

ABSTRAK

Nama : Manggartika Ayuda Prabela; NIM : 201911004; Judul : Kualitas Pelayanan Publik Bidang Administrasi Kependudukan Pada Program Paket Layanan (Paklay) Satu Hari Jadi di Kantor Desa Jatiroyo, Kecamatan Jatipuro, Kabupaten Karanganyar. Skripsi, Fakultas Ilmu Sosial dan Ilmu Politik Universitas Surakarta (UNSA), 2023.

Jatiroyo merupakan salah satu Karanganyar yang melaksanakan pelayanan publik di bidang administrasi kependudukan. Pelaksanaan pelayanan adminduk saat ini juga masih ditemukan beberapa kendala dan hambatan serta keluhan dari masyarakat dalam pelaksanaan pelayanan administrasi kependudukan saat ini pada pemanfaatan Paklay Komplit. Dalam penelitian ini, metode yang digunakan adalah metode deskriptif kualitatif. Teknik pengambilan sampel menggunakan teknik *purposive sampling*. Data primer dalam penelitian ini diambil melalui proses wawancara. Analisis data yang dilakukan menggunakan pendekatan kualitatif, yaitu melalui tiga tahapan, yakni reduksi data, penyajian data, dan kesimpulan. Peneliti hanya menggunakan satu macam triangulasi yaitu triangulasi data. Hasil penelitian menunjukkan bahwa Kualitas pelayanan yang ada pada Kantor Desa Jatiroyo dinilai sudah mencapai pada tingkatan pelayanan yang baik dan berkualitas, hal ini dilihat dari setiap penilaian indikator kualitas pelayanan mendapatkan hasil dan respon yang baik melalui wawancara tentang proses pelayanan administrasi kependudukan melalui paklay di Kantor Desa Jatiroyo. Kelebihan ada pada kehandalan dalam menangani setiap keluhan masyarakat, handal dalam segi waktu dan ketepatan proses pelayanan. Kekurangan ada pada fasilitas sarana dan prasarana yang ada di Kantor Desa Jatiroyo. Kesimpulan yang didapat adalah Kualitas pelayanan bidang administrasi kependudukan pada program paket layanan (paklay) adalah baik dan sudah mampu untuk menunjukkan peningkatan yang baik.

Kata Kunci : kualitas pelayanan, Paklay, administrasi kependudukan

ABSTRACT

Name: Manggartika Ayuda Prabela; NIM : 201911004; Title: Quality of Public Services in the Field of Population Administration in the One-Day Service Package Program (Paklay) at the Jatiroyo Village Village Office, Jatipuro District, Karanganyar Regency. Thesis, Faculty of Social and Political Sciences, University of Surakarta (UNSA), 2023

Jatiroyo Village is one of the Karanganyar Village that carries out public services in the field of population administration. The implementation of administrative services is currently also still found several obstacles and obstacles as well as complaints from the community in the implementation of current population administration services on the use of Paklay Komplit. In this study, the method used was qualitative descriptive method. The sampling technique uses *purposive sampling technique*. The primary data in this study were taken through an interview process. Data analysis is carried out using a qualitative approach, namely through three stages, namely data reduction, data presentation, and conclusion. Researchers only use one type of triangulation, namely data triangulation. The results showed that the quality of service at the Jatiroyo Village Village Office was considered to have reached a good and quality service level, this can be seen from each assessment of service quality indicators getting good results and responses through interviews about the population administration service process through paklay at the Jatiroyo Village Village Office. The advantage is in reliability in handling every community complaint, reliable in terms of time and accuracy of the service process. The shortcomings are in the existing facilities and infrastructure at the Jatiroyo Village Village Office. The conclusion obtained is that the quality of services in the field of population administration in the service package program (paklay) is good and has been able to show good improvement.

Keywords : quality of service, Paklay, population administration