

ABSTRAK

Indah Nurhidayah. Pelayanan E-Kelurahan Di Kelurahan Banjar Serasan Kecamatan Pontianak Timur. Program Studi Ilmu Administrasi Publik. Fakultas Ilmu Sosial dan Ilmu Politik. Universitas Tanjungpura 2021.

Permasalahan dalam penelitian ini adalah sarana dan prasarana pelaksanaan e-Kelurahan di Kelurahan Banjar Serasan Pontianak timur belum memadai, sumber daya manusia dalam pelaksanaan e-Kelurahan yaitu operator e-Kelurahan sering mengalami kendala dalam melaksanakan pekerjaannya, seperti jaringan komputer yang lambat. Dan tidak ada nya pendampingan dari pihak PT. Telkom dalam pelaksanaan e-Kelurahan. Adapun tujuan penelitian ini untuk mengkaji faktor-faktor yang mempengaruhi pelayanan publik di Indonesia, pada dasarnya dipengaruhi oleh faktor, yaitu : Sarana dan Prasarana dan Sumberdaya. Adapun metode yang digunakan dalam penelitian ini adalah deskriptif dengan analisis kualitatif. Hasil penelitian yang penulis peroleh di lapangan diketahui bahwa pelayanan e-kelurahan publik di Kelurahan Banjar Serasan Pontianak Timur belum optimal, pelayanan publik tersebut tercermin berdasarkan dari aspek sarana dan prasarana serta keterbatasan pengetahuan dan jumlah sumber daya manusia kelurahan serta aparat kelurahan belum bisa beradaptasi dengan program yang berbasis IT ini. Pelayanan e-Kelurahan di Kelurahan Banjar Serasan Pontianak Timur kurang memadai hal ini karena jumlah pegawainya terbatas, akan tetapi kalau volume pekerjaan tidak banyak maka pelayanan telah memadai disamping itu pengetahuan dan kemampuan petugas dalam memberikan pelayanan e-Kelurahan walaupun terbatas akan tetapi berupaya memberikan kerja sama yang baik kepada masyarakat.

Kata Kunci : Pelayanan, Sarana dan Prasarana, Sumber Daya Manusia, E-Kelurahan

THE ELEKTRONIK KELURAHAN (e-KELURAHAN) SERVICE IN BANJAR SERASAN SUBDISTRICT OF PONTIANAK TIMUR

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ABSTRACT

This study aimed to describe the factors that influenced the e-Kelurahan service in Banjar Serasan Village, Pontianak Timur. This study was based on the inadequate facilities and infrastructure to implement the e-Kelurahan, the e-Kelurahan operators who often experienced problems such as a slow computer network in doing their work, and the lack of assistance from the PT. Telkom in the implementation of e-Kelurahan in Banjar Serasan Village, Pontianak Timur. This study used the descriptive research method with a qualitative analysis. This study also used Dwiynato's theory (2002:83) which stated that factors influencing the public service consisted of facility and infrastructure and human resources. The results of this study showed that this nonoptimal public service was reflected in the aspect of inadequate facilities and infrastructure as well as limited knowledge and the number of human resources of the subdistrict and subdistrict officials who had not been able to adapt to this IT-based program. The results also showed that the e-Kelurahan service in the Banjar Serasan Village, Pontianak Timur was inadequate because the number of employees was limited, however, if the volume of work was not large, the service was adequate. In addition, the knowledge and ability of officers in providing the e-Kelurahan service strived to provide good cooperation to the community although limited. The researcher suggests improving aspects of facilities and infrastructure in the e-Kelurahan service, increasing the availability of human resources and the number and level of competence, and providing training for Subdistrict employees to improve work quality, especially in the e-Kelurahan services in Banjar Serasan Village.

Keywords: e-Kelurahan, Service, Facility and Infrastructure, Human Resources.

