

ABSTRAK

FAKTOR-FAKTOR YANG MEMPENGARUHI KUALITAS PELAYANAN ADMINISTRASI PUBLIK DI KANTOR DESA SRI MULYA KECAMATAN SINAR PENINJAWAN KABUPATEN OGAN KOMERING ULU

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Pelayanan adalah salah satu jenis pelayanan kepada masyarakat desa sri mulya kecamatan sinar peninjauan kabupaten ogan komering ulu oleh perangkat pemerintah desa yang berupa penelitian, pencatatan, pengambilan keputusan dan tata usaha lainya dengan menghasilkan sesuatu berupa dokumen.

Penelitian ini di maksudkan untuk mengetahui tentang Bagaimana Faktor-Faktor Yang Mempengaruhi Kualitas Pelayanan Administrasi Publik Dalam Pembuatan Surat Menyurat Seperti Surat Keterangan tidak Mampu dan Surat Keterangan Domisili di Kantor Desa Sri Mulya Kecamatan Sinar Peninjauan Kabupaten Ogan Komering Ulu.

Metode yang digunakan deskriptif kualitatif dan dengan data diperoleh dari wawancara, observasi dan dokumentasi.

Berdasarkan hasil penelitian pelaksanaan pelayanan administrasi terpadu di Kantor Desa Sri Mulya ditinjau dari kesederhanaan prosedur yaitu, prosedur pelayanan diciptakan sedemikian rupa dengan membuka sistem antrian di loket ini memudahkan pelayanan. Pegawai telah memberikan bantuan khusus bagi masyarakat yang belum paham. Pelaksanaan pelayanan administrasi terpadu di Kantor Desa Sri Mulya ditinjau dari kejelasan yaitu, pegawai Kantor Desa Sri Mulya sudah memberikan penjelasan kepada masyarakat melalui sosialisasi yang diwakili oleh perangkat desa dan perangkat desa mensosialisasikan langsung kepada masyarakat. Pelaksanaan pelayanan administrasi terpadu di Kantor Desa Sri Mulya ditinjau dari akurasi yaitu, penyelenggaraan pelayanan administrasi terpadu pada Kantor Desa Sri Mulya sudah memenuhi prinsip akurasi yakni sudah tepat sasaran atau akurat. Pelaksanaan pelayanan administrasi terpadu di Kantor Desa Sri Mulya ditinjau dari kemudahan akses gedung dan pelayanan. Kantor Desa Sri Mulya mudah ditempuh oleh kendaraan pribadi. Kemudahan akses pelayanan juga sudah dibantu dengan adanya papan alur pelayanan bagi masyarakat yang akan melakukan pengurusan berkas.

Kata Kunci: Kualitas Pelayanan, Administrasi Publik, Desa

ABSTRACT

FACTORS AFFECTING THE QUALITY OF PUBLIC ADMINISTRATION SERVICES AT THE SRI MULYA VILLAGE OFFICE, SINAR PENINJAWAN DISTRICT OGAN KOMERING ULU

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Service is one type of service to the people of Sri Mulya village, Sinarinjau subdistrict, Ogan Komering Ulu district by village government officials in the form of research, recording, decision making and other administration by producing something in the form of documents.

This research is intended to find out about the factors that influence the quality of public administration services in the preparation of correspondence such as certificates of incapacity and domicile certificates at the Sri Mulya Village Office, Sinar Peninjauan District, Ogan Komering Ulu Regency.

Methods using qualitative descriptive and with data. obtained from interviews, observation and documentation.

Based on the results of research on the implementation of integrated administrative services at the Sri Mulya Village Office in terms of procedural simplicity, namely, service procedures were created in such a way that by opening a queuing system at the counter this makes service easier. Employees have provided special assistance for people who don't understand. The implementation of integrated administrative services at the Sri Mulya Village Office is seen from clarity, namely, Sri Mulya Village Office employees have provided explanations to the community through outreach represented by village officials and village officials have provided socialization directly to the community. The implementation of integrated administrative services at the Sri Mulya Village Office is viewed from accuracy, namely, the implementation of integrated administrative services at the Sri Mulya Village Office has fulfilled the principle of accuracy, namely it is on target or accurate. The implementation of integrated administrative services at the Sri Mulya Village Office is viewed from the ease of access to buildings and services. The Sri Mulya Village Office is easy to reach by private vehicle. Ease of access to services has also been assisted by the existence of a service flow board for people who will carry out file processing.

Keywords: Service Quality, Public Administration, Village