

ABSTRAK

YULIYA RAHMI, NPM : 2022223, Judul “KUALITAS PELAYANAN ARKAS PADA BIDANG PEMBINAAN SEKOLAH DASAR (SD) DINAS PENDIDIKAN DAN KEBUDAYAAN KABUPATEN HULU SUNGAI UTARA”. Di bawah bimbingan **Bapak Muhammad Arsyad, S.Pd.I., M.AP.** sebagai Pembimbing I dan **Bapak Selamat Riadi, S.Sos., M.AP .** sebagai Pembimbing II.

Kualitas pelayanan merupakan aspek penting dalam penyelenggaraan pelayanan publik. Penelitian ini dilatarbelakangi oleh permasalahan sebagai berikut kurangnya tenaga yang memiliki keahlian, kehadiran pegawai tidak konsisten, dan komunikasi masih belum berjalan secara maksimal.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe deskriptif kualitatif. Teknik pengumpulan data meliputi wawancara, observasi, dan dokumentasi. Sumber data diperoleh melalui penarikan sampel secara purposive sampling dengan jumlah informan sebanyak 13 orang. Setelah seluruh data terkumpul, analisis dilakukan melalui tahapan reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa kualitas pelayanan ARKAS pada Bidang Pembinaan Sekolah Dasar (SD) Dinas Pendidikan dan Kebudayaan Kabupaten Hulu Sungai Utara cukup baik. Dilihat dari beberapa indikator yakni: Pertama, fasilitas fisik cukup baik karena laptop sudah memadai namun terkendala pada jaringan internet. Kedua, sarana komunikasi baik dengan melalui WhatsApp. Ketiga, kemampuan pegawai cukup baik karena membantu menyelesaikan masalah namun masih terdapat antrian. Keempat, keakuratan cukup baik karena adanya penyesuaian data namun adanya keterbatasan sumber daya manusia. Kelima, kepuasan pengguna layanan cukup baik karena pegawai memberikan solusi tetapi perlu melakukan konfirmasi ulang. Keenam, kesiapan pegawai cukup baik karena cepat tanggap dalam memberikan bantuan namun pegawai terkadang tidak ada ditempat kerja. Ketujuh, respon cepat pegawai cukup baik karena menindaklanjuti tugas namun adanya beban kerja yang kompleks. Kedelapan, kompetensi pegawai sangat baik karena memiliki pengetahuan yang memadai. Kesembilan, kejelasan informasi cukup baik dengan penyampaian yang mudah dipahami namun adanya kesulitan penyampaian informasi melalui WhatsApp. Kesepuluh, sopan santun sangat baik karena pegawai menciptakan suasana yang santai. Kesebelas, tingkat kepercayaan sangat baik karena berpedoman dengan juknis yang berlaku. Keduabelas, komunikasi pegawai dengan pihak sekolah terjalin dengan baik. Ketigabelas, memahami penggunaan layanan baik karena pegawai menunjukkan kepedulian terhadap keterbatasan dalam aturan penggunaan anggaran. Faktor pendukung yaitu laptop yang memadai dan pembinaan dari dinas. Faktor penghambat yaitu kekurangan tenaga ahli, gangguan server ARKAS, dan jaringan tidak stabil, serta kerusakan pada printer.

Untuk meningkatkan Kualitas Pelayanan ARKAS, Kepala Dinas Pendidikan dan Kebudayaan Kabupaten Hulu Sungai Utara diharapkan dapat menambah jumlah pegawai. Pemerintah Pusat Data dan Teknologi (Pusdatin) agar bisa meningkatkan pemeliharaan server ARKAS secara rutin. Kepala Sekolah diharapkan untuk meningkatkan kapasitas jaringan internet. Pihak sekolah diharapkan melakukan perawatan berkala terhadap perangkat khususnya printer.

ABSTRACT

YULIYA RAHMI, NPM: 2022223. Title: "The Quality of ARKAS Services at the Elementary School Development Division of the Department of Education and Culture of Hulu Sungai Utara Regency." Under the guidance **Muhammad Arsyad, S.Pd.I., M.AP.** as Supervisor I and **Selamat Riadi, S.Sos., M.AP.** as Supervisor II.

Service quality is an important aspect of public service delivery. This research was motivated by several problems, including the lack of personnel with expertise in ARKAS services, inconsistent employee attendance, and communication that has not yet been carried out optimally.

This study employed a qualitative approach with a descriptive research design. Data were collected through interviews, observations, and documentation. The data sources were selected using a purposive sampling technique involving 13 informants. The data were analyzed through the stages of data reduction, data presentation, and conclusion drawing.

The results of the study indicate that the quality of ARKAS services at the Elementary School Development Division of the Department of Education and Culture of Hulu Sungai Utara Regency is generally categorized as fairly good. This is reflected in several indicators: (1) physical facilities are fairly good because adequate laptops are available, although internet network problems still exist; (2) communication facilities are good through the use of WhatsApp; (3) employee capability is fairly good because employees are able to assist in solving problems, although service queues still occur; (4) accuracy is fairly good because data adjustments are carried out despite the limited human resources; (5) user satisfaction is fairly good because employees provide appropriate solutions, although reconfirmation is sometimes required; (6) employee responsiveness is fairly good because employees respond promptly in providing assistance, although they are occasionally absent from the workplace; (7) promptness of service is fairly good because employees follow up on tasks quickly despite having a complex workload; (8) employee competence is very good because they possess adequate knowledge and skills; (9) clarity of information is fairly good because information is delivered in an understandable manner, although communication through WhatsApp sometimes presents challenges; (10) courtesy is very good because employees create a comfortable and friendly service atmosphere; (11) reliability and trust are very good because services are provided in accordance with the applicable Technical Guidelines (Juknis); (12) communication between employees and schools is well established; and (13) understanding of service users is good because employees demonstrate concern for users' limitations regarding budget utilization regulations. The supporting factors include adequate laptops and guidance provided by the Department of Education and Culture. Meanwhile, the inhibiting factors include a shortage of skilled personnel, ARKAS server disruptions, unstable internet connections, and printer malfunctions.

To improve the quality of ARKAS, the Head of the Department is expected to increase the number of employees with ARKAS expertise. The Center for Data and Information Technology (Pusdatin) is expected to conduct regular maintenance of the ARKAS server. School principals are expected to improve internet network capacity in their schools, while schools are also encouraged to carry out regular maintenance of supporting equipment, particularly printers.