

ABSTRAK

Fatih Akmal Mubarok: Peran Kepemimpinan Kepala KUA Dalam Meningkatkan Pelayanan Administrasi Pernikahan (Studi Kasus di KUA Solokan Jeruk Kabupaten Bandung)

Pelayanan administrasi pernikahan merupakan bagian penting dari pelayanan publik yang diselenggarakan oleh Kantor Urusan Agama (KUA) guna menjamin legalitas perkawinan dan ketertiban administrasi masyarakat. Berdasarkan hasil observasi awal peneliti di KUA Kecamatan Solokan Jeruk Kabupaten Bandung, pelayanan administrasi pernikahan menunjukkan pelaksanaan yang tertib dan sistematis. Hal ini terlihat dari kedisiplinan pegawai dalam jam kerja, keteraturan alur pelayanan, kepatuhan terhadap Standar Operasional Prosedur (SOP), serta sikap pegawai yang ramah dan komunikatif dalam melayani masyarakat. Meskipun KUA Kecamatan Solokan Jeruk termasuk KUA tipologi C dengan keterbatasan sarana dan prasarana, pelayanan administrasi pernikahan tetap berjalan efektif. Kondisi tersebut mengindikasikan adanya peran kepemimpinan kepala KUA yang signifikan dalam menciptakan budaya kerja yang disiplin dan berorientasi pada pelayanan publik.

Penelitian ini bertujuan untuk menganalisis peran kepemimpinan Kepala KUA Kecamatan Solokan Jeruk Kabupaten Bandung dalam meningkatkan pelayanan administrasi pernikahan, khususnya dalam aspek pengambilan keputusan, pemberian motivasi kerja, dan pengendalian kinerja pegawai guna mewujudkan pelayanan yang efektif, tertib, dan responsif terhadap kebutuhan masyarakat.

Kerangka berpikir penelitian ini disusun berdasarkan teori gaya kepemimpinan Kartini Kartono, teori perilaku kepemimpinan *Robbins* dan *Judge*, teori pelayanan publik, serta teori kualitas pelayanan *SERVQUAL*. Kepemimpinan diposisikan sebagai variabel utama yang memengaruhi kinerja pegawai melalui indikator pengambilan keputusan, motivasi kerja, dan pengendalian pegawai yang berdampak langsung pada kualitas pelayanan administrasi pernikahan.

Metode penelitian yang digunakan adalah metode kualitatif dengan pendekatan studi kasus deskriptif dan paradigma konstruktivis. Data dikumpulkan melalui observasi, wawancara mendalam, dan dokumentasi dengan informan yang terdiri atas Kepala KUA, pegawai KUA, dan masyarakat pengguna layanan. Keabsahan data diuji melalui triangulasi sumber dan triangulasi teknik, sedangkan analisis data dilakukan secara induktif.

Hasil penelitian menunjukkan bahwa Kepala KUA Kecamatan Solokan Jeruk menerapkan gaya kepemimpinan yang tegas, partisipatif, dan adaptif. Kepemimpinan tersebut terbukti mampu meningkatkan kedisiplinan pegawai, memperlancar proses administrasi pernikahan, serta meningkatkan kepuasan masyarakat. Dengan demikian, dapat disimpulkan bahwa kepemimpinan kepala KUA berperan penting dalam meningkatkan kualitas pelayanan administrasi pernikahan.

Kata kunci: Peran, Kepemimpinan, Kepala KUA, Pelayanan Publik, Administrasi Pernikahan.

ABSTRACT

Fatih Akmal Mubarak: The Leadership Role of the Head of the Office of Religious Affairs in Improving Marriage Administration Services (Case Study at KUA Solokan Jeruk, Bandung Regency)

Marriage administration services are an important part of public services provided by the Office of Religious Affairs (Kantor Urusan Agama/KUA) to ensure the legal validity of marriage and orderly civil administration. Based on the researcher's preliminary observations at the Office of Religious Affairs of Solokan Jeruk Subdistrict, Bandung Regency, marriage administration services were found to be implemented in an orderly and systematic manner. This was indicated by employee discipline during working hours, well-organized service procedures, compliance with established Standard Operating Procedures (SOPs), and the friendly and communicative attitudes of staff in serving the community. Although the Solokan Jeruk KUA is classified as a Type C office with limited facilities and infrastructure, marriage administration services have continued to operate effectively. These conditions indicate the significant role of the Head of the KUA's leadership in creating a disciplined work culture and a public service-oriented environment.

This study aims to analyze the leadership role of the Head of the Office of Religious Affairs of Solokan Jeruk Subdistrict, Bandung Regency, in improving marriage administration services, particularly in terms of decision-making, work motivation, and employee performance control in order to achieve effective, orderly, and responsive services that meet community needs.

The conceptual framework of this study is based on leadership style theory proposed by Kartini Kartono, behavioral leadership theory by Robbins and Judge, public service theory, and the SERVQUAL service quality model. Leadership is positioned as the main variable influencing employee performance through indicators of decision-making, work motivation, and performance control, which directly affect the quality of marriage administration services.

This research employs a qualitative method with a descriptive case study approach within a constructivist paradigm. Data were collected through observation, in-depth interviews, and documentation involving the Head of the KUA, KUA employees, and service users. Data validity was ensured through source triangulation and technique triangulation, while data analysis was conducted inductively.

The findings show that the Head of the Office of Religious Affairs of Solokan Jeruk Subdistrict applies a firm, participatory, and adaptive leadership style. This leadership has been proven to improve employee discipline, streamline marriage administration processes, and increase public satisfaction. Therefore, it can be concluded that the leadership of the Head of the KUA plays an important role in improving the quality of marriage administration services.

Keywords: Leadership, Head of the Office of Religious Affairs, Public Service, Marriage Administration.