

## **ABSTRAK**

**Semmy Wahyuni Rossya Izzaty: Kinerja Aparatur Desa Pada Masa Covid-19 Di Desa Samalantan Kecamatan Samalantan Kabupaten Bengkayang Tahun 2021. Skripsi. Pontianak : program studi ilmu pemerintahan provinsi Kalimantan Barat.**

Penulisan skripsi ini dimaksudkan untuk mendeskripsikan dan menganalisis kinerja dari aparatur desa pada masa covid-19 di kantor Desa Samalantan Kecamatan Samalantan Kabupaten Bengkayang tahun 2021. Judul skripsi ini diangkat berdasarkan permasalahan yang ada di kantor desa Samalantan yakni masih tingginya absensi dari aparatur desa, tidak adanya kepastian waktu dalam pelayanan, sarana dan prasarana seperti komputer belum memadai serta ketidaksiplinan aparatur desa mengikuti jam kerja. Penelitian ini menggunakan jenis penelitian deskriptif dengan Analisa kualitatif. Teknik pengumpulan data menggunakan Teknik observasi, wawancara dan dokumentasi. Lokasi penelitian Di Kantor Desa Samalantan Kecamatan Samalantan Kabupaten Bengkayang. Indikator yang digunakan dalam mengukur kinerja adalah produktivitas, kualitas layanan, responsivitas, responsibilitas dan akuntabilitas menurut Agus Dwiyanto. Hasil penelitian menunjukkan produktivitas sudah optimal. Menurut indikator kualitas layanan sudah optimal. Indikator responsivitas menunjukan kantor desa Samalantan sudah responsive. Menurut indikator responsibilitas, kantor desa Samalantan sudah baik, ditunjukan dengan setiap pelayanan selalu berorientasi pada aturan yang ada. Indikator akuntabilitas, menunjukan kurangnya tanggungjawab dari para aparatur desa mengenai jam masuk kerja.

**Kata Kunci : Kinerja, Pelayanan, Aparatur desa**

## ABSTRACT

**Semmy Wahyuni Rossya Izzaty: The Performance of the Village Apparatus during the COVID-19 in 2021 in Samalantan Village Samalantan District Bengkayang Regency. Thesis. Pontianak. Governance Science Program Study of Kalimantan Barat Province.**

This study aimed to describe and analyze the performance of the village apparatus during the COVID-19 in 2021 at Samalantan Village Office of Samalantan District, Bengkayang Regency. The title of this thesis was based on the problems that existed in the Samalantan village office, specifically the high absenteeism of the village apparatus, the lack of certainty of time in service, inadequate facilities and infrastructure such as computers, and the indiscipline of the village apparatus following working hours. This study used the descriptive research design with a qualitative analysis. The techniques of data collection were observation, interview, and documentation. The research site was at Samalantan Village Office of Samalantan District, Bengkayang Regency. This study used Agus Dwiyanto's indicators which were used to measure performance, the indicators were productivity, service quality, responsiveness, responsibility, and accountability. The results of this study showed that productivity was optimal. According to the service quality indicators, it had been optimal. The responsiveness indicator showed that the Samalantan village office was responsive. According to the accountability indicators, the Samalantan village office was good, as shown by the fact that every service was always oriented to the existing rules. Accountability indicators showed the lack of responsibility of village apparatus regarding working hours.

**Keywords: Performance, Service, Village Apparatus**

