

ABSTRAK

AKHMAD RIDWAN, NPM 20.22.061, Judul “Kualitas Pelayanan Publik di Kantor Kecamatan Kelua Kabupaten Tabalong” dibawah bimbingan **Bapak Reno Afrian S.Sos., M. AP, CIQaR, CIQnR** sebagai pembimbing I dan **Ibu Sri Agusmila Aneta Herlinda, S.Pd., M. AP** sebagai dosen pembimbing II.

Pelayanan publik merupakan salah satu komponen utama dalam penyelenggaraan pemerintahan yang berperan sebagai jembatan antara pemerintah dan masyarakat. Pelayanan ini menjadi tolok ukur utama dalam menilai sejauh mana kualitas pelayanan publik meningkat pasca revitalisasi kantor, baik dari segi sarana prasarana, kinerja aparatur, maupun kenyamanan masyarakat dalam mengakses pelayanan. Fenomena masalah yaitu keterbatasan dan kualitas SDM, pegawai pelayanan tidak ada di tempat saat jam pelayanan dan setelah revitalisasi bangunan informasi prosedur pelayanan tidak ditampilkan secara transparan. Tujuan penelitian ini adalah mengetahui kualitas pelayanan dan faktor-faktor yang memengaruhi Kualitas Pelayanan Publik di Kantor Kecamatan Kelua Kabupaten Tabalong.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe deskriptif kualitatif. Teknik pengumpulan data yang digunakan adalah observasi, wawancara, dan dokumentasi. Sumber data diambil melalui penarikan sampel dengan teknik *purposive sampling* yang meliputi 13 orang informan. Analisis data yang digunakan adalah kondensasi data, penyajian data dan penarikan kesimpulan. Dengan uji kredibilitas data berupa perpanjangan pengamatan, meningkatkan ketekunan, triangulasi, analisis kasus negatif dan *membercheck*.

Hasil dari penelitian menunjukkan bahwa kualitas pelayanan kurang. Hal tersebut dilihat dari: *Pertama*, indikator sarana dan prasarana tergolong kurang, karena fasilitas yang disediakan kurang memadai. *Kedua*, indikator kenyamanan tempat pelayanan tergolong kurang, karena masih terdapat kekurangan sarana dan prasarana. *Ketiga*, indikator keahlian pegawai, tergolong kurang, karena masih terdapat ketidakkonsistenan pemahaman prosedur. *Keempat*, indikator kemampuan pegawai tergolong kurang, karena terdapat ketidakseimbangan kemampuan antar pegawai. *Kelima*, indikator ketanggapan pegawai tergolong kurang, karena belum konsistennya ketanggapan yang diberikan. *Keenam*, indikator kecepatan kerja tergolong kurang masih terjadi keterlambatan pada pelayanan. *Ketujuh*, indikator kedisiplinan pegawai tergolong kurang, karena ditemukan ketidaktepatan pegawai dalam memulai pelayanan. *Kedelapan*, indikator kehadiran pegawai tergolong kurang, karena kehadiran belum mampu menjamin kelancaran pelayanan. *Kesembilan*, indikator perhatian pegawai tergolong kurang, karena perhatian yang diberikan belum menunjukkan empati. *Kesepuluh* indikator keramahan pegawai tergolong kurang, karena interaksi masih terlalu formal. Faktor pendukung pengelolaan yaitu adanya SOP dan sistem absensi yang jelas. Adapun faktor penghambat yaitu tingginya beban kerja dan antrean pelayanan dan keterbatasan SDM dan ketidakhadiran pegawai.

Disarankan kepada camat Kantor Kecamatan Kelua agar lebih menekankan peningkatan dalam penguasaan teknologi dan kedisiplinan pada para pegawainya, dan kepada para pegawai agar lebih meningkatkan kemampuan berkomunikasi untuk mencapai terpenuhinya beragamnya keperluan masyarakat.

ABSTRACT

AKHMAD RIDWAN, Student ID 20.22.061, Title “Quality of Public Services at the Kelua Subdistrict Office, Tabalong Regency” under the guidance of Mr. Reno Afrian S.Sos., M. AP, CIQaR, CIQnR as supervisor I and Mrs. Sri Agusmila Aneta Herlinda, S.Pd., M. AP as supervisor II.

Public services are one of the main components in government administration, serving as a bridge between the government and the community. These services are the main benchmark for assessing the extent to which the quality of public services has improved after the revitalization of offices, in terms of infrastructure, the performance of officials, and the convenience of the community in accessing services. The problems encountered include limited and poor-quality human resources, service employees who are not present during service hours, and a lack of transparency in the display of service procedure information after the revitalization of the building. The purpose of this study is to determine the quality of service and the factors that influence the quality of public services at the Kelua Subdistrict Office in Tabalong Regency.

This research uses a qualitative approach with a descriptive qualitative type. The data collection techniques used are observation, interviews, and documentation. The data sources were obtained through sampling using purposive sampling techniques, which included 13 informants. The data analysis used is data condensation, data presentation, and conclusion drawing. Data credibility was tested through extended observation, increased persistence, triangulation, negative case analysis, and member checking. The results of the study show that service quality is lacking. This can be seen from: First, the facilities and infrastructure indicators are classified as poor, because the facilities provided are inadequate. Second, the service location comfort indicators are classified as poor, because there are still deficiencies in facilities and infrastructure. Third, the indicator of employee expertise is classified as poor, because there is still inconsistency in understanding procedures. Fourth, the indicator of employee capability is classified as poor, because there is an imbalance in capabilities among employees. Fifth, the indicator of employee responsiveness is classified as poor, because the responsiveness provided is not consistent. Sixth, the work speed indicator is classified as poor because there are still delays in service. Seventh, employee discipline indicators were classified as poor, as employees were found to be inaccurate in starting services. Eighth, employee attendance indicators were classified as poor, as attendance was not yet able to guarantee smooth service delivery. Ninth, employee attentiveness indicators were classified as poor, as the attention given did not yet show empathy. Tenth, employee friendliness indicators are classified as poor, as interactions are still too formal. Supporting factors for management include the existence of clear SOPs and attendance systems. Meanwhile, inhibiting factors include high workloads and service queues, as well as limited human resources and employee absenteeism.

It is recommended that the head of the Kelua Subdistrict Office place greater emphasis on improving the technological skills and discipline of his employees, and that employees improve their communication skills to meet the diverse needs of the community.