

ABSTRAK

Saskiya Reni Tasya, 1228010195, 2026, "Analisis Kinerja Aparatur Desa Cibodas Kecamatan Pacet Kabupaten Cianjur dalam Pelayanan administratif di Desa".

Penelitian ini dilatarbelakangi oleh masih adanya berbagai kendala dalam pelayanan administratif, seperti keterbatasan jumlah aparatur, belum tersedianya Standar Operasional Prosedur (SOP) yang jelas, serta kualitas pelayanan yang belum optimal. Penelitian ini bertujuan untuk menganalisis kinerja aparatur Desa Cibodas Kecamatan Pacet Kabupaten Cianjur dalam penyelenggaraan pelayanan administratif kepada masyarakat. Penelitian ini menggunakan teori kinerja aparatur publik dari Agus Dwiyanto (2017) yang meliputi lima dimensi, yaitu produktivitas, kualitas layanan, responsivitas, responsibilitas, dan akuntabilitas.

Metode yang digunakan adalah metode penelitian kualitatif dengan pendekatan deskriptif. Hasil penelitian menunjukkan bahwa kinerja aparatur Desa Cibodas dalam pelayanan administratif telah berjalan cukup baik, namun belum sepenuhnya optimal. Pada dimensi produktivitas masih terdapat keterbatasan jumlah aparatur dan sistem pelayanan yang belum terintegrasi. Pada dimensi kualitas layanan dan responsivitas, aparatur telah berupaya memberikan pelayanan yang ramah dan tanggap terhadap kebutuhan masyarakat. Sementara itu, pada dimensi responsibilitas dan akuntabilitas, pelayanan telah dilaksanakan sesuai prosedur yang berlaku, meskipun transparansi informasi dan sosialisasi prosedur pelayanan masih perlu ditingkatkan.

Berdasarkan hasil penelitian, diperlukan peningkatan kompetensi aparatur, pengembangan sistem pelayanan berbasis teknologi informasi, serta penguatan transparansi pelayanan guna mewujudkan pelayanan administratif yang lebih efektif, efisien, dan akuntabel.

Kata Kunci : Kinerja Aparatur, Kinerja Organisasi Publik, Administratif desa, Pelayanan Administratif, Pelayanan Publik.

ABSTRACT

Saskiya Reni Tasya, 1228010195, 2026, "Analysis of the Performance of Cibodas Village Apparatus, Pacet District, Cianjur Regency in Administrative Services at the Village Level."

This study aims to analyze the performance of the Cibodas Village apparatus in Pacet District, Cianjur Regency, in providing administrative services to the community. The research was motivated by several issues in administrative services, including the limited number of village officials, the absence of clear Standard Operating Procedures (SOPs), and the suboptimal quality of services provided. This study employs the public sector performance theory proposed by Agus Dwiyanto (2017), which consists of five dimensions: productivity, service quality, responsiveness, responsibility, and accountability.

This research uses a qualitative method with a descriptive approach. The findings indicate that the performance of the Cibodas Village apparatus in administrative services has been fairly good; however, it has not yet reached an optimal level. In terms of productivity, there are still limitations in the number of personnel and the lack of an integrated service system. Regarding service quality and responsiveness, village officials have made efforts to provide friendly services and respond to community needs. Meanwhile, in the dimensions of responsibility and accountability, services have been carried out in accordance with applicable procedures, although greater transparency and broader dissemination of service procedures are still needed.

Based on the findings, improvements are required in the competence of village officials, the development of information technology-based service systems, and the enhancement of service transparency in order to achieve more effective, efficient, and accountable administrative services.

Keywords: Bureaucratic Performance, Public Organization Performance, Village Administration, Administrative Services, Public Services.