

ABSTRAK

Dewi Sartika Siregar, NIM. 3212311006. "Sistem Pengawasan Pemerintahan Desa dalam Peningkatan Pelayanan Publik di Kelurahan Kenangan Baru, Kecamatan Percut Sei Tuan, Kabupaten Deli Serdang". Skripsi, Jurusan Pendidikan Pancasila dan Kewarganegaraan, Fakultas Ilmu Sosial, Universitas Negeri Medan.

Penelitian ini bertujuan untuk menganalisis sistem pengawasan yang diterapkan oleh pemerintah Kelurahan Kenangan Baru dalam meningkatkan kualitas pelayanan publik. Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif. Teknik pengumpulan data dilakukan melalui wawancara, observasi, dan dokumentasi terhadap aparatur kelurahan dan masyarakat setempat. Data dianalisis dengan menggunakan model interaktif Miles dan Huberman melalui tahapan reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa mekanisme pengawasan di Kelurahan Kenangan Baru masih belum berjalan secara optimal. Pelaksanaan pengawasan masih bersifat administratif dan kurang melibatkan partisipasi masyarakat. Beberapa permasalahan yang ditemukan antara lain keterlambatan dalam proses administrasi, rendahnya transparansi informasi, serta kurangnya evaluasi dan tindak lanjut terhadap hasil pengawasan. Selain itu, pengawasan informal melalui RT/RW masih menjadi jalur utama masyarakat dalam menyampaikan keluhan. Keterbatasan sarana dan prasarana, rendahnya kedisiplinan aparatur, dan tidak adanya forum resmi pengaduan menjadi faktor penghambat dalam meningkatkan pelayanan publik. Penelitian ini merekomendasikan perlunya peningkatan peran pengawasan internal maupun eksternal secara terstruktur dan partisipatif agar pelayanan publik dapat berjalan secara efektif, efisien, dan akuntabel.

Kata Kunci: Pengawasan, Pemerintahan, Pelayanan Publik, Kelurahan, Partisipasi Masyarakat

ABSTRACT

Dewi Sartika Siregar, Student ID 3212311006. "Village Government Supervision System in Improving Public Services in Kenangan Baru Subdistrict, Percut Sei Tuan District, Deli Serdang Regency." Thesis, Department of Pancasila and Civic Education, Faculty of Social Sciences, State University of Medan.

This study aims to analyze the supervision system implemented by the government of Kenangan Baru Subdistrict in improving the quality of public services. This study uses a qualitative method with a descriptive approach. Data collection techniques were carried out through interviews, observations, and documentation of subdistrict officials and local residents. The data were analyzed using the interactive model of Miles and Huberman through the stages of data reduction, data presentation, and drawing conclusions. The study results indicate that the supervision mechanism in Kenangan Baru Subdistrict is still not functioning optimally. The implementation of supervision is still administrative in nature and involves little community participation. Some of the problems identified include delays in administrative processes, low transparency of information, and a lack of evaluation and follow-up on oversight results. In addition, informal supervision through neighborhood associations (RT/RW) remains the main channel for the public to submit complaints. Limited facilities and infrastructure, low discipline among officials, and the absence of an official complaints forum are factors that hinder the improvement of public services. This study recommends the need to enhance the role of both internal and external supervision in a structured and participatory manner so that public services can operate effectively, efficiently, and accountably.

Keywords: Supervision, Governance, Public Service, Subdistrict, Community Participation