

## **ABSTRAK**

### **KINERJA APARATUR SIPIL NEGARA (ASN) DALAM PELAYANAN PUBLIK**

**(Studi Pada Dinas Bina Marga Dan Bina Konstruksi Provinsi Lampung)**

**Oleh:**

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Dinas Bina Marga dan Bina Konstruksi sebagai penyalur pelayanan publik dibidang pembangunan infrastruktur jalan dan jembatan diharapkan oleh masyarakat melakukan tugas nya dengan baik dan transparan di provinsi Lampung. masalahnya adalah pelayanan publik oleh ASN dibidang pemeliharaan jalan dan jembatan belum maksimal. Permasalahan dalam skripsi ini adalah: Bagaimana kinerja ASN di Dinas BMBK dan mengapa kinerja ASN di Dinas Bina Marga dan Bina Konstruksi Provinsi Lampung dalam pelayanan publik di bidang pemeliharaan jalan masih kurang maksimal.

Penelitian ini menggunakan metode kualitatif dengan mengkaji permasalahan yang berdasaran fenomena actual dan factual yang terjadi dilapangan, yang tidak hanya mengumpulkan data saja tetapi juga menganalisa data yang telah diperoleh tersebut. Penelitian ini berlokasi di Dinas Bina Marga dan Bina Konstruksi Provinsi Lampung, Sumber data primer yaitu wawancara dengan informan dan observasi di lingkungan Dinas Bina Marga dan Bina Konstruksi, Serta data sekunder melalui data dokumentasi. Teknik pengumpulan data melalui wawancara dan observasi, kemudian data tersebut disusun dan dianalisa dengan metode deskriptif kualitatif.

Hasil penelitian menunjukkan bahwa kinerja ASN di Dinas Bina Marga dan Bina konstruksi belum maksimal. Hal ini ditemukan berdasarkan beberapa indikator terkhusus pada faktor efektifitas dan efisiensi dimana belum ada pembagian tugas prioritas sehingga beberapa program belum terlaksana akibat banyak tugas dari ASN yang bertabrakan dengan program dinas. Kurangnya kinerja ASN juga dapat dilihat pada indikator akuntabilitas yang ditemukan bahwa tidak ada jaminan jika kesalahan program atau pelayanan dari ASN. Faktor lain yang mempengaruhi yakni faktor biaya dimana kurangnya APBD juga menjadi penyebab kinerja

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pelayanan yang belum maksimal, sehingga program baru bisa terlaksana ketika ada bantuan dari beberapa perusahaan swasta.

Kesimpulannya secara keseluruhan penyebab Kinerja ASN di Dinas Bina Marga dan Bina Konstruksi kurang maksimal adalah karena belum tercipta efisiensi dan kurangnya biaya APBD. Maka dari itu perlu adanya pembagian tugas dan pengajuan lokakarya kerja untuk fokus pembangunan terhadap infrasturktur ke pemerintah daerah agar aksesibilitas masyarakat baik dan tercipta kesejahteraan pembangunan.

**Kata Kunci:** Kinerja, Pelayanan Publik, Aparatur Sipil Negara (ASN) Dinas Bina Marga dan Bina Konstruksi

## **ABSTRACT**

### **PERFORMANCE OF STATE CIVIL SERVICES (ASN) IN PUBLIC SERVICES**

**(Study at the Department of Highways and Construction of Lampung Province)**

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The Department of Highways and Construction as a distributor of public services in the field of road and bridge infrastructure development is expected by the community to carry out their duties properly and transparently in the province of Lampung. The problem is that public services by ASN in the field of road and bridge maintenance have not been maximized. The problems in this thesis are: How is the performance of ASN in the BMBK Service and why is the performance of ASN in the Office of Highways and Construction of Lampung Province in public services in the field of road maintenance is still not optimal.

This study uses a qualitative method by examining problems based on actual and factual phenomena that occur in the field, which not only collects data but also analyzes the data that has been obtained. This research is located at the Department of Highways and Construction of the Province of Lampung, the primary data sources are interviews with informants and observations within the Department of Highways and Construction, as well as secondary data through documentation data. Data collection techniques through interviews and observations, then the data is compiled and analyzed by qualitative descriptive methods.

The results showed that the performance of ASN in the Department of Highways and Construction was not maximized. This was found based on several indicators, especially on the factors of effectiveness and efficiency where there was no division of priority tasks so that several programs had not been implemented due to many ASN tasks colliding with official programs. The lack of ASN performance can also be seen in the accountability indicators which are found that there is no guarantee if the program or service error is from ASN. Another influencing factor is the cost factor where the lack of APBD is also the cause of

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service performance that has not been maximized, so that the program can only be implemented when there is assistance from several private companies.

In conclusion, the overall cause of the performance of ASN in the Office of Highways and Construction is less than optimal because efficiency has not been created and the budget budget has not been created. Therefore, it is necessary to divide tasks and submit work workshops to focus on infrastructure development to local governments so that community accessibility is good and development prosperity is created.

**Keywords:** Performance, Public Service, State Civil Apparatus (ASN) of the Department of Development Clan and Construction Development