

ABSTRAK

Kristian Ariyadi : Kinerja Aparatur Sipil Negara Dalam Pelayanan Administrasi Kepada Masyarakat Di Kantor Camat Toba Kabupaten Sanggau. Skripsi. Program Studi Ilmu Pemerintahan. Fakultas Ilmu Sosial Dan Ilmu Politik Universitas Tanjungpura Pontianak.

Penulisan skripsi ini dimaksudkan untuk mengetahui dan menganalisis kinerja aparatur sipil negara dalam pelayanan administrasi kepada masyarakat di Kantor Camat Toba Kabupaten Sanggau. Permasalahan mengenai sikap petugas dalam merespon dan menanggapi kebutuhan masyarakat masih kurang optimal, serta prosedur pelayanan yang belum sesuai dengan SOP yang ada berdasarkan kepastian waktu penyelesaian seperti yang telah ditentukan. Indikator kualitas layanan dalam penilaian kinerja yakni sikap petugas, prosedur, fasilitas, biaya dan waktu pelayanan. Dapat ditarik suatu kesimpulan bahwa 1). Petugas loket yang jarang tetap di tempat karena harus merangkap mengerjakan tugas pokok yang lainnya hal tersebut disebabkan oleh jumlah personil aparatur yang terbatas. 2). Prosedur pelayanan yang belum sesuai dengan SOP yang ada berdasarkan kepastian waktu penyelesaian dan dari masyarakat terkadang masih ada dokumennya tidak lengkap. 3). Fasilitas pelayanan seperti listrik yang sering padam dan jaringan internet yang sering mengalami gangguan. 4). Semua jenis pelayanan tidak di pungut biaya dan waktu penyelesaiannya tidak lama tergantung apa keperluannya. Rekomendasi yang diberikan antara lain, 1). Kantor Camat Toba perlu melakukan analisis kebutuhan pegawai untuk memenuhi keperluan dalam pelayanan publik. 2). Perlu mengkaji kembali Standar Operasional Prosedur terkait ketepatan waktu agar dapat menyesuaikan dengan kebutuhan yang ada dan dari masyarakat harus melengkapi dokumen yang diperlukan. 3). Menambahkan mesin genset untuk mengantisipasi terjadinya pemadaman listrik. 4). Memanfaatkan waktu semaksimal mungkin agar terciptanya kualitas pelayanan yang efektif dan efisien.

Kata Kunci : Kinerja, Kualitas, Pelayanan, Administrasi.

ABSTRACT

Kristian Ariyadi: The Performance of Civil Servants in Administrative Services to the Community at the Toba District Office of Sanggau Regency. Thesis. Governance Science Study Program. Social and Political Sciences Faculty of Universitas Tanjungpura Pontianak.

This study aimed to find out and analyze the performance of civil servants in administrative service to the community at the Toba District Office of Sanggau Regency. Problems regarding the attitude of officers in responding to community needs were still not optimal, as well as service procedures that were not in accordance with existing SOPs based on the certainty of completion time as predetermined. Service quality indicators in performance assessment were staff attitudes, procedures, facilities, costs, and service time. It can be concluded that the counter staff rarely stayed in place because they had to concurrently do other main tasks, this was due to the limited number of apparatus personnel, service procedures were not in accordance with existing SOPs based on the certainty of completion time as well as from the community sometimes there were still incomplete documents, and service facilities such as electricity often went out as well as the internet network often experiences interruptions. Moreover, all types of services were free of charge and the completion time was not long depending on what was needed. Therefore, the researcher suggests that the Toba District office needs to carry out an analysis of employee needs to meet the needs of public services and it is necessary to review the Standard Operating Procedures regarding time accuracy so that it can adapt to existing needs and the community must complete the necessary documents, add a generator engine to anticipate power outages, as well as utilize time as much as possible in order to create quality service that is effective and efficient.

Keywords: Performance, Quality, Service, Administration.

