

ABSTRAK

Penelitian ini bertujuan mengetahui kualitas pelayanan publik di Desa Klambir Lima Kebun Kecamatan Hamparan Perak dan faktor yang mempengaruhi kualitas pelayanan publik di desa. Jenis penelitian ini merupakan penelitian deskriptif kualitatif, dengan subjek penelitian Kepala Desa, Sekretaris Desa, staff pelayanan umum dan masyarakat. Teknik pengumpulan data menggunakan observasi, wawancara, dan dokumentasi. Penelitian ini dilatarbelakangi oleh kurangnya keterbukaan sarana informasi kepada masyarakat, transparansi dan akuntabilitas terhadap prosedur pelayanan di desa, dan tanggung jawab perangkat desa dalam memberikan layanan. Berdasarkan lima indikator untuk melihat kualitas pelayanan publik di Desa Klambir Lima Kebun, maka hasil penelitian menunjukkan bahwa (1) berwujud (*tangible*) sebagian besar masyarakat menilai bahwa fasilitas pelayanan administrasi di desa sudah memadai dalam memenuhi kebutuhan masyarakat meskipun ada beberapa kondisi yang perlu diperhatikan seperti ruang kantor tampak kecil, akses pintu masuk kurang leluasa serta kurangnya ventilasi pendingin ruangan. (2) Keandalan (*Reliability*): perangkat desa sudah memberi pelayanan tepat waktu tanpa adanya penundaan. Hal ini terlihat dalam pengurusan surat izin usaha dan domisili dapat diselesaikan dalam kurun waktu 1-2 hari. (3) Daya Tanggap (*Responsiveness*): Perangkat desa sudah memberikan layanan yang cepat dan tanggap dan selalu mengkomunikasikan prosedur yang memungkinkan masyarakat mengurus dokumen surat keterangan mandah, dan surat kepemilikan tanah. Adanya tanggapan informasi untuk menjawab kebutuhan masyarakat (4) Jaminan (*Assurance*): Perangkat desa sudah memiliki komitmen dalam memperjuangkan kepentingan masyarakat dengan adil dan menetapkan prosedur yang jelas agar masyarakat mudah mengakses layanan di desa, seperti pembuatan surat keterangan dapat diselesaikan dalam waktu 1-3 hari. (5) Empati (*Empathy*): perangkat desa sudah menunjukkan rasa peduli dan perhatian cukup baik, Sehingga perangkat desa selalu memberi arahan dan solusi untuk membantu masyarakat dalam melengkapi dokumen agar tidak terjadinya kesalahan atau miskomunikasi. Faktor yang mempengaruhi kualitas pelayanan publik di desa memiliki komitmen termasuk staf pelayanan umum dan kepala desa, untuk meningkatkan pelayanan publik. adalah masih memerlukan peningkatan dalam beberapa aspek, yakni koordinasi antar perangkat desa dengan masyarakat.

Kata Kunci: Kualitas, Pelayanan Publik

ABSTRACT

This study aims to determine the quality of public services in Klambir Lima Kebun Village, Hamparan Perak District and the factors that influence the quality of public services in the village. This type of research is a qualitative descriptive study, with the research subjects being the Village Head, Village Secretary, public service staff and the community. Data collection techniques used observation, interviews, and documentation. This study was motivated by the lack of openness of information facilities to the community, transparency and accountability for service procedures in the village, and the responsibility of village officials in providing services. Based on five indicators to see the quality of public services in Klambir Lima Kebun Village, the results of the study show that (1) tangible, most people consider that the administrative service facilities in the village are adequate in meeting the needs of the community, although there are several conditions that need to be considered, such as small office space, less free access to the entrance and lack of air conditioning ventilation. (2) Reliability: village officials have provided services on time without any delays. This can be seen in the processing of business permits and domiciles can be completed within 1-2 days. (3) Responsiveness: Village officials have provided fast and responsive services and always communicate procedures that allow the community to take care of certificates of mandate and land ownership certificates. There is a response to information to answer the needs of the community. (4) Assurance: Village officials have a commitment to fighting for the interests of the community fairly and establishing clear procedures so that the community can easily access services in the village, such as making certificates can be completed within 1-3 days. (5) Empathy: Village officials have shown a sense of care and attention that is quite good, so that village officials always provide direction and solutions to help the community in completing documents so that there are no errors or miscommunications. Factors that influence the quality of public services in the village have a commitment including public service staff and the village head, to improve public services. is still in need of improvement in several aspects, namely coordination between village officials and the community.

Keywords : *Quality, Public Services*