Abstract

This study aimed to describe the quality of public services at the Kota Tengah Subdistrict Office, Gorontalo City, as perceived by the community. This research employed a qualitative approach, with data collected through observation, interviews, and documentation. The findings showed that the quality of public services at the Kota Tengah Subdistrict Office in Gorontalo City was generally optimal. This was reflected in the tangible indicator, which appeared to be adequate, as the waiting room was comfortable and digitally friendly; however, the availability of parking infrastructure still needed improvement. The reliability indicator was assessed as very good, as demonstrated by data accuracy, staff integrity, and a high level of procedural compliance. The responsiveness indicator was also considered very good, as reflected in the promptness of service officers and their teamwork in carrying out duties. Furthermore, the assurance indicator was rated very good because the office established administrative security, including ensuring the absence of illegal levies and protecting against legal uncertainty or fraudulent documents. Similarly, the empathy indicator was assessed as very good, as evidenced by service officers' attention and concern in assisting the community, particularly vulnerable groups.

Keywords: *Public Service Quality; Community Perspective*

ABSTRAK

Penelitian ini bertujuan untuk mendeskripsikan Kualitas Pelayanan Publik di Kantor Camat Kota Tengah Kota Gorontalo (Tinjauan Dari Perspektif Masyarakat). Metode penelitian menggunakan pendekatan kualitatif dengan pengumpulan data melalui observasi, wawancara dan dokumentasi. Hasil penelitian menunjukkan bahwa kualitas pelayanan publik di Kantor Camat Kota Tengah Kota Gorontalo secara umum sudah optimal. Hal ini terlihat dari indikator bukti fisik yang tampak sudah memadai seperti ruang tunggu sudah nyaman dan ramah digital, sementara dari ketersediaan infrastruktur lahan parkir masih harus ditingkatkan. Indikator keandalan dinilai sudah sangat baik yang tampak dari dengan akurasi data, integritas staf, dan kepatuhan prosedur yang tinggi. Pada indikator daya tanggap pun dinilai sudah sangat baik yang tampak dari kesigapan petugas dan kompak dalam bekerja. Untuk indikator jaminan juga dinilai sangat baik karena mampu menciptakan kondisi keamanan administratif seperti menjamin tidak adanya pungutan liar dan keamanan dari ketidakpastian hukum atau dokumen palsu. Demikian halnya pada indikator empati yang dinilai sudah sangat baik yang tampak dari perhatian dan kepedulian para petugas untuk membantu masyarakat khususnya kelompok rentan

Kata Kunci: Kualitas Pelayanan Publik, Perspektif Masyarakat