan Administrasi Terpadu Kecamatan (PATEN). Dalam pelaksanaannya, masih ditemukan berbagai permasalahan yang berkaitan dengan kualitas pelayanan, seperti keterbatasan sarana dan prasarana, kecepatan pelayanan yang belum optimal, sertakurangnya informasi. Permasalahan tersebut juga terjadi pada pelaksanaan PATEN di Kantor Kecamatan Batang Alai Selatan Kabupaten Hulu Sungai Tengah. Oleh karena itu, penelitian ini bertujuan untuk mengetahui kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) serta faktor-faktor yang mempengaruhi kualitas pelayanan di Kecamatan Batang Alai Selatan Kabupaten Hulu Sungai Tengah.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe deskriptif kualitatif. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Informan penelitian ditentukan dengan teknik purposive sampling sebanyak 12 orang yang terdiri dari aparatur kecamatan dan masyarakat pengguna layanan. Analisis data dilakukan dengan model Miles dan Huberman melalui tahapan pengumpulan data, reduksi data, penyajian data, serta penarikan kesimpulan dan verifikasi, dengan uji kredibilitas data menggunakan triangulasi dan member check.

Hasil penelitian menunjukkan bahwa kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kantor Kecamatan Batang Alai Selatan secara umum tergolong cukup baik. Pada dimensi tangibles, kualitas pelayanan masih kurang baik pada ketersediaan sarana prasarana dan ketersediaan papan informasi, namun kebersihan dan kenyamanan ruang pelayanan dinilai cukup baik. Dimensi reliability menunjukkan petugas mampu memberikan pelayanan sesuai SOP, meskipun keandalan pelayanan menurun pada kondisi antrean tinggi atau gangguan teknis. Pada dimensi responsiveness, kecepatan pelayanan dan ketanggapan petugas cukup baik, tapi pada ketepatan petugas dalam menyampaikan informasi kurang baik. Dimensi assurance menunjukkan sikap ramah dan sopan petugas cukup baik, sedangkan pada dimensi empathy petugas dinilai memiliki perhatian dan ketegasan dalam melayani masyarakat. Di samping itu, untuk faktor-faktor yang memengaruhi kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kecamatan Batang Alai Selatan terdiri dari keterbatasan anggaran dan kondisi ruang tunggu yang kurang nyaman, motivasi dari pimpinan serta pengalaman kerja petugas.

Berdasarkan hasil penelitian tersebut, disarankan untuk Camat Kecamatan Batang Alai Selatan agar meningkatkan koordinasi dengan pemerintah daerah dan instansi terkait guna pengadaan serta perbaikan sarana dan prasarana pelayanan. Kepada petugas PATEN diharapkan dapat aktif menyampaikan masukan terkait kebutuhan fasilitas, menjaga sarana prasarana, serta meningkatkan kinerja sesuai SOP

ABSTRACT

RISTI ANANDA, NPM: 2022270, Title Skripsi: **THE QUALITY OF INTEGRATED SUBDISTRICT ADMINISTRATIVE SERVICES (PATEN) AT THE BATANG ALAI SELATAN SUBDISTRICT OFFICE, HULU SUNGAI TENGAH REGENCY**” conducted under the supervision of **Mr. Sugianor, S.Sos, M.AP** as Supervisor I and **Mrs. Mahdalina, S.Pd.I, M.Pd** as Supervisor II.

Public service is one of the main functions of government in fulfilling community needs, one of which is carried out through Integrated Subdistrict Administrative Services (PATEN). In its implementation, various problems related to service quality are still found, such as limited facilities and infrastructure, suboptimal service speed, and a lack information. These problems also occur in the implementation of PATEN at the Batang Alai Selatan Subdistrict Office, Hulu Sungai Tengah Regency. Therefore, this study aims to determine the quality of Integrated Subdistrict Administrative Services (PATEN) and the factors influencing service quality in Batang Alai Selatan Subdistrict, Hulu Sungai Tengah Regency.

This study employed a qualitative approach with a descriptive qualitative type. Data were collected through observation, interviews, and documentation. Research informants were selected using purposive sampling, involving 12 participants consisting of subdistrict officials and community members as service users. Data analysis was conducted using the Miles and Huberman model, which includes data collection, data reduction, data display, and conclusion drawing and verification. Data credibility was ensured through triangulation and member checking.

The results indicate that the quality of Integrated Subdistrict Administrative Services (PATEN) at the Batang Alai Selatan Subdistrict Office is generally categorized as fairly good. In the tangibles dimension, service quality is not good in terms of the availability of infrastructure and the availability of information boards however, the cleanliness and comfort of the service area are considered quite good. The reliability dimension shows that officers are able to provide services in accordance with standard operating procedures, although service reliability decreases during high queue conditions or technical disruptions. In the responsiveness dimension, the speed of service and responsiveness of officers are quite good, but the accuracy of officers in conveying information is not good. The assurance dimension indicates that officers demonstrate a friendly and polite attitude, while in the empathy dimension, officers are considered to show attentiveness and assertiveness in serving the community. In addition, factors influencing the quality of Integrated Subdistrict Administrative Services (PATEN) in South Batang Alai District include budget constraints and uncomfortable waiting room conditions, leadership motivation, and staff experience.

Based on the research findings, it is recommended that the Subdistrict Head of South Batang Alai District improve coordination with the local government and relevant agencies to procure and improve service facilities and infrastructure. PATEN officers are expected to actively provide input regarding facility needs, maintain infrastructure, and improve performance in accordance with SOP's