ABSTRAK

KASPUL ANWAR, NPM : 2022524, Judul "KUALITAS PELAYANAN PADA BIDANG UMUM DI KANTOR KECAMATAN DAHA UTARA KABUPATEN HULU SUNGAI SELATAN" di bawah bimbingan **Ibu Ni Made Musiyani Anjasmari, M.AP.** sebagai pembimbing I dan **Ibu Norhidayah, S.Sos., M.A** sebagai pembimbing II.

Penelitian ini dilatarbelakangi oleh kondisi fasilitas fisik di kantor kecamatan saat ini belum memadai untuk mendukung kelancaran pelayanan publik. Pengurusan dokumen administrasi kependudukan yang seharusnya dapat diselesaikan dalam waktu maksimal satu hari kerja, pada kenyataanmya sering tertunda hingga tiga atau bahkan lima hari kerja. Adanya petugas yang tidak bisa menggunakan komputer tetapi di tugaskan pada bagian bidang pelayanan umum

Metode penelitian yang digunakan adalah pendekatan kualitatif dengan tipe deskriptif kualitatif. Teknik pengumpulan data yang di gunakan dalam penelitian ini adalah observasi, wawancara dan dokumentasi Sumber data primer adalah wawancara dengan informan sebagai subjek penelitian yang di pilih melalui teknik porpusive sampling dan berjumlah 12 orang. Analisis data menggunakan meliputi kondensasi data, penyajian data, dan penarikan kesimpulan. Uji kredibilitas dan keabsahan data dilakukan melalui teknik triangulasi sumber, triangulasi teknik, dan triangulasi waktu.

Hasil penelitian menunjukkan bahwa kualitas pelayanan pada Bidang Umum di Kantor Kecamatan Daha Utara Kabupaten Hulu Sungai Selatan dapat diambil kesimpulan cukup baik. Pertama, indikator kelengkapan fasilitas tergolong cukup baik. Kedua, indikator kenyamanan sarana pelayanan tergolong cukup baik. Ketiga, indikator ketepatan durasi waktu pelayanan tergolong kurang baik. Keempat, indikator keakuratan hasil dokumen pelayanan tergolong cukup baik. Kelima, indikator kesigapan pegawai merespons permintaan masyarakat tergolong cukup baik. Keenam, indikator kecepatan pegawai menangani kendala teknis tergolong cukup baik. Ketujuh, indikator kompetensi dan keahlian pegawai tergolong cukup baik. Kedelapan, indikator kepastian alur, prosedur, dan biaya pelayanan tergolong cukup baik. Kesembilan, indikator sikap ramah dan sopan aparatur tergolong baik. Kesepuluh, indikator perhatian pegawai terhadap kebutuhan spesifik masyarakat tergolong baik. Faktor yang mendukung terjalannya kualitas pelayanan pada Kantor Kecamatan Daha Utara yaitu tingginya kesantunan dan keramahan dalam interaksi pelayanan, serta kepedulian dan pendampingan proaktif terhadap kebutuhan khusus masyarakat. Sedangkan faktor penghambatnya yaitu keterbatasan sarana dan fasilitas pelayanan, keterlambatan waktu pelayanan dan kendala jaringan, serta lambatnya respons dan penanganan kendala teknis saat jam sibuk.

Oleh karena itu di sarankan kepada Camat Daha Utara hendaknya mengusulkan penambahan fasilitas pelayanan seperti penambahan jumlah komputer. Kepala Bidang Umum juga hendaknya memberikan pelatihan teknis rutin kepada pegawai terkait sistem aplikasi administrasi, pegawai pelayanan hendaknya mempertahankan sikap ramah dan responsif dalam mengatur antrean pada jam sibuk, serta masyarakat hendaknya lebih proaktif melengkapi persyaratan administrasi sebelum menuju loket pelayanan

ABSTRACT

KASPUL ANWAR, NPM: 2022524, Title: "PUBLIC SERVICE QUALITY IN THE GENERAL AFFAIRS DIVISION OF THE DAHA UTARA SUBDISTRICT OFFICE, HULU SUNGAI SELATAN REGENCY", supervised by Mrs. Ni Made Musiyani Anjasmari, M.AP. as Supervisor I and Mrs. Norhidayah, S.Sos., M.A as Supervisor II.

This research was motivated by the current condition of physical facilities at the sub-district office, which are not yet adequate to support smooth public service delivery. The processing of population administration documents, which should ideally be completed within a maximum of one working day, in reality is often delayed up to three or even five working days. There are also staff members assigned to the General Affairs service division who are unable to operate a computer.

The research method used is a qualitative approach with a descriptive qualitative type. The data collection techniques used in this research were observation, interviews, and documentation. The primary data source was interviews with informants as research subjects, selected through purposive sampling technique, totaling 12 people. Data analysis included data reduction, data display, and conclusion drawing. The credibility and validity of the data were tested through source triangulation, technique triangulation, and time triangulation.

The results of the research show that the service quality in the General Affairs Division at Daha Utara Sub-district Office, Hulu Sungai Selatan Regency, can be concluded as fairly good. First, the facility completeness indicator is fairly good. Second, the service facility comfort indicator is fairly good. Third, the service time accuracy indicator is poor. Fourth, the document result accuracy indicator is fairly good. Fifth, the staff responsiveness indicator in addressing community requests is fairly good. Sixth, the staff speed indicator in handling technical issues is fairly good. Seventh, the staff competence and expertise indicator is fairly good. Eighth, the clarity indicator regarding procedures, workflow, and service costs is fairly good. Ninth, the friendliness and courtesy indicator of the staff is good. Tenth, the staff's attentiveness indicator toward the community's specific needs is good. The supporting factor for service quality at Daha Utara Sub-district Office is the high level of courtesy and friendliness in service interactions, as well as proactive care and assistance toward the community's special needs. Meanwhile, the inhibiting factors are limited service facilities and infrastructure, delays in service time and network issues, as well as slow response and handling of technical issues during peak hours.

To improve service quality in the General Affairs Division at Daha Utara Sub-district Office, the Head of Daha Utara Sub-district should propose the addition of service facilities and an increase in internet network capacity, the Head of the General Affairs Division should provide regular technical training to staff regarding the administrative application system, service staff should maintain a friendly and responsive attitude in managing queues during peak hours, and the community should be more proactive in completing administrative requirements before proceeding to the service counter.