

ABSTRAK

Muh. Yusuf Arsyad, 2014, *Transparansi Pelayanan POLRI pada Kantor Bersama SAMSAT Kabupaten Gowa*, dibimbing H.M. Ide Said D.M. dan Abdul Mahsyar.

Penelitian ini bertujuan untuk mengetahui transparansi pelayanan Polri terkait dengan aspek prosedur pelayanan, waktu pelayanan dan biaya pelayanan dalam hal pengurusan Registrasi dan Identifikasi kendaraan bermotor, dan untuk mengetahui kepuasan masyarakat terhadap transparansi pelayanan yang diberikan.

Penelitian yang mengambil unit analisis pada pelayanan Kepolisian di Kantor Samsat menggunakan pendekatan penelitian secara deskriptif kuantitatif, data penelitian diperoleh dari responden dan informan, penentuan responden dilakukan secara purposive terdiri atas warga masyarakat yang mendapat pelayanan dan aparat pelaksana pelayanan jumlah responden sebanyak 50 orang. Data penelitian diperoleh melalui angket, wawancara, dan observasi lapangan. Data penelitian disajikan dalam tabel frekuensi dan penjelasan secara naratif.

Hasil penelitian menunjukkan bahwa transparansi pelayanan terkait dengan aspek prosedur pelayanan, waktu pelayanan dan biaya pelayanan secara umum rata-rata penilaian responden berada pada kategori baik atau cukup transparan yang ditandai pada penilaian responden untuk kategori positif rata-rata lebih separuh dari jumlah responden, sedangkan kepuasan responden terhadap transparansi pelayanan dikategorikan cukup baik atau puas..

Kata Kunci: Transparansi, Pelayanan, Kualitas.

ABSTRACT

Muh. Yusuf Arsyad, 2014. *Transparency of the National Police Service in the Office of the Joint SAMSAT Gowa. Supervised by H.M. Ide Said, D.M. and Abdul Mahsyar.*

This study aims to determine the transparency of the police service related to the procedural aspects of service, time of service and the cost of services in the management Registration and Identification of motor vehicles, and to determine people's satisfaction with the transparency of the services provided.

Research taking analysis unit at the Police service in the Office of Samsat using descriptive quantitative research approach, the research data obtained from respondents and informants, determination of respondent done purposively composed of citizens who receive services and personnel for the services of the number of respondents as many as 50 people. Data were obtained through questionnaires, interviews, and field observations. The research data presented dalam frequency tables and narrative explanations. The results showed that the transparency of service associated with procedural aspects of service, time of service and the service charge is generally the average assessment of respondents are in the good category or transparent enough that characterized the respondents' assessment for the category of positive average of over half of the respondents, while satisfaction respondents to the transparency of service categorized good enough or satisfied ..

Keywords: Transparency, Service, Quality