

ABSTRAK

Ahmad Abdul Latif: Pelaksanaan Pelayanan Publik pada Kantor Kelurahan Bandung Kecamatan Tegal Selatan Kota Tegal

Penelitian ini bertujuan menganalisis pelaksanaan pelayanan publik pada Kantor Kelurahan Bandung, Kecamatan Tegal Selatan, Kota Tegal berdasarkan Dimensi standar pelayanan publik. Fokus penelitian mencakup kesederhanaan, partisipasi, akuntabilitas, keberlanjutan atau konsistensi, transparansi, dan keadilan sebagaimana dikembangkan oleh Lukman et al. Penelitian menggunakan pendekatan kualitatif dengan jenis deskriptif. Data diperoleh melalui wawancara dengan informan yang dipilih secara purposif, meliputi aparatur kelurahan, perangkat RT/RW, dan masyarakat pengguna layanan, serta melalui observasi dan dokumentasi. Data dianalisis melalui reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa pelayanan telah berjalan melalui mekanisme administratif yang relatif tertata, mulai dari penerimaan dan pemeriksaan berkas hingga verifikasi, pengesahan, dan penyerahan dokumen. Namun, pelaksanaannya belum sepenuhnya optimal. Prosedur telah tersedia, tetapi belum seluruhnya dipahami masyarakat secara mandiri. Partisipasi lebih banyak berlangsung melalui komunikasi langsung dan peran RT/RW, sedangkan kanal pengaduan formal belum terlihat kuat. Pembagian tugas dan pencatatan layanan mendukung akuntabilitas, sementara kepastian waktu, persyaratan, prosedur, serta pelayanan tanpa biaya telah diterapkan meskipun informasinya belum tersampaikan secara merata. Pelayanan diberikan tanpa diskriminasi, tetapi warga lanjut usia dan masyarakat yang kurang memahami prosedur masih memerlukan pendampingan. Kontribusi penelitian ini menunjukkan adanya kesenjangan antara ketertiban administratif dan keterpahaman warga, serta menegaskan transparansi informasi sebagai prasyarat yang menghubungkan kesederhanaan, partisipasi, akuntabilitas, konsistensi, dan keadilan pelayanan. Penguatan informasi layanan, kanal pengaduan, dan pendampingan kelompok rentan diperlukan untuk mewujudkan pelayanan kelurahan yang lebih mudah diakses dan responsif.

Kata Kunci: pelayanan publik, standar pelayanan, transparansi informasi, kesetaraan akses, pemerintahan kelurahan, Kota Tegal.

ABSTRACT

Ahmad Abdul Latif: *Implementation of Public Services at the Bandung Urban Village Office, South Tegal District, Tegal City*

This study aims to analyse the implementation of public services at the Bandung Urban Village Office, South Tegal District, Tegal City, based on the principles of public service standards. The research focuses on simplicity, participation, accountability, continuity or consistency, transparency, and equity, as proposed by Lukman et al. A descriptive qualitative approach was employed. Data were collected through interviews with purposively selected informants, including urban village officials, neighbourhood and community unit representatives, and service users, as well as through observation and documentation. The data were analysed through data reduction, data presentation, and conclusion drawing. The findings indicate that public services have been delivered through a relatively structured administrative mechanism, covering document submission and examination, verification, authorisation, and final delivery. However, their implementation remains suboptimal. Although service procedures are available, not all residents can understand them independently. Public participation mainly occurs through direct communication and the intermediary role of neighbourhood representatives, while formal complaint channels remain underdeveloped. The division of responsibilities and service documentation support accountability, whereas certainty regarding processing time, requirements, procedures, and free administrative services has been established but not communicated consistently. Services are generally provided without discrimination, although older residents and individuals with limited administrative understanding still require assistance. This study contributes by identifying a gap between administrative order and citizens' understanding, while demonstrating that information transparency is a prerequisite linking simplicity, participation, accountability, consistency, and service equity. Strengthening service information, complaint mechanisms, and assistance for vulnerable groups is necessary to create more accessible and responsive urban village services.

Keywords: public services, service standards, information transparency, equitable access, urban village governance, Tegal City.