

## ABSTRAK

**Antika Tri Utami, NIM. 201911020. Kinerja Pelayanan Administrasi Lembaga Penelitian dan Pengabdian kepada Masyarakat (LPPM) Universitas Sebelas Maret, Skripsi, Program Studi Ilmu Administrasi Publik, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Surakarta. 2023.**

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Saat ini sistem pelayanan administrasi di kantor Lembaga Penelitian dan Pengabdian kepada Masyarakat di Universitas Sebelas Maret berbasis online dengan adanya sistem online pengguna layanan dapat mengajukan surat-surat tugas penelitian dan pengabdian bisa di akses dimanapun. Saat ini kepuasan pengguna jasa menjadi semakin besar, tetapi masih ada kekurangannya bahwa tidak semua surat bisa diajukan lewat online dikarenakan ada beberapa surat yang harus di urus manual dengan datang ke kantor langsung.

Penelitian ini berlokasi di kantor Lembaga Penelitian dan Pengabdian kepada Masyarakat (LPPM) Universitas Sebelas Maret. Jenis penelitian yang digunakan adalah penelitian deskriptif kualitatif dengan menggunakan metode *purposive sampling* sebagai metode penarikan sampel, Teknik pengumpulan data yang digunakan dalam penelitian ini adalah observasi, wawancara, dan dokumentasi.

Penelitian ini menggunakan teori Suyadi (2008) yaitu menggunakan 4 indikator efektivitas, tanggung jawab, disiplin, dan inisiatif. Dari hasil penelitian ditemukan fakta bahwa Kinerja Pelayanan Administrasi Lembaga Penelitian dan Pengabdian kepada Masyarakat (LPPM) Universitas Sebelas Maret cukup berhasil, karena berdasarkan hasil wawancara dengan berpedoman indikator-indikator teori kinerja, ditemukan bahwa rata-rata pengguna pelayanan merasa puas dengan kinerja yang di hasilkan oleh adanya sistem online yang membantu pelayanan administrasi.

Berdasarkan hasil kesimpulan di atas menunjukkan bahwa Kinerja Pelayanan Administrasi Lembaga Penelitian dan Pengabdian kepada Masyarakat di Universitas Sebelas Maret sudah di katakana baik hal ini dapat dilihat dari berbagai indikator sebagai tolak ukur dalam proses Kinerja Pelayanan Administrasi yaitu Efektivitas, Tanggung Jawab, Disiplin dan Inisiatif.

Kata kunci : *pelayanan publik, kinerja pelayanan, pelayanan administrasi*

## ABSTRAK

**Antika Tri Utami, NIM. 201911020. Administrative Service Performance of the Research and Community Service Institute (LPPM) Sebelas Maret University, Thesis, Study Program of Public Administration, Faculty of Social and Political Sciences, Surakarta University. 2023.**

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Currently the administrative service system at the office of the Institute for Research and Community Service at Sebelas Maret University is online-based with an online system for service users who can submit research and service assignment letters that can be accessed anywhere. Currently service user satisfaction is getting bigger, but there is still a drawback that not all letters can be submitted online because there are some letters that must be handled manually by coming to the office directly.

This research is located at the office of the Institute for Research and Community Service (LPPM) Sebelas Maret University. The type of research used is descriptive qualitative research using purposive sampling method as a sampling method. Data collection techniques used in this research are observation, interviews, and documentation.

This study uses the theory of Suyadi (2008), which uses 4 indicators of effectiveness, responsibility, discipline and initiative. From the results of the study it was found that the Administrative Service Performance of the Sebelas Maret University Research and Community Service Administration (LPPM) was quite successful, because based on the results of interviews guided by indicators of performance theory, it was found that on average service users were satisfied with the performance generated by the existence of an online system that helps administrative services.

Based on the results of the conclusions above, it shows that the Administrative Service Performance of the Institute for Research and Community Service at Sebelas Maret University has been said to be good, this can be seen from various indicators as benchmarks in the process of Administrative Service Performance, namely Effectiveness, Responsibility, Discipline and Initiative.

*Keywords: public service, service performance, administrative service*