

ABSTRAK

Andra Mardarus: Kinerja Pelayanan Aparatur Desa Di Kantor Desa Paal Kecamatan Nanga Pinoh Kabupaten Melawi. Skripsi. Program Studi Ilmu Pemerintahan Fakultas Ilmu Sosial Dan Ilmu Politik Universitas Tanjungpura Pontianak 2022.

Tujuan dari penelitian ini ialah ingin mendeskripsikan Kinerja Pelayanan Aparatur Desa Di Kantor Desa Paal Kecamatan Nanga Pinoh dalam memberikan pelayanan umum terhadap masyarakat Desa setempat. Permasalahan dalam penelitian ini adalah minimnya sumber daya yang dimiliki oleh Kantor Desa Paal, kurang optimalnya pelayanan administrasi dan kurang disiplinnya perangkat Desa Paal. Konsep teori yang digunakan peneliti untuk menganalisis adalah berdasarkan teori Dwiyanto (dalam pasolog, 2007:178) yakni indikator produktivitas, kualitas layanan dan responsivitas. Metode penelitian yang digunakan adalah metode penelitian deskriptif dengan pendekatan kualitatif. Hasil penelitian ini menunjukkan bahwa diukur dari indikator produktivitas yang menunjukkan Kinerja Aparatur Desa yang kurang efisien, efektif dan kualitas kerja yang kurang baik. Kemudian pada indikator Kualitas Layanan Di Desa Paal yang banyak dipandang negatif oleh masyarakat, berbelit-belit, lama dan kurang ramahnya sikap perangkat Desa dalam proses pelayanan menunjukkan kualitas layanan di Kantor Desa Paal buruk. Sementara itu pada indikator responsivitas yang terungkap bahwa kurangnya sosialisasi mengenai tahap-tahapan pelayanan, membuat masyarakat merasa perangkat Desa kurang responsif. Saran dari hasil penelitian ini yaitu untuk mengadopsi tata cara pelayanan sesuai dengan Indeks kepuasan masyarakat berdasarkan keputusan menteri PAN dan mengadakan mobil pelayanan keliling untuk setiap dusun di Desa Paal. Dan diharapkan kepada Desa Paal untuk lebih meningkatkan sumber daya manusia, kemampuan dan keterampilan yang dimiliki, serta meningkatkan sarana dan prasara sehingga diharapkan kemampuan Perangkat Desa dapat meningkatkan kinerja perangkat Desa pada pelayanan administrasi di Kantor Desa Paal serta mampu menjalankan tugas dan fungsinya secara baik dan benar.

Kata Kunci: Kinerja Aparatur Desa, Pelayanan Kantor Desa, Produktivitas, Kualitas Layanan, Responsivitas.

ABSTRACT

Andra Mardarus: The Performance of Village Apparatus at the Paal Village Office, Nanga Pinoh District, Melawi Regency.

The purpose of this study is to describe the performance of the village apparatus at the Paal Village Office, Nanga Pinoh District in providing public services to the local village community. The problems in this research are the lack of resources owned by the Paal Village Office, the less than optimal administrative services and the lack of discipline of the Paal Village apparatus. The theoretical concept used by the researcher to analyze is based on Dwiyanto's theory (in Pasolog, 2007:178), namely indicators of productivity, service quality and responsiveness. The research method used is a descriptive research method with a qualitative approach. The results of this study indicate that it is measured by productivity indicators which show the performance of the Village Apparatus which is less efficient, effective and has poor work quality. Then the indicators of Service Quality in Paal Village which are widely viewed negatively by the community, convoluted, long and less friendly attitude of the Village apparatus in the service process shows that the quality of service in the Paal Office is poor. Meanwhile, the responsiveness indicator revealed that the lack of socialization regarding the stages of service, made the community feel that the village apparatus was less responsive. Suggestions from the results of this study are to adopt service procedures in accordance with the community satisfaction index based on the decision of the PAN minister and provide mobile service cars for each hamlet in Tapang Tingang Village. And it is hoped that the Paal Village will further improve its human resources, abilities and skills, as well as improve facilities and infrastructure so that it is hoped that the village apparatus' abilities can improve the performance of the village apparatus in administrative services at the Paal Village Office and be able to carry out their duties and functions properly and correctly.

Keywords: Apparatus Performance, Office Services, Productivity, Service Quality, Responsiveness.

