

## **ABSTRAK**

### **PENERAPAN PRINSIP-PRINSIP PELAYANAN PUBLIK RAMAH KELOMPOK RENTAN DALAM PELAYANAN ADMINISTRASI KEPENDUDUKAN DI DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KABUPATEN PRINGSEWU**

**Oleh**

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Pelayanan publik yang inklusif dan berkeadilan merupakan hak setiap warga negara, termasuk kelompok rentan seperti penyandang disabilitas, lanjut usia, dan ibu hamil. Penelitian ini menganalisis penerapan prinsip-prinsip pelayanan publik ramah kelompok rentan dalam pelayanan administrasi kependudukan di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Pringsewu serta mengidentifikasi faktor-faktor penghambat dalam penerapannya. Penelitian ini menggunakan prinsip-prinsip pelayanan publik ramah kelompok rentan berdasarkan Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Nomor 11 Tahun 2024 yang terdiri dari kesamaan hak, aksesibilitas, kesetaraan akses, profesionalitas, akuntabilitas, keterbukaan, partisipatif, dan perlindungan terhadap kekerasan dan pelecehan. Menggunakan pendekatan kualitatif studi kasus, data diperoleh melalui wawancara dengan pejabat, petugas, dan pengguna layanan, serta observasi dan kajian dokumen. Hasil menunjukkan tersedianya fasilitas aksesibilitas, loket prioritas, pendampingan khusus, dan layanan jemput bola. Hambatan meliputi keterbatasan anggaran, sosialisasi tidak maksimal, kurangnya petugas berkompeten khusus, gangguan teknis, dan minimnya partisipasi kelompok rentan dalam penyusunan.

**Kata Kunci: Pelayanan Publik, Pelayanan Inklusif, Kelompok Rentan**

## ABSTRACT

### ***APPLICATION OF THE PRINCIPLES OF PUBLIC SERVICES THAT ARE FRIENDLY TO VULNERABLE GROUPS IN POPULATION ADMINISTRATION SERVICES AT THE POPULATION AND CIVIL REGISTRATION OFFICE OF PRINGSEWU REGENCY***

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*Inclusive and equitable public services are the right of every citizen, including vulnerable groups such as persons with disabilities, the elderly, and pregnant women. This study analyzes the implementation of the principles of vulnerable group-friendly public services in population administration services at the Pringsewu District Population and Civil Registration Office and identifies the factors that hinder their implementation. This study uses the principles of public services that are friendly to vulnerable groups based on Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 11 of 2024 which includes equal rights, accessibility, equal access, professionalism, accountability, transparency, participation, and protection against violence and harassment. Using a qualitative case study approach, data was obtained through interviews with officials, officers, and service users, as well as observation and document review. The results show the availability of accessibility facilities, priority counters, special assistance, and outreach services. Obstacles include budget constraints, inadequate socialization, a lack of specially competent officers, technical disruptions, and minimal participation of vulnerable groups in the drafting process.*

***Keywords: Public Services, Inclusive Services, Vulnerable Groups***