ABSTRACT

RAHMAWATY HASAN. The Quality of Integrated Sub-District Administration Services (PATEN) in Dungingi Sub-District Office. Supervised by MUH. FIRYAL AKBAR as chairman and SRI LESTARI GINTULANGI as member.

Good service quality is very much determined by the capacity of the existing resources in a government organization. This research aims to obtain an overview of the quality of integrated sub-district administration services (PATEN) in Dungingi sub-district office. The research method used a qualitative approach and descriptive research type. The data collection technique was carried out through interviews with a number of informants and observation and recording of secondary data related to the research problem. The results of the research concluded that the quality of sub-district integrated administration services (PATEN) at Dungingi sub-district office showed results that were not optimal. This could be seen from: physical evidence (Tangibles), reliability, responsiveness, assurance and empathy) shows that the results are not optimal so that these indicators still need to be improved.

Keywords: Quality, Service, PATEN.

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ABSTRAK

RAHMAWATY HASAN. Kualitas pelayanan administrasi terpadu kecamatan (PATEN) dikantor camat dungingi. Dibimbing oleh MUH. FIRYAL. AKBAR sebagai ketua dan SRI LESTARI GINTULANGI sebagai anggota.

Kualitas pelayanan yang baik sangat ditentukan dari kemampuan sumberdaya yang ada dalam sebuah organisasi pemerintahan. Penelitian ini bertujuan memperoleh gambaran tentang kualitas pelayanan administrasi terpadu kecamata (PATEN) di kantor camat Dungingi. Metode penelitian menggunakan pendekatan kualitatif dan jenis penelitian deskriptif. Teknik pengumpulan data dilakukan melalui wawancara dengan sejumlah informan dan observasi serta pencatatan data sekunder yang berkaitan dengan permasalahan penelitian. Hasil penelitian menyimpulkan bahwa kualitas pelayanan administrasi terpadu kecamatan (PATEN) dikantor camat Dungingi menunjukkan hasil yang belum maksimal hal ini dapat dilihat dari : Bukti fisik (Tangibles), Keandalan (Reliability), daya tanggap (Responsive), jaminan (Assurance) dan empati (Empathy) menunjukkan hasil yang belum optimal sehingga masih perlu peningkatan pada indicator-indikator tersebut.

Kata kunci: Kualitas, Pelyanan, PATEN.

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