ABSTRAK

NOR AULA SAPITRI, NPM. 2022372: Judul **"KUALITAS PELAYANAN UMUM DAN PERIZINAN PADA KANTOR KECAMATAN PARINGIN KABUPATEN BALANGAN".** Dibimbing oleh Bapak **Muhamad Arsyad, S.Pd.I., M.AP** sebagai Pembimbing I dan Ibu **Nida Urahmah, M.Pd** Sebagai Pembimbing II

Kantor Kecamatan Paringin Kabupaten Balangan sebagai salah satu instansi pelayanan publik di tingkat Kecamatan yang memberikan pelayanan, permasalahannya adalah lamanya waktu yang dibutuhkan dalam proses pelayanan administrasi, keterbatasan sarana dan prasarana pelayanan dan kurangnya kejelasan informasi mengenai prosedur pelayanan. Tujuan penelitian ini untuk mengetahui Kualitas Pelayanan Umum dan Perizinan pada Kantor Kecamatan Paringin Kabupaten Balangan serta faktor-faktor yang mempengaruhinya.

Metode penelitian menggunakan metode deskriftif kualitatif. Sumber data diambil melalui penarikan secara *Purposive sampling* berjumlah 13 orang, dengan teknik pengumpulan data yang digunakan adalah observasi, wawancara dan dokumentasi. Setelah data terkumpul kemudian dianalisis dengan teknik meliputi reduksi data, penyajian data, dan verifikasi data atau penarikan kesimpulan. Uji kredibilitas data antara lain perpanjangan pengamatan, meningkatkan ketekunan, triangulasi, analisis kasus negatif, dan mengadakan *membercheck*.

Hasil penelitian kurang baik, hal ini dapat dilihat dari indikator penampilan petugas sudah baik yang mana Petugas terlihat rapi, sopan, dan menggunakan pakaian dinas sesuai ketentuan. Indikator kenyamanan tempat kurang baik yang mana ruang pelayanan sempit. Indikator kedisiplinan petugas sudah baik yang mana Petugas hadir tepat waktu. Indikator kemudahan akses dan proses belum baik yang mana informasi kurang jelas. Indikator penggunaan alat bantu pelayanan sudah baik yang mana Petugas menggunakan komputer. Indikator kecermatan petugas kurang baik yang mana Petugas kurang teliti. Indikator standar pelayanan kurang baik yang mana pelayanan belum memiliki standar. Indikator kemampuan petugas kurang baik yang mana proses pelayanan berjalan lambat. Indikator keahlian petugas kurang baik yang mana Petugas kurang terampil. Indikator respon pelayanan kurang baik yang mana kurangnya koordinasi antarpegawai. Indikator pelayanan cepat dan tepat kurang baik yang mana informasi sering berubah-ubah. Indikator pelayanan dengan cermat kurang baik yang mana beberapa dokumen masih diminta perbaikan. Indikator respon terhadap keluhan kurang baik yang mana petugas kurang menunjukkan sikap empati. Indikator jaminan tepat waktu proses penyelesaian administrasi sering mengalami keterlambatan. Indikator jaminan legalitas sudah baik yang mana memiliki dasar hukum. Indikator sikap ramah sudah baik yang mana Petugas melayani masyarakat dengan sopan. Indikator tidak diskriminatif sudah baik yang mana semua masyarakat dilayani. Indikator menghargai pelanggan sudah baik yang mana Petugas memberikan perhatian. Faktor penghambat adalah keterbatasan fasilitas, kurang jelasnya informasi, keterlambatan penyelesaian administrasi, kurangnya memberikan pelayanan yang cepat dan kurangnya koordinasi antar pegawai. Sedangkan faktor pendukung adalah sesuai dengan ketentuan dalam berpenampilan memberikan pelayanan, melayani masyarakat sesuai jam kerja, alat bantu yang mendukung pelayanan, pelayanan yang memiliki dasar hukum dan masyarakat dilayani dengan perlakuan yang sama.

Disarankan Kepada Kepada Camat perlu meningkatkan pengawasan dan evaluasi terhadap kualitas pelayanan umum dan perizinan agar pelayanan dapat berjalan lebih cepat, tepat, dan sesuai standar pelayanan. Kepada Kasi Pelayanan perlu meningkatkan pengawasan terhadap ketelitian pegawai dalam memeriksa kelengkapan dokumen masyarakat dan Pegawai perlu meningkatkan ketelitian dalam memeriksa dokumen dan persyaratan administrasi masyarakat agar pelayanan dapat berjalan lancar.

ABSTRACT

NOR AULA SAPITRI, NPM. 2022372: Title: ***"QUALITY OF PUBLIC SERVICES AND LICENSING AT THE PARINGIN DISTRICT OFFICE, BALANGAN REGENCY."*** *Supervised by Mr.* ***Muhamad Arsyad, S.Pd.I., M.AP.*** *as Supervisor I and Ms.* ***Nida Urahmah, M.Pd.*** *as Supervisor II.*

The Paringin Subdistrict Office, Balangan Regency, as one of the public service agencies at the subdistrict level, faces challenges such as the lengthy administrative processing time, limited service facilities and infrastructure, and a lack of clear information regarding service procedures. The purpose of this study was to determine the Quality of Public Services and Licensing at the Paringin Subdistrict Office, Balangan Regency, and the factors influencing it.

The research method used was descriptive qualitative. Data sources were collected through purposive sampling of 13 people, with observation, interviews, and documentation as data collection techniques. After the data was collected, it was analyzed using techniques including data reduction, data presentation, and data verification or conclusion drawing. Data credibility tests included extended observation, increased diligence, triangulation, negative case analysis, and member checking.

The research results were less than satisfactory, as evidenced by the following indicators: First, the officer's appearance was good, indicating that officers appeared neat, polite, and wore uniforms as required. The comfort of the premises was less than satisfactory, indicating that the service space was cramped. The officer's discipline was good, indicating that officers arrived on time. The ease of access and processing was less than satisfactory, indicating that information was unclear. The use of service aids was good, indicating that officers used computers. Second, the officer's accuracy was less than satisfactory, indicating that officers lacked thoroughness. The service standard was less than satisfactory, indicating that service did not have standards. The officer's ability was less than satisfactory, indicating that the service process was slow. The officer's expertise was less than satisfactory, indicating that officers lacked skill. Third, the service response was less than satisfactory, indicating that there was a lack of coordination between employees. The fast and accurate service was less than satisfactory, indicating that information frequently changed. Fourth, the careful service was less than satisfactory, indicating that several documents were still being requested for revision. The response to complaints was less than satisfactory, indicating that officers lacked empathy. Fifth, the indicator for ensuring timely administrative processing is often delayed. The indicator for ensuring legality is good, as it has a legal basis. The indicator for friendliness is good, as officers serve the public politely. The indicator for non-discrimination is good, as all members of the public are served. The indicator for respecting customers is good, as officers show attention. Inhibiting factors include limited facilities, unclear information, delays in administrative processing, lack of prompt service, and lack of coordination between employees. Supporting factors include compliance with service requirements, serving the public within working hours, adequate tools, legally-based services, and equal treatment for the public.

It is recommended that sub-district heads improve supervision and evaluation of the quality of public services and permits to ensure faster, more accurate, and consistent service standards. Service Section Heads need to improve oversight of staff's accuracy in verifying completeness of public documents, and staff need to improve their accuracy in verifying documents and administrative requirements for smooth service delivery.