

ABSTRAK

Mia Armiati (2023) : “Kualitas Pelayanan Pada Pelayanan Terpadu Satu Pintu (PTSP) Di Kementerian Agama Kabupaten Purwakarta”

Pelaksanaan Pelayanan Terpadu Satu Pintu (PTSP) di Kantor Kementerian Agama utamanya ialah guna mengeskalasi mutu pelayanan publik serta mempermudah publik dalam menerima pelayanan yang disediakan, Kementerian Agama selaku pelaksana urusan pemerintahan dalam bidang agama yang mempunyai berbagai tugas pelayanan yang terkait langsung dengan publik, sampai kini telah berlangsung dengan cukup baik, namun ternilai masih belum optimal menurut Ombudsman selaku badan pengawas pelaksanaan pelayanan publik. Begitu pun dengan Kementerian Agama Kabupaten Purwakarta berusaha mengoptimalkan kualitas pelayanan dengan adanya Pelayanan Terpadu Satu Pintu (PTSP) Namun pada kenyataannya penyelenggaraanya masih belum optimal.

Tujuan penelitian ini untuk mengetahui bagaimana kualitas pelayanan pada pelayanan terpadu satu pintu (PTSP) di Kementerian Agama Kabupaten Purwakarta berdasarkan dimensi bukti langsung (tangibles),keandalan (reliability), daya tanggap (responsiveness), jaminan (assurance) dan empati (empathy)

Peneliti menggunakan teori dimensi kualitas pelayanan menurut Tjiptono bahwa kualitas pelayanan mempunyai 5 dimensi yaitu bukti langsung (tangibles), keandalan (reliability), daya tanggap (responsiveness), jaminan (assurance), empati (empathy)

Metode penelitian menggunakan Metode Kualitatif dengan pendekatan deskriptif. Pengumpulan data dilakukan melalui wawancara, observasi, dan dokumentasi, teknik analisis data dengan reduksi data, penyajian data, dan menarik kesimpulan. Informan penelitian ditentukan melalui teknik purposive sampling dan teknik keabsahan data dilakukan dengan triangulasi data

Temuan pada penelitian ini pada dimensi daya tanggap (responsiveness) terkait keinginan pegawai untuk membantu para pelanggan/pengguna layanan dan memberikan pelayanan dengan tanggap sudah terlaksana dengan baik sedangkan dimensi bukti langsung (assurance), keandalan (reliability), jaminan (assurance) dan empati (empathy) belum berjalan optimal diantaranya terkait fasilitas masih belum memadai, sumber daya yang masih kurang, banyak pelayanan yang belum bisa diselesaikan, pegawai yang belum bisa mengelola waktu serta, pengetahuan pegawai masih kurang dikarenakan pegawai terkadang masih ragu dalam memberikan informasi

Kata Kunci : Kualitas Pelayanan, Pelayanan Terpadu Satu Pintu (PTSP), Kementerian Agama Kabupaten Purwakarta

ABSTRACT

Mia Armiati (2023): “Quality of Service at One-Stop Integrated Services (PTSP) at the Ministry of Religion of Purwakarta Regency”

The implementation of One-Stop Integrated Services (PTSP) at the Office of the Ministry of Religion is primarily to escalate the quality of public services and make it easier for the public to receive the services provided, the Ministry of Religion as the executor of government affairs in the field of religion which has various service tasks that are directly related to the public, until now it has been going on quite well, but it is still considered not optimal according to the Ombudsman as the supervisory body for the implementation of public services. Likewise, the Ministry of Religion of Purwakarta Regency is trying to optimize service quality with the One-Stop Integrated Service (PTSP), but in reality the implementation is still not optimal.

The purpose of this study was to determine how the quality of service at the one-stop integrated service (PTSP) at the Ministry of Religion of Purwakarta Regency based on the dimensions of tangibles, reliability, responsiveness, assurance and empathy.

Researchers use the theory of service quality dimensions according to Tjiptono that service quality has 5 dimensions, namely tangibles, reliability, responsiveness, assurance, empathy.

The research method uses a qualitative method with a descriptive approach. Data collection is done through interviews, observation, and documentation, data analysis techniques with data reduction, data presentation, and drawing conclusions. Research informants were determined through purposive sampling techniques and data validity techniques were carried out by data triangulation.

The findings in this study on the dimension of responsiveness related to the desire of employees to help customers / service users and provide responsive services have been carried out well while the dimensions of direct evidence (assurance), reliability (reliability), assurance (assurance) and empathy (empathy) have not run optimally, including related to facilities that are still inadequate, resources that are still lacking, many services that cannot be completed, employees who cannot manage time and, employee knowledge is still lacking because employees are sometimes hesitant in providing information.

Keywords: Service Quality, One-Stop Integrated Service (PTSP), Ministry of Religion Purwakarta Regency