

## **ABSTRAK**

**Victoria Putra Haribuan Syahna : Peran Pemerintahan Desa Dalam Memberikan Pelayanan Publik Di Desa Penyalimau, Kecamatan Kapuas, Kabupaten Sanggau. Skripsi. Program Studi Ilmu Pemerintahan Fakultas Ilmu Sosial Dan Ilmu Politik Universitas Tanjungpura. Pontianak 2022.**

Pemerintahan desa merupakan unsur penyelenggaraan pemerintahan yang bertugas melayani kebutuhan masyarakat. Pemerintah desa bertugas dan tanggung jawab untuk mengurus masyarakat agar tercipta masyarakat yang sejahtera. Berdasarkan Undang-Undang Nomor 6 Tahun 2014 tentang Desa menyatakan bahwa pemerintah desa memberikan dan meningkatkan pelayanan kepada masyarakat dan didalam melaksanakan tugasnya, pemerintahan desa berkewajiban menyelenggarakan pelayanan publik yang baik serta transparan. Diantara peran yang harus dijalankan pemerintah desa meliputi pelayanan, pengaturan, pembinaan, koordinasi, pengoasian dan pembangunan. Adapun salah satu tugas pokok yang harus dijalankan pemerintahan desa adalah melayani administrasi masyarakat seperti pengurusan kartu tanda penduduk. Penelitian ini bertujuan untuk mengetahui peran pemerintahan desa dalam pelayanan publik bagi masyarakat di desa Penyalimau kecamatan Kapuas kabupaten Sanggau. Metode penelitian yang digunakan adalah metode kualitatif. Hasil dari penelitian menunjukkan pemerintah desa telah melaksanakan tugas dan tanggung jawab dengan baik dalam melayani masyarakat yang mengurus administrasi kependudukan.

**Kata Kunci : peran pemerintahan Desa, Pelayanan Publik, penyalimau**

## ABSTRAK

**Victoria Putra Haribuan Syahna : The Role of Village Government in Providing Public Services in Penyalimau Village, Kapuas District, Sanggau Regency. Thesis. Governance Science Study Program of Social and Political Sciences Faculty of Universitas Tanjungpura. Pontianak 2022.**

The village government is an element of governance that is tasked with serving the needs of the community. The village government has the duty and responsibility to take care of the community in order to create a prosperous society. Law Number 6 of 2014 on the Village stated that the village government provided and improved services to the community and in doing its duties, the village government was obliged to provide good and transparent public services. Among the roles that must be done by the village government included service, regulation, guidance, coordination, management, and development. One of the main tasks that must be done by the village government was to serve community administration, such as managing identity cards. This study aimed to find out the role of the village government in the public services for the community in Penyalimau Village, Kapuas District, Sanggau Regency. This study used the qualitative research method. The results of this study showed that the village government had done its duties and responsibilities well in serving the community that administered the population administration.

**Keywords: Role of Village Government, Public Services, Penyalimau**

