ABSTRAK

ANTUNG NOOR ALYA NABILAH, NPM: 2022175, Judul: "**Kualitas Pelayanan Administrasi Kependudukan pada Kantor Kecamatan Kelua Kabupaten Tabalong".** Di bawah bimbingan Bapak **Dr. Jumaidi, S.Sos., M.AP.** selaku Pembimbing I dan **Bapak Ahmad Baihaqi, S.Sos., M.A.** selaku Pembimbing II.

Pelayanan administrasi kependudukan di Kantor Kecamatan Kelua dipengaruhi kualitas SDM, sarana prasarana, dan sistem kerja. Hasil observasi menunjukkan kurangnya informasi persyaratan, keterlambatan pembuatan E-KTP akibat kendala alat, serta kompetensi petugas yang belum optimal dalam teknologi. Penelitian ini bertujuan menganalisis kualitas pelayanan dan faktor penghambatnya guna meningkatkan kepuasan masyarakat.

Penelitian ini menggunakan tipe penelitian deskriptif dengan pendekatan kualitatif di Kantor Kecamatan Kelua, Kabupaten Tabalong. Informan penelitian dipilih secara purposive sesuai dengan keterlibatan dan pengetahuan mereka terhadap pelayanan administrasi kependudukan. Data dikumpulkan melalui observasi, wawancara, dan dokumentasi, kemudian dianalisis menggunakan reduksi data, penyajian data, dan penarikan kesimpulan. Keabsahan data diuji dengan triangulasi, perpanjangan pengamatan, peningkatan ketekunan, dan member check.

Berdasarkan hasil penelitian, kualitas pelayanan administrasi kependudukan di Kantor Kecamatan Kelua Kabupaten Tabalong dapat dikategorikan cukup baik. Hal ini terlihat dari beberapa indikator pelayanan yang menunjukkan hasil positif, seperti kenyamanan tempat pelayanan yang telah mengalami perbaikan, kemampuan pegawai dalam melaksanakan tugas sesuai Standar Operasional Prosedur (SOP), kecepatan kerja yang umumnya telah mengikuti standar pelayanan, responsivitas pegawai terhadap kebutuhan masyarakat, kehadiran pegawai yang cukup baik, serta perhatian pegawai dalam memahami kebutuhan masyarakat. Namun demikian, masih terdapat beberapa aspek yang perlu ditingkatkan. Ketersediaan sarana dan prasarana belum sepenuhnya memadai, seperti tidak tersedianya pendingin ruangan dan keterbatasan kursi tunggu saat kondisi pelayanan ramai. Selain itu, keahlian pegawai dalam mengoperasikan peralatan baru, khususnya mesin pembuatan KTP elektronik, masih memerlukan penyesuaian. Kedisiplinan sebagian pegawai juga perlu ditingkatkan karena masih terdapat pegawai yang belum sepenuhnya mengikuti aturan kerja. Dari aspek keramahan dan kesopanan, kemampuan komunikasi petugas masih perlu ditingkatkan, terutama dalam melayani masyarakat yang mengalami kesulitan menyampaikan keperluan atau masyarakat lanjut usia. Faktor pendukung kualitas pelayanan meliputi kenyamanan tempat dan ketersediaan alat pelayanan, sedangkan faktor penghambat utama adalah kecepatan kerja dan keahlian pegawai.

Disarankan agar Camat Kecamatan Kelua Kabupaten Tabalong meningkatkan pembenahan fasilitas pelayanan serta memotivasi pegawai untuk bekerja lebih optimal. Selain itu, pegawai diharapkan terus mempertahankan dan meningkatkan kedisiplinan, keramahan, kecepatan kerja, serta kemampuan komunikasi agar pelayanan administrasi kependudukan dapat memenuhi kebutuhan masyarakat secara lebih efektif.

ABSTRACT

ANTUNG NOOR ALYA NABILAH, NPM: 2022175, Title: "Quality of Population Administration Services at the Kelua District Office, Tabalong Regency." Under the guidance of Dr. Jumaidi, S.Sos., M.AP. as Supervisor I and Mr. Ahmad Baihaqi, S.Sos., M.A. as Supervisor II.

Population administration services at the Kelua District Office are influenced by the quality of human resources, infrastructure, and work systems. Observations indicate a lack of information on requirements, delays in e-KTP issuance due to equipment constraints, and suboptimal technological competence among officers. This study aims to analyze service quality and its inhibiting factors to improve public satisfaction.

This study uses a descriptive research method with a qualitative approach at the Kelua District Office, Tabalong Regency. Research informants were selected purposively based on their involvement in and knowledge of population administration services. Data were collected through observation, interviews, and documentation, then analyzed using data reduction, data presentation, and conclusion drawing. Data validity was tested through triangulation, extended observation, increased diligence, and member checking.

Based on the research results, the quality of population administration services at the Kelua District Office, Tabalong Regency, can be categorized as quite good. This is evident from several service indicators that show positive results, such as the comfort of the service area, which has undergone improvements, the ability of employees to carry out tasks according to Standard Operating Procedures (SOPs), work speed that generally meets service standards, employee responsiveness to community needs, adequate employee attendance, and employee attention to community needs. However, several aspects still need improvement. The availability of facilities and infrastructure is still inadequate, such as the lack of air conditioning and limited waiting chairs during busy service times. Furthermore, employee skills in operating new equipment, particularly the electronic ID card (e-KTP) machine, still require adjustments. The discipline of some employees also needs to be improved, as some employees still do not fully comply with work regulations. In terms of friendliness and politeness, staff communication skills still need to be improved, especially in serving people who have difficulty communicating their needs or the elderly. Supporting factors for service quality include the comfort of the area and the availability of service equipment, while the main inhibiting factors are employee speed and skill.

It is recommended that the Head of Kelua District, Tabalong Regency, improve service facilities and motivate employees to perform optimally. Furthermore, employees are expected to maintain and improve their discipline, friendliness, work speed, and communication skills so that population administration services can meet community needs more effectively.