

Kualitas Pelayanan Administrasi Terpadu Kecamatan di Kecamatan Ciomas, Kabupaten Bogor = The Quality of Integrated Administrative Services by Sub District in Ciomas Sub district, Bogor Regency

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Abstrak

Penelitian ini bertujuan untuk menganalisis kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kecamatan Ciomas, Kabupaten Bogor dengan menggunakan teori kualitas Christopher Lovelock yang terdiri dari: Information, Consultation, Order Taking, Hospitality, Caretaking, Exceptions, Billing, dan Payment. Metode penelitian yang digunakan adalah pendekatan kuantitatif dengan teknik pengumpulan data mix method yaitu menggabungkan antara teknik pengumpulan data kuantitatif dan kualitatif. Instrumen yang digunakan dalam penelitian ini dengan cara melakukan survei, wawancara mendalam (in-depth interview) dengan beberapa narasumber dan observasi. Hasil penelitian menunjukkan bahwa mayoritas responden menyatakan kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kecamatan Ciomas, Kabupaten Bogor termasuk dalam kategori baik. Namun dalam beberapa hal pemohon PATEN masih merasa kualitas PATEN masih kurang baik dan perlu diperbaiki. Oleh karena itu, terdapat saran untuk perbaikan dan peningkatan kualitas PATEN di Kecamatan Ciomas, Kabupaten Bogor, yaitu disediakan tanda informasi pelayanan berupa banner, akses dalam pembayaran pelayanan perizinan dapat dilakukan melalui transfer, menyediakan ruangan/loket pengaduan, petugas melakukan pencatatan terkait keluhan pemohon, membuat situs resmi Kecamatan Ciomas yang dapat menyediakan informasi PATEN dan dapat diakses oleh publik, dan menyediakan mesin/nomor antrian untuk pemohon.

.....This study aims to analyze the quality of the Integrated District Administrative Services (PATEN) in Ciomas Subdistrict, Bogor Regency using Christopher Lovelock's quality theory consisting of: Information, Consultation, Order Taking, Hospitality, Caretaking, Exceptions, Billing, and Payment. The method of this research used is quantitative research with a mix method that combines quantitative and qualitative data collection techniques. The instrument used in this study was by conducting surveys, in-depth interviews with several speakers and observations. The results showed that the majority of respondents stated that the quality of the Integrated District Administrative Services (PATEN) in Ciomas Subdistrict, Bogor Regency was included in good category. But in some cases the PATEN customer still feels that the quality of the PATEN is still not good and needs to be improved. Therefore, there are suggestions for improvement in the quality of PATEN in Ciomas Sub-District, Bogor Regency, which is provided a sign of service information in the form of a banner, access to the payment of licensing services can be done through transfers, providing complaints rooms/counters, officers make records related to the complaints of the customers, make an official site of Ciomas Subdistrict that can provide PATEN information and can be accessed by the public, and provide a machine/queue number for the customers.