

ABSTRAK

Iyong Yogi Kurniawan: Implementasi Kebijakan Pelayanan Administrasi Terpadu Kecamatan di Kecamatan Teluk Keramat Kabupaten Sambas. **Skripsi:** Program Studi Ilmu Administrasi Publik Fakultas Ilmu Sosial dan Ilmu Politik Universitas Tanjungpura 2023.

Adapun rumusan masalah dalam penelitian ini adalah “Mengapa Implementasi Kebijakan Program Pelayanan Administrasi Terpadu Kecamatan (PATEN) dalam Pembuatan surat pengantar pindah domisili di Kantor Camat Kecamatan Teluk Keramat Kabupaten Sambas Belum Optimal?”. Subyek penelitian dalam penelitian ini terdiri dari Camat, Kasi Tata Pemerintahan, Staf Kantor Camat Kecamatan sebanyak 2 orang, dan masyarakat di Kecamatan Teluk Keramat Kabupaten Sambas sebanyak 2 orang. Hasil penelitian yang penulis peroleh dilapangan diketahui bahwa Implementasi Kebijakan Program Pelayanan Administrasi Terpadu Kecamatan (PATEN) dalam Pembuatan surat pengantar pindah domisili di Kantor Camat Kecamatan Teluk Keramat Kabupaten Sambas belum optimal, hal tersebut terlihat dari kurang efektifnya petugas kecamatan dalam menginformasikan aturan-aturan kepada para masyarakat. Sumber daya yang tersedia, di kantor dalam melaksanakan pelayanan dinilai masih rendah, yakni tenaga kerja yang dirasakan masih kurang dari segi kuantitas maupun kualitas. Jumlah Staf di Kantor Kecamatan Teluk Keramat adalah sebanyak 21 orang, merupakan jumlah sangat memadai untuk proses pelayanan yang sangat mudah tetapi kenyataannya tidak demikian, masih ada aparat petugas pelayanan yang kurang menguasai teknis tugas pokoknya, sehingga terkadang pelayanan menjadi kurang efektif. dalam implementasi kebijakan PATEN sikap implementor, yaitu staf pelayanan di kantor Kecamatan Teluk Keramat dalam memberikan pelayanan sampai saat ini belum maksimal dan belum memenuhi standar pelayanan umum yang ada. Aspek disposisi pelaksanaan belum menunjukkan konsistensi perilaku aparat birokrasi dalam melakukan penerbitan SIUP sesuai dengan aturan yang berlaku, hal ini, menunjukkan rendahnya aparat birokrasi dalam menegakkan aturan yang ditetapkan sebagai pedoman dalam mewujudkan misi organisasi secara keseluruhan. Diharapkan perlu ditingkatkan transparansi informasi dengan melalui sosialisasi secara teratur dan terarah agar pelaksanaan komunikasi dapat berjalan secara efektif, efisien.

Kata Kunci : Implementasi, Administrasi Terpadu Kecamatan, Teluk Keramat.

ABSTRACT

Iyong Yogi Kurniawan: *The Implementation of the District Integrated Administrative Service Program Policy in Teluk Keramat District of Sambas Regency. Thesis: Public Administration Study Program of Social and Political Sciences Faculty of Universitas Tanjungpura 2023.*

The research problem in this study was: "Why is the implementation of the District Integrated Administrative Service Program Policy (PATEN) in making cover letters for moving domiciles at the Teluk Keramat District Office of Sambas Regency not optimal"?. The research subjects of this study were the Head of the District, the Head of the Governance Section, 2 District office staff, and 2 people in the Teluk Keramat District of Sambas regency. The results of this study showed that the implementation of the District Integrated Administrative Service Program Policy (PATEN) in making cover letters for moving domiciles at the Teluk Keramat District Office of Sambas Regency was not optimal which could be seen from the ineffectiveness of the District officers in informing the community about regulations. The resources available at the office for doing services were still considered low, specifically, the workforce was felt to be lacking in terms of both quantity and quality. The number of staff at the Teluk Keramat District Office was 21 people, which was a very adequate number for a very easy service process but in reality, this was not the case, there were still service officers who did not understand the technicalities of their main tasks so that sometimes services became less effective. In implementing the PATEN policy, the attitude of the implementor was that the service staff at the Teluk Keramat District office providing services so far had not been maximized and had not met the existing public service standards. The disposition aspect of implementation had not shown consistency in the behavior of bureaucratic officials in issuing SIUP in accordance with applicable regulations, this showed the low level of bureaucratic apparatus in enforcing the rules set as guidelines in realizing the overall mission of the organization. Therefore, the researcher suggests that information transparency needs to be increased through regular and targeted socialization so that the implementation of communication can run effectively and efficiently.

Keywords: *Implementation, District Integrated Administrative, Teluk Keramat.*

