

ABSTRAK

MUHAMMAD IRHAMI, NPM 20.22.196 : “KUALITAS PELAYANAN ADMINISTRASI TERPADU KECAMATAN (PATEN) PADA KANTOR KECAMATAN AMUNTAI TENGAH KABUPATEN HULU SUNGAI UTARA”. Di bawah bimbingan **Drs. H. Arpandi, M.AP**, selaku Dosen Pembimbing I dan **Mohammad Fajar Noorrahman, S.Psi, M.Psi, M.AP**, selaku Dosen Pembimbing II.

Pelayanan Administrasi Terpadu Kecamatan (PATEN) merupakan salah satu upaya pemerintah dalam meningkatkan kualitas pelayanan publik kepada masyarakat. Dalam pelaksanaannya pada Kantor Kecamatan Amuntai Tengah Kabupaten Hulu Sungai Utara masih ditemukan beberapa fenomena, antara lain keterbatasan jumlah aparatur akibat adanya pegawai yang mendapat tugas lain atau berhalangan hadir, gangguan jaringan internet, serta masih adanya masyarakat yang belum memahami dan melengkapi persyaratan pelayanan. Kondisi tersebut berdampak terhadap kelancaran dan ketepatan waktu pelayanan. Penelitian ini bertujuan untuk mengetahui kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) serta faktor-faktor yang memengaruhinya.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe deskriptif. Data diperoleh melalui observasi, wawancara, dan dokumentasi dengan informan aparatur Kecamatan Amuntai Tengah yang terlibat dalam pelayanan PATEN dan masyarakat sebagai penerima pelayanan. Data dianalisis melalui reduksi data, penyajian data, dan penarikan kesimpulan. Keabsahan data diuji melalui Memperpanjang masa observasi, Pengamatan terus menerus, Triangulasi, Pemeriksaan dengan orang lain, dan Menganalisis Kasus Negatif

Hasil penelitian menunjukkan bahwa kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) secara umum berada pada kategori cukup baik berdasarkan lima dimensi kualitas pelayanan menurut Fitzsimmons, yaitu reliability, tangibles, responsiveness, assurance, dan empathy. Dimensi reliability dan tangibles masih belum optimal, terutama pada ketepatan waktu pelayanan, kecukupan aparatur, dan beberapa sarana pendukung. Sementara responsiveness, assurance, dan empathy telah terlaksana dengan baik. Faktor pendukung meliputi kompetensi dan kemampuan pegawai, ketersediaan sarana dan prasarana, sikap pegawai yang responsif, SOP, kejelasan prosedur dan alur pelayanan, serta kerja sama antarpegawai. Faktor penghambat meliputi kurang optimalnya pembagian tugas dan keterbatasan pegawai, gangguan jaringan internet, kurangnya pemahaman masyarakat terhadap persyaratan dan prosedur, serta ketidaklengkapan atau perlunya perbaikan dokumen. Peningkatan kualitas pelayanan PATEN masih diperlukan, terutama melalui optimalisasi ketersediaan aparatur, ketepatan waktu pelayanan, sarana pendukung, serta pemahaman masyarakat terhadap prosedur dan persyaratan pelayanan

Saran yang diberikan yaitu Kantor Kecamatan Amuntai Tengah perlu mengoptimalkan pembagian tugas dan ketersediaan pegawai pelayanan, meningkatkan pemeliharaan sarana dan prasarana khususnya jaringan internet, serta meningkatkan penyampaian informasi mengenai prosedur, alur, dan persyaratan pelayanan kepada masyarakat. Selain itu, kerja sama antarpegawai dan penerapan SOP perlu dipertahankan dan dievaluasi secara berkala guna meningkatkan kualitas pelayanan PATEN.

ABSTRACT

MUHAMMAD IRHAMI, Student ID 20.22.196: “KUALITAS PELAYANAN ADMINISTRASI TERPADU KECAMATAN (PATEN) PADA KANTOR KECAMATAN AMUNTAI TENGAH KABUPATEN HULU SUNGAI UTARA” Supervised by **Drs. H. Arpandi, M.AP** as Supervisor I and **Mohammad Fajar Noorrahman, S.Psi., M.Psi., M.AP** as Supervisor II.

Pelayanan Administrasi Terpadu Kecamatan (PATEN) are one of the government's efforts to improve the quality of public services for the community. In their implementation at the Amuntai Tengah District Office, Hulu Sungai Utara Regency, several problems are still encountered, including limited personnel due to employees being assigned to other duties or being absent, internet network disruptions, and some members of the community who do not yet understand or complete the service requirements. These conditions affect the smoothness and timeliness of service delivery. This study aims to determine the quality of Pelayanan Administrasi Terpadu Kecamatan (PATEN) and the factors influencing it.

This study used a qualitative approach with a descriptive type of research. Data were collected through observation, interviews, and documentation involving Amuntai Tengah District Office personnel involved in PATEN services and members of the community as service recipients. Data were analyzed through data reduction, data presentation, and conclusion drawing. Data validity was tested through extended observation, continuous observation, triangulation, examination by others, and negative case analysis.

The results show that the quality of Pelayanan Administrasi Terpadu Kecamatan (PATEN) is generally categorized as fairly good based on the five dimensions of service quality according to Fitzsimmons, namely reliability, tangibles, responsiveness, assurance, and empathy. The reliability and tangibles dimensions are not yet optimal, particularly in terms of service timeliness, personnel adequacy, and several supporting facilities. Meanwhile, responsiveness, assurance, and empathy have been implemented well. Supporting factors include employee competence, facilities and infrastructure, responsive employee attitudes, SOPs, clear procedures and service processes, and cooperation among employees. Inhibiting factors include suboptimal task distribution and limited personnel, internet network disruptions, limited public understanding of service requirements and procedures, and incomplete or incorrect documents. Therefore, improvements are still needed, particularly in optimizing personnel availability, service timeliness, supporting facilities, and public understanding of service procedures and requirements.

The recommendations are that the Amuntai Tengah District Office should optimize the distribution of duties and the availability of service personnel, improve the maintenance of facilities and infrastructure, particularly the internet network, and improve the delivery of information regarding service procedures, processes, and requirements to the community. Cooperation among employees and the implementation of SOPs should also be maintained and evaluated periodically to improve the quality of PATEN services.