ABSTRAK

Iqbal Al Ahmid 3193111016, Kualitas Pelayanan Publik Administrasi Kependudukan Di Kantor Camat Medan Denai Kota Medan

Penelitian ini bertujuan untuk mengetahui kualitas pelayanan publik administrasi kependudukan di Kantor Camat Medan Denai Kota Medan. Permasalahan utama dalam penelitian ini adalah Bagaimana kualitas pelayanan publik administrasi kependudukan di Kantor Camat Medan Denai Kota Medan yang berfokus kepada 5 dimensi kualitas pelayanan yaitu: (1) Dimensi fisik, (2) Dimensi kehandalan, (3) Dimensi jaminan, (4) Dimensi empati, (5) Dimensi daya tanggap. Jenis penelitian ini adalah penelitian deskriptif dengan metode kualitatif. Subjek penelitiannya yaitu Kasubag Umum, Kasi Tata Pemerintahan, 2 Pegawai Tata Pemerintahan dan 6 orang masyarakat yang membutuhkan pelayanan adminitrasi kependudukan di Kantor Camat Medan Denai Kota Medan. Teknik pengumpulan data menggunakan wawancara, observasi dan dokumentasi. Hasil penelitian menunjukkan bahwa: Pada dimensi fisik, Kantor Camat Medan Denai sudah memiliki fasilitas layanan yang memadai. Pada dimensi kehandalan, petugas secara umum sudah mengikuti SOP dalam memberikan pelayanan administrasi kependudukan. Koordinasi antar petugas juga cukup baik, walaupun pada sore hari proses pelayanan terkadang cenderung melambat. Dalam dimensi jaminan,petugas memberikan informasi terkait perkembangan dan waktu penyelesaian layanan. Petugas juga sudah berupaya menyelesaikan pelayanan sesuai dengan waktu yang telah ditetapkan dalam SOP. Walaupun terkadang penyelesaian layanan tidak konsisten yang disebabkan karena adanya kendala teknis dan non teknis. Pada dimensi empati, walaupun masih ditemukan pegawai yang kurang ramah, namun secara umum beberapa petugas sudah menunjukkan keramahan, kepedulian dan kesabaran dalam melayani masyarakat yang membutuhkan pelayanan administrasi kependudukan, Selain itu, masyarakat juga dilayani tanpa diskriminasi. Pada dimensi daya tanggap, pegawai cukup cepat merespon permintaan atau keluhan masyarakat. Solusi atas permasalahan juga diberikan pada saat itu juga. Secara umum, kualitas pelayanan adminstrasi kependudukan di Kantor Camat Medan Denai sudah cukup baik terutama dalam aspek fisik, kejelasan informasi dan sikap profesional petugas. Masyarakat juga merasa cukup puas terhadap pelayanan administrasi kependudukan di Kantor Camat Medan Denai Kota Medan.

Kata Kunci:. Pelayanan Publik, Kualitas Pelayanan Publik, Administrasi kependudukan

ABSTRACT

Iqbal Al Ahmid 3193111016, Quality of Public Services in Population Administration at the Medan Denai Sub-District Office in Medan City

This study aims to determine the quality of public services in population administration at the Medan Denai Sub-District Office in Medan City. The main issue in this study is the quality of public services in population administration at the Medan Denai Sub-District Office in Medan City, focusing on five dimensions of service quality, namely: (1) physical dimension, (2) reliability dimension, (3) assurance dimension, (4) empathy dimension, and (5) responsiveness dimension. This research is descriptive in nature and uses qualitative methods. The research subjects are the Head of the General Affairs Subdivision, the Head of the Governance Section, two governance officers, and six members of the community who require population administration services at the Medan Denai Sub-District Office in Medan City. Data collection techniques include interviews, observation, and documentation. The results of the study show that: In terms of physical dimension, the Medan Denai Sub-District Office already has adequate service facilities. In terms of reliability dimension, officers generally follow SOPs in providing administrative services. Coordination between officers is also quite good, although in the afternoon the service process sometimes tends to slow down. In terms of assurance dimension, officers provide information related to the progress and completion time of services. Officials also strive to complete services in accordance with the time specified in the SOP. However, service completion is sometimes inconsistent due to technical and non-technical constraints. In terms of empathy, although some staff members are still unfriendly, in general, several staff members have shown friendliness, concern and patience in serving people who need administrative services. In addition, the public is also served without discrimination. In terms of responsiveness, staff members respond quickly to requests or complaints from the public. Solutions to problems are also provided immediately. In general, the quality of population administration services at the Medan Denai Sub-District Office is quite good, especially in terms of physical aspects, clarity of information, and the professional attitude of staff. The public is also quite satisfied with the population administration services at the Medan Denai Sub-District Office in Medan City.

Keywords: Public Services, Quality of Public Services, Population Administration