

ABSTRAK

DAMPAK PEMEKARAN KECAMATAN PULAU PISANG KABUPATEN PESISIR BARAT TERHADAP KUALITAS PELAYANAN PUBLIK DI KANTOR KECAMATAN

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Sejalan dengan kebutuhan masyarakat akan pelayanan yang berkualitas dari Pemerintah, maka pemekaran wilayah di anggap salah satu solusi terciptanya pelayanan publik yang efektif dan berkualitas. Karena tujuan utama pemekaran adalah untuk memperpendek rentang kendali dan pelayanan kemasyarakatan. Namun kenyataan yang terjadi pelayanan yang diberikan oleh pihak kecamatan masih kurang baik, mulai dari fasilitas sampai proses pemberian pelayanan..

Adapun tujuan dari penelitian ini adalah untuk mendapatkan deskripsi kualitas pelayanan publik di Kantor Kecamatan Pulau Pisang setelah di mekarkan, serta Faktor pendukung dan penghambat pelayanan di Kantor Kecamatan Pulau Pisangsetelah di mekarkan.Tipe penelitian ini adalah penelitian deskriptif dengan pendekatan kualitatif.Teknik pengumpulan data dengan: wawancara, observasi dan dokumentasi.

Hasil dari penelitian, kualitas pelayanan publik di kantor Kecamatan Pulau Pisang sudah menerapkan dimensi *Tangibel*, *Realiability*, *Responsiviness*, *Assurance* dan *Emphaty*. Indikator yang sudah berjalan sesuai dengan haraan diantaranya penampilan, menggunakan alat bantu, kecermatan pegawai dan kemampuan pegawai dalam menggunakan alat bantu respon pegawai menanggapi pertanyaan, permintaan dan keluhan masyarakat, kemudahan dalam proses pelayanan, penjelasan prosedur, jaminan biaya, penjelasan prosedur, menanggapi keluhan masyarakat, pegawai melayani dengan tidak diskriminatif. Akan tetapi beberapa indikator belum berjalan dengan baik sesuai dengan yang diharapkan seperti sarana dan prasarana tidak tertata dengan rapih, fasilitas masih sangat minim, kedisiplinan waktu pegawai yang sangat rendah, pegawai belum semuanya mampu menggunakan alat bantu, masih terjadi penundaan pelayanan, tidak ada standar pelayanan, ketepatan waktu pelayanan, menanggapi keluhan masyarakat, sikap kurang ramah dan sopan santun pegawai serta sikap menghargai pengguna layanan yang masih kurang. Faktor pendukung pelayanan publik kantor kecamatan pulau pisang adalah rapat koordinasi dan evaluasi, tunjangan daerah khusus atau terpencil sedangkan faktor penghambat pelayanan publik di kantor kecamatan pulau pisang adaah sumber daya aparatur, kesadaran masyarakat, keadaan alam, sarana dan prasarana.

Kata Kunci: Pelayanan Publik, Kualitas Pelayanan Publik, Pemekaran

ABSTRACT

IMPACT OF BANANA ISLAND POST-REDISTRICTING WESTERN COASTAL DISTRICTS OF THE QUALITY OF PUBLIC SERVICE IN THE DISTRICT OFFICE

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In line with the community's need for quality service from the Government, the division of the region is considered one of the solutions to the creation of effective and quality public services. Because the main purpose of redistricting is to shorten the range of control and community service. However, the fact that the services provided by the sub-district is still not good, ranging from facilities to the process of providing services.

The purpose of this research is to get description of public service quality at Pisang Island Sub-District Office after in mekarkan, as well as Supporting Factor and inhibiting service at Pisang Island District Office after in mekarkan. This type of research is descriptive research with qualitative approach. Technique of collecting data by: interview, observation and documentation.

The results of the research, the quality of public services in the District Office of Banana Island has applied dimensions Tangibel, Realibility, Responsiviness, Assurance and Emphaty. Indicators that have been running in accordance with the haran including the appearance, using tools, accuracy of employees and the ability of employees in using the response tool employees respond to questions, requests and complaints, ease of service process, explanation procedures, cost guarantees, explanation procedures, , Employees serve with no discrimination. However, some indicators have not run well in accordance with the expected facilities such as facilities and infrastructure are not organized neatly, facilities are still very low, very low time employee discipline, not all employees are able to use tools, there is still a delay service, there is no standard service , Timeliness of service, responding to community complaints, lack of friendliness and courtesy of employees and the attitude of respecting service users who are still lacking. Supporting factors of public service of banana sub-district office is coordination meeting and evaluation, special area allowance or isolated, while inhibiting factor of public service at banana sub-district office is resource of apparatus, public awareness, natural condition, facilities and infrastructure.

Keywords: Public Services, Quality of Public Services, Redistricting