

ABSTRACT

Rachmah Annisah, NIM: 1158010244, *Quality of Integrated District Administrative Services (PATEN) in North Cikarang District Office, Bekasi Regency.* Integrated Subdistrict Administrative Services (PATEN), namely the implementation of public services in the Subdistrict from the application stage to the stage of publishing documents in one place. The purpose of organizing a PATEN is to create a Sub-District as a community service center and to become a service node for integrated service offices or agencies in the District or City. In the case before the research conducted by the author on the implementation of PATEN in North Cikarang Subdistrict, there were complaints from the public regarding PATEN services.

This study aims to determine the Quality of Integrated District Administrative Services (PATEN) in North Cikarang District Office, Bekasi Regency, which is seen from the side of direct evidence (tangible), reliability, responsiveness, assurance, and empathy (emphaty).

This research method uses descriptive research with a qualitative approach. Qualitative descriptive research is a study that aims to describe and describe events and phenomena that occur in the field. Data collection is done by observation techniques, interviews, documentation and literature. Data analysis in this study uses three components consisting of data reduction, data presentation and conclusion drawing.

The results of this study indicate that the Quality of Integrated District Administrative Services (PATEN) in the North Cikarang District Office of Bekasi Regency in terms of Tangible, Reliability, Assistance, and Emphaty has been running optimally. However, there are several indicators that have not run according to the expectations of the community, including the use of queue numbers and still differentiating social status. As for the inhibiting factors for the implementation of Integrated District Administration services (PATEN) in the North Cikarang Sub-District Office Bekasi Regency is an internet connection that is often error. While the supporting factors are the enthusiasm given by employees to each other and then provides awareness to serve the community sincerely in accordance with conscience. Another supporting factor is the presence of facilities in the form of tools to facilitate the service process such as a stable internet connection.

Keywords: Quality of Public Services, Integrated District Administration Services (PATEN)



ABSTRAK

Rachmah Annisah, NIM : 1158010244, Kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kantor Kecamatan Cikarang Utara Kabupaten Bekasi. Pelayanan Administrasi Terpadu Kecamatan (PATEN) yaitu penyelenggaraan pelayanan publik di Kecamatan dari tahap permohonan sampai ke tahap penerbitan dokumen dalam satu tempat. Maksud penyelenggaraan PATEN untuk mewujudkan Kecamatan sebagai pusat pelayanan masyarakat dan menjadi simpul pelayanan bagi kantor atau badan pelayanan terpadu di Kabupaten atau Kota. Pada kasus sebelum penelitian yang dilakukan penulis pada penyelenggaraan PATEN di Kecamatan Cikarang Utara bahwa adanya keluhan dari masyarakat mengenai pelayanan PATEN.

Penelitian ini bertujuan untuk mengetahui Kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kantor Kecamatan Cikarang Utara Kabupaten Bekasi, yang dilihat dari sisi Bukti Langsung (*tangible*), Keandalan (*reliability*), Daya Tanggap (*responsiveness*), Jaminan (*assurance*), dan Empati (*emphaty*).

Metode penelitian ini menggunakan penelitian deskriptif dengan pendekatan kualitatif. Penelitian deskriptif kualitatif merupakan penelitian yang bertujuan untuk menggambarkan dan mendeskripsikan peristiwa maupun fenomena yang terjadi di lapangan. Pengumpulan data dilakukan dengan teknik observasi, wawancara, dokumentasi dan studi pustaka. Analisis data dalam penelitian ini menggunakan tiga komponen yang terdiri dari reduksi data, penyajian data dan penarikan kesimpulan.

Hasil penelitian ini menunjukkan bahwa Kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kantor Kecamatan Cikarang Utara Kabupaten Bekasi dari sisi *Tangible*, *Reliability*, *Assuarnce*, dan *Emphaty* sudah berjalan dengan optimal. Namun ada beberapa indikator yang belum berjalan sesuai dengan harapan masyarakat, antara lain penggunaan nomor antrian dan masih membedakan status sosial. Adapun faktor penghambat pelaksanaan pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kantor Kecamatan Cikarang Utara Kabupaten Bekasi adalah koneksi internet yang sering eror. Sedangkan faktor pendukungnya adalah semangat yang diberikan pegawai satu sama lain kemudian memberikan penanaman kesadaran melayani masyarakat dengan ikhlas sesuai dengan hati nurani. Faktor pendukung lain adalah adanya fasilitas berupa alat bantu untuk memudahkan proses pelayanan seperti koneksi internet yang stabil.

Kata Kunci : Kualitas Pelayanan Publik, Pelayanan Administrasi Terpadu Kecamatan (PATEN)