

ABSTRAK

Ikram Hudzaifa, 1228010092, Efisiensi Pelayanan Publik di Kecamatan Jatinangor Kabupaten Sumedang

Pelayanan publik merupakan fungsi utama pemerintah dalam memenuhi kebutuhan administrasi masyarakat sekaligus menjadi indikator kualitas penyelenggaraan pemerintahan. Pelayanan publik di Kecamatan Jatinangor Kabupaten Sumedang masih menghadapi beberapa kendala, seperti waktu pelayanan yang belum optimal akibat ketidaksiapan persyaratan administrasi masyarakat, transparansi biaya yang belum sepenuhnya dipahami, prosedur pelayanan yang belum sederhana, serta pemanfaatan sumber daya manusia, sarana, dan prasarana yang belum optimal.

Penelitian ini bertujuan menganalisis efisiensi pelayanan publik di Kecamatan Jatinangor Kabupaten Sumedang berdasarkan teori Dwiyanto (2006) yang meliputi indikator waktu pelayanan, biaya pelayanan, prosedur pelayanan, dan pemanfaatan sumber daya. Penelitian menggunakan pendekatan kualitatif dengan metode deskriptif. Data diperoleh melalui observasi, wawancara, dan dokumentasi, kemudian dianalisis melalui reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa efisiensi pelayanan publik belum sepenuhnya optimal. Waktu pelayanan masih mengalami keterlambatan, transparansi biaya masih perlu ditingkatkan, prosedur pelayanan belum sepenuhnya mudah dipahami masyarakat, serta keterbatasan aparatur, sarana, dan prasarana masih menjadi kendala dalam mendukung pelayanan yang efisien.

Penelitian ini menyimpulkan bahwa efisiensi pelayanan publik dipengaruhi oleh kualitas sumber daya manusia, kejelasan informasi, efektivitas prosedur, serta ketersediaan sarana dan prasarana. Oleh karena itu, diperlukan peningkatan kapasitas aparatur, penyederhanaan prosedur, optimalisasi penyampaian informasi, serta penguatan fasilitas pendukung guna mewujudkan pelayanan publik yang lebih efisien, transparan, dan berorientasi pada kepuasan masyarakat.

Kata Kunci: Efisiensi Pelayanan Publik, Pelayanan Publik, Kecamatan Jatinangor.

ABSTRACT

Ikram Hudzaifa, 1228010092, Public Service Efficiency in Jatinangor District, Sumedang Regency

Public service is one of the government's primary functions in fulfilling the administrative needs of the community and serves as an important indicator of the quality of public administration. However, public service implementation at Jatinangor District, Sumedang Regency, still faces several challenges, including suboptimal service delivery due to the public's incomplete administrative requirements, limited transparency regarding service fees, service procedures that are not yet sufficiently simple, and the suboptimal utilization of human resources, facilities, and infrastructure.

This study aims to analyze the efficiency of public services at Jatinangor District, Sumedang Regency, using Dwiyanto's (2006) theory of public service efficiency, which consists of four indicators: service time, service costs, service procedures, and resource utilization. This research employed a qualitative descriptive approach. Data were collected through observation, interviews, and documentation, and were analyzed using data reduction, data presentation, and conclusion drawing techniques.

The findings indicate that public service efficiency has not yet been fully optimized. Delays in service delivery still occur, transparency regarding service fees requires improvement, service procedures remain difficult for some community members to understand, and the limited availability of personnel, facilities, and infrastructure continues to hinder efficient public service delivery.

This study concludes that public service efficiency is influenced by the quality of human resources, the clarity of service information, the effectiveness of service procedures, and the availability of supporting facilities and infrastructure. Therefore, improving staff capacity, simplifying service procedures, optimizing information dissemination, and strengthening supporting facilities are necessary to achieve more efficient, transparent, and citizen-oriented public services.

Keywords: Public Service Efficiency, Public Service, Jatinangor District.