

## ABSTRAK

### **HIJRIATUL ARAFAH, NPM: 2022073. “KUALITAS PELAYANAN ADMINISTRASI BIDANG PEMERINTAHAN PADA KANTOR DESA SUNGSUM KECAMATAN TEBING TINGGI KABUPATEN BALANGAN”**

Dibawah bimbingan **Ibu Ni Made Musiyani Anjasmari, M.AP** sebagai pembimbing I dan **Ibu Nurul Hasanah, S.Pd, MM** Sebagai pembimbing II.

Penelitian ini berjudul Kualitas Pelayanan Administrasi Bidang Pemerintahan Pada Kantor Desa Sungsum Kecamatan Tebing Tinggi Kabupaten Balangan. Permasalahan dalam kualitas pelayanan administrasi bidang pemerintahan pada Kantor Desa Sungsum Kecamatan Tebing Tinggi Kabupaten Balangan meliputi ketidaktepatan waktu kehadiran pegawai, keterbatasan dan kurang berfungsinya fasilitas pelayanan, belum tersedianya papan informasi persyaratan administrasi, Serta keterbatasan dan ketidakstabilan jaringan internet yang menghambat pelayanan berbasis online. Kondisi tersebut menyebabkan pelayanan administrasi belum berjalan secara optimal. Penelitian ini bertujuan untuk mengetahui kualitas pelayanan administrasi serta faktor-faktor yang mempengaruhinya pada Kantor Desa Sungsum Kecamatan Tebing Tinggi Kabupaten Balangan.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe penelitian deskriptif kualitatif. Teknik pengumpulan data yang digunakan meliputi wawancara, observasi, dan dokumentasi. Sumber data diperoleh melalui penentuan informan dengan teknik *snowball sampling* yang melibatkan 12 orang informan, terdiri atas aparatur Desa Sungsum dan masyarakat yang pernah menerima pelayanan administrasi pada Kantor Desa Sungsum. Data yang telah terkumpul selanjutnya dianalisis menggunakan teknik analisis data kualitatif yang meliputi reduksi data, penyajian data, serta penarikan kesimpulan dan verifikasi.

Hasil penelitian menunjukkan bahwa kualitas pelayanan administrasi Bidang Pemerintahan Pada Kantor Desa Sungsum secara umum masih berjalan cukup baik berdasarkan lima dimensi kualitas pelayanan, yaitu *tangibles*, *reliability*, *responsiveness*, *assurance*, dan *empathy*. Pada dimensi *tangibles*, pelayanan masih terkendala keterbatasan fasilitas fisik seperti sarana pendukung dan ruang tunggu. Dimensi *reliability* dan *responsiveness* pelayanan belum dan kurang tepat waktu akibat rendahnya disiplin kehadiran pegawai serta keterbatasan sumber daya manusia dan gangguan jaringan internet. Pada dimensi *assurance*, pelayanan sudah cukup baik meskipun masih terdapat keluhan terkait kepastian waktu pelayanan, sedangkan dimensi *empathy* telah terpenuhi melalui sikap ramah, sopan, dan tidak diskriminatif dari aparatur desa. Faktor penghambat meliputi jaringan internet, kurangnya anggaran, serta sarana dan prasarana. Sedangkan faktor pendukung kualitas pelayanan meliputi kedisiplinan petugas dalam melayani masyarakat, kesopanan dan keramahan petugas, keperdulian petugas kepada masyarakat serta meningkatkan sumber daya manusia.

Disarankan kepada Kepala Desa Sungsum agar dapat meningkatkan sarana dan prasarana pelayanan administrasi, serta diharapkan untuk penguatan dan penambahan anggaran untuk pembelian kouta jaringan internet, serta perlu disediakan papan informasi. Selain itu petugas aparat di Kantor Desa Sungsum diharapkan meningkatkan kedisiplinan waktu. Dan kepada masyarakat disarankan untuk mempersiapkan dokumen secara lengkap sebelum datang ke Kantor Desa.

## ABSTRACT

**HIJRIATUL ARAFAH** Student ID: 2022073 “**THE QUALITY OF ADMINISTRATIVE SERVICES IN THE GOVERNMENT AFFAIRS SECTOR AT THE SUNGSUM VILLAGE OFFICE, TEBING TINGGI DISTRICT, BALANGAN REGENCY.**” Supervised by **Mrs. Ni Made Musiyani Anjasmari, M.AP** as Supervisor I and **Mrs. Nurul Hasanah, S.Pd., MM** as Supervisor II.

This study is entitled Quality of Administrative Services in the Government Sector at the Sungsum Village Office, Tebing Tinggi District, Balangan Regency. Problems in the quality of administrative services in the government sector at the Sungsum Village Office, Tebing Tinggi District, Balangan Regency include inaccurate employee attendance, limited and poorly functioning service facilities, the unavailability of information boards on administrative requirements, as well as limited and unstable internet networks that hinder online-based services. These conditions cause administrative services to not run optimally. This study aims to determine the quality of administrative services and the factors that influence them at the Sungsum Village Office, Tebing Tinggi District, Balangan Regency.

This study employed a qualitative approach with a descriptive qualitative research type. Data collection techniques included interviews, observation, and documentation. Data sources were obtained through snowball sampling involving 12 informants, consisting of Sungsum Village officials and members of the public who had received administrative services at the Sungsum Village Office. The collected data were then analyzed using qualitative data analysis techniques, including data reduction, data presentation, conclusion drawing, and verification.

The results of the study indicate that the quality of administrative services in the Government Sector at the Sungsum Village Office is generally still running quite well based on five dimensions of service quality, namely tangibles, reliability, responsiveness, assurance, and empathy. In the tangibles dimension, services are still constrained by limited physical facilities such as supporting facilities and waiting rooms. The reliability and responsiveness dimensions of service are not yet timely and less due to low employee attendance discipline and limited human resources and internet network disruptions. In the assurance dimension, services are quite good although there are still complaints regarding the certainty of service time, while the empathy dimension has been fulfilled through friendly, polite, and non-discriminatory attitudes from village officials. Inhibiting factors include internet networks, lack of budget, and facilities and infrastructure. Meanwhile, supporting factors for service quality include officer discipline in serving the community, politeness and friendliness of officers, officer concern for the community and improving human resources.

It is recommended that the Head of Sungsum Village improve administrative service facilities and infrastructure, as well as strengthen and increase the budget allocation for purchasing internet data quotas. It is also necessary to provide an information board containing service procedures and requirements. In addition, the staff at the Sungsum Village Office are expected to improve their punctuality and time discipline. Furthermore, community members are advised to prepare complete documents before visiting the Village Office.