

ABSTRAKS

Fadila Candra Umairoh, 1198010063: “Responsibilitas Pegawai dalam Pemeliharaan Sarana dan Prasarana Pelayanan Publik di Kantor Kecamatan Solokanjeruk Kabupaten Bandung”.

Organisasi publik atau yang sering dikenal dengan organisasi pemerintahan atau birokrasi pemerintah yaitu organisasi yang bertujuan sebagai pemberi pelayanan kepada masyarakat. Sebuah unit pelayanan publik perlunya melaksanakan standar pelayanan publik yang mencakup beberapa komponen, salah satunya yaitu sarana dan prasarana pelayanan. Dalam hal ini standar pelayanan menetapkan bahwa suatu unit pelayanan yang bermutu tinggi memerlukan sarana-prasarana yang memadai untuk dapat beroperasi. Sarana dan prasarana pelayanan yang terdapat di Kecamatan Solokanjeruk sebagian dalam kondisi baik dan sebagian dalam kondisi kurang baik atau rusak, dikarenakan kurangnya pemeliharaan sarana dan prasarana pelayanan yang ada di kantor Kecamatan Solokanjeruk serta kurangnya kesadaran pegawai akan pentingnya pemeliharaan sarana dan prasarana pelayanan publik di kantor Kecamatan Solokanjeruk.

Penelitian ini bertujuan untuk mengetahui responsibilitas pegawai dalam pemeliharaan sarana dan prasarana pelayanan publik di Kecamatan Solokanjeruk yang diukur melalui pemahaman tanggung jawab, pemberian wewenang sesuai tanggung jawab, evaluasi kinerja, tindakan yang akurat, adil, dan tepat waktu, serta komitmen dari pemimpin.

Teori yang digunakan dalam penelitian ini adalah teori responsibilitas pegawai menurut Jabra dan Dwivedi (Widodo, 2001), yang di dalamnya terdapat lima parameter, pemberian wewenang sesuai tanggung jawab, evaluasi kinerja, tindakan yang akurat, adil, dan tepat waktu, serta komitmen dari pemimpin.

Penelitian ini menggunakan metode penelitian deskriptif dengan pendekatan kualitatif. Dikaji menggunakan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi, dengan teknik analisis data menggunakan reduksi data, penyajian data, dan penarikan kesimpulan.

Berdasarkan hasil penelitian di Kecamatan Solokanjeruk dapat disimpulkan bahwa pemahaman tanggung jawab dalam pemeliharaan sarana dan prasarana pelayanan publik kurang baik, hal ini ditandai dengan adanya pegawai yang kurang memahami sasaran tugas dan tanggung jawabnya. Pemberian wewenang sesuai tanggung jawab dalam pemeliharaan sarana dan prasarana pelayanan publik cukup baik, dikatakan cukup karena adanya pemberian wewenang sama besarnya dengan tanggung jawab yang diemban, namun ditemukannya kendala terkait kualitas dan kuantitas sumber daya manusia yang ada. Evaluasi kinerja dalam pemeliharaan sarana dan prasarana pelayanan publik sudah baik, yang ditandai dengan adanya evaluasi kinerja rutin yang dilaksanakan untuk menilai kemampuan pegawai dalam menjalankan tugas dan tanggung jawabnya. Tindakan-tindakan yang akurat, adil, dan tepat waktu dalam pemeliharaan sarana dan prasarana pelayanan publik belum maksimal, hal ini ditandai dengan pemeliharaan sarana dan prasarana pelayanan yang belum mencapai target yang sudah ditetapkan. Komitmen dari pemimpin dalam pemeliharaan sarana dan prasarana pelayanan publik sudah maksimal, yang ditandai dengan Camat yang berkomitmen untuk mempercayakan tugas dan tanggung jawab pemeliharaan sarana dan prasarana pelayanan kepada pegawai.

Kata Kunci: Responsibilitas Pegawai, Sarana dan Prasarana, Pemeliharaan

ABSTRACT

Fadila Candra Umairoh, 1198010063: "Employee Responsibility in the Maintenance of Public Service Facilities and Infrastructure in the Solokanjeruk District Office, Bandung Regency"

Public organizations or often known as government organizations or government bureaucracy are organizations that aim to provide services to the community. A public service unit needs to implement public service standards which include several components, one of which is service facilities and infrastructure. In this case the service standard stipulates that a high quality service unit requires adequate facilities to operate. Some of the service facilities and infrastructure in the Solokanjeruk District are in good condition and some are in poor or damaged condition, due to the lack of maintenance of service facilities and infrastructure in the Solokanjeruk District office and the lack of employee awareness of the importance of maintaining public service facilities and infrastructure in the District office Solokanorange.

This study aims to determine the responsibility of employees in maintaining public service facilities and infrastructure in Solokanjeruk District as measured by understanding responsibility, granting authority according to responsibility, performance evaluation, actions that are accurate, fair and timely, and commitment from leaders.

The theory used in this research is the theory of employee responsibility according to Jabra and Dwivedi (Widodo, 2001), in which there are five parameters, giving authority according to responsibility, performance evaluation, actions that are accurate, fair and timely, and commitment from leaders .

This study uses a descriptive research method with a qualitative approach. Reviewed using data collection techniques used are interviews, observation, and documentation, with data analysis techniques using data reduction, data presentation, and drawing conclusions.

Based on the results of research in Solokanjeruk District, it can be concluded that the understanding of responsibility in maintaining public service facilities and infrastructure is not good, this is indicated by the presence of employees who do not understand the objectives of their duties and responsibilities. The granting of authority in accordance with the responsibilities in maintaining public service facilities and infrastructure is quite good, it is said to be sufficient because the granting of authority is the same as the responsibility carried out, but obstacles were found related to the quality and quantity of existing human resources. Evaluation of performance in the maintenance of public service facilities and infrastructure is good, which is indicated by the existence of routine performance evaluations carried out to assess the ability of employees to carry out their duties and responsibilities. Actions that are accurate, fair and timely in the maintenance of public service facilities and infrastructure have not been maximized, this is indicated by the maintenance of service facilities and infrastructure that has not reached the set targets. The commitment of leaders in maintaining public service facilities and infrastructure is maximized, which is indicated by the sub-district head who is committed to entrusting the duties and responsibilities of maintaining service facilities and infrastructure to employees.
Keywords: Employee Responsibility, Facilities and Infrastructure, Maintenance