

ABSTRAK

Intan Febriani, 2021 : Kualitas Pelayanan E-KTP di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Karawang Tahun 2020.

Jasa pelayanan publik dilakukan oleh pemerintah untuk memenuhi kebutuhan masyarakat, dalam bidang kependudukan di perlukan suatu tindakan yang profesional dari aparatur pemerintah, hal ini dimaksudkan untuk meminimalisir setiap kelemahan dan ketidakpuasan dari masyarakat sebagai pengguna jasa layanan publik, secara khusus Pemerintah sebagai penyedia jasa pelayanan di bidang kependudukan banyak mendapatkan respon dari masyarakat, adanya pelayanan yang lama membuat masyarakat menjadi pesimis dan tidak mau tahu terhadap pelayanan kependudukan apalagi dimasa pandemi ini adanya kebijakan pembatasan jam operasional kerja yang menyebabkan laju penyelesaian dokumen kependudukan semakin lama.

Penelitian ini bertujuan untuk mengetahui kualitas pelayanan E-KTP di Dinas Kependudukan dan Catatan Sipil Kabupaten Karawang.

Penelitian ini adalah penelitian deskriptif dengan menggunakan pendekatan kualitatif. Teknik pengumpulan data dilakukan dengan teknik observasi, wawancara, dan dokumentasi. Adapun informan penelitian dalam penelitian ini adalah 1 orang Kepala Bidang Pendaftaran Penduduk, 3 orang petugas pelayanan serta 3 orang masyarakat pengguna jasa pelayanan. Teknik analisis data yang digunakan adalah model interaktif. Pemeriksaan keabsahan data dilakukan dengan triangulasi sumber, teknik, waktu.

Peneliti menggunakan dimensi kualitas pelayanan publik yang dikemukakan oleh Zeithaml, Berry dan Parasuraman Hardiyansyah (2011:42). Dimensi yang dimaksud meliputi bukti fisik (*tangible*), kehandalan (*reliability*), daya tanggap (*responsiviness*), jaminan (*assurance*) serta empati (*emphaty*).

Dari hasil penelitian menunjukkan bahwa: (1) Aspek bukti fisik sudah cukup baik hanya untuk ruang tunggu masyarakat masih kurang memadai. (2) Masyarakat merasa puas dengan pelayanan yang di berikan Disdukcapil Kabupaten Karawang dalam aspek *reliability* (kehandalan). (3) Dalam aspek *responsiveness* petugas sudah berusaha untuk merespon keluhan dan masukan. Namun ternyata dilapangan masih ada masyarakat yang merasa kurang puas terhadap daya tanggap pegawai. (4) Jaminan keamanan sudah diberikan oleh Disdukcapil kepada masyarakat berupa lahan parkir dan penjaganya. Jaminan kepastian biaya berupa pelayanan gratis. Jaminan ketepatan waktu pelayanan memang masih kurang karena pada beberapa kasus pembuatan E-KTP mengalami keterlambatan. (5) Aspek empati yang diberikan pihak disdukcapil kabupaten Karawang yaitu dengan memberikan kesan yang menyenangkan.

Kata Kunci : Kualitas, Pelayanan Publik, Dinas Kependudukan dan Pencatatan Sipil

ABSTRACT

Intan Febriani, 2021 : Quality of E-KTP Service at the Population and Civil Registration Office of Karawang Regency in 2020.

Public service services are carried out by the government to meet the needs of the community, in the field of population a professional action is needed from government officials, this is intended to minimize any weaknesses and dissatisfaction from The public as users of public services, in particular the Government as a service provider in the population sector, received a lot of responses from the community, the existence of old services made people pessimistic and did not want to know about population services, especially during this pandemic there was a policy of limiting working hours which caused The rate of completion of residence documents is getting longer.

This study aims to determine the quality of E-KTP services at the Population and Civil Registry Office of Karawang Regency.

This research is a descriptive study using a qualitative approach. Data collection techniques were carried out by observation, interview, and documentation techniques. The research informants in this study were 1 Head of Population Registration, 3 service officers and 3 community service users. The data analysis technique used is an interactive model. Checking the validity of the data is done by triangulation of sources, techniques, and time.

Researchers used the dimensions of public service quality proposed by Zeithaml, Berry and Parasuraman Hardiyansyah (2011: 42). The dimensions in question include physical evidence (tangible), reliability (reliability), responsiveness (responsiveness), assurance (assurance) and empathy (emphaty).

The results of the study indicate that: (1) Aspects of physical evidence in facilities and infrastructure are quite good, but the waiting room for the community is still inadequate and there is no queue number which causes people to be disorganized with each other. (2) The community is satisfied with the services provided by the Disdukcapil Karawang Regency in terms of reliability. (3) In the aspect of responsiveness, the officers have tried to respond to complaints and inputs. However, it turns out that in the field there are still people who are not satisfied with the responsiveness of employees. Moreover, the service is diverted online by the community, it is increasingly difficult if there are problems. (4) Security guarantees have been provided by Disdukcapil to the public in the form of parking lots and guards. Guaranteed cost certainty in the form of free services. The guarantee of timeliness of service is still lacking because in several cases the making of E-KTP has been delayed. 5) The aspect of empathy given by the Disdukcapil Karawang district is by giving a pleasant impression.

Keywords: Quality, Public Service, Population and Civil Registration Service