

## **ABSTRAK**

**NURUL MUNIA. *Kualitas Pelayanan Proyek Operasi Nasional Agraria (PRONA) di Kecamatan Mattiro Sompe Kabupaten Pinrang*** (dibimbing oleh H. Muhlis Madani dan Abdi)

### **ABSTRACT**

*Service quality is an excellence level which is expected to fulfill the consumer expectation. Quality is seen based on the service indeed the service procedure point of view is seen based on the individual perception whom received the service.*

*The purpose of this research is not only aimed to know the service quality but also aimed to know the supporting and inhibiting factors of the public service in Kecamatan Mattoro Sompe, Kabupaten Pinrang.*

*Descriptive-qualitative is the research type that used in this research. The underline thing in using the descriptive-qualitative type is that the researcher means to describe the service quality of Prona in Kecamatan Mattiro Smpe, Kabupaten Pinrang where the researcher commit interview to the 10 informants. The data source consists of primary data and secondary data. Primary data obtained from the interview while secondary data obtained from record documents, official reports and archives which are supported by the completeness of the primary data.*

*The result of the research showed that if the required file was completed then the certificate could be quickly resolved. The clarity of the administrative requirements and the service flow could be said "good" . The employee had not done best in their work, it could be seen by their attitude; friendly or not. Besides that, the Prona activities will be completed within one budget a year and the public enthusiasm in enrolling their land by Prona certificate became the most supporting factor of the public service of Prona. Whereas, the less of the surveyor staff became the most inhibiting factor of the public service of Prona.*

**Keywords:** Service quality Prona

## **ABSTRAK**

Kualitas pelayanan adalah sebuah tingkatan keunggulan yang di harapkan memenuhi harapan konsumen. Kualitas di pandang berdasarkan pelayanan, sudut pandang prosedur melainkan presepsi orang yang menerima pelayanan.

Penelitian ini bertujuan untuk mengetahui Kualitas pelayanan proyek operasi nasional agraria (PRONA) dan mengetahui faktor pendukung dan penghambat pelayanan publik di Kecamatan Mattiro Sompe Kabupaten Pinrang. Jenis penelitian yang digunakan adalah kualitatif yakni suatu bentuk penelitian yang bertujuan untuk memberikan gambaran umum sebagai macam data yang di kumpul dari lapangan secara objektif dengan tipe fenomenologi, Teknik pengumpulan data yang digunakan adalah observasi, wawancara terhadap sejumlah informan. Analisis data menggunakan model analisa interaktif.

Hasil penelitian menunjukkan apabila berkas yang di perlukan lengkap maka sertifikat bisa cepat terselesaikan, Kejelasan persyaratan administrasi maupun kesederhanaan alur Pelayanan sudah dapat dikatakan baik, Sikap Santun dan ramah petugas dalam memberikan pelayanan belum maksimal hal ini menunjukkan bahwa masi ada pegawai yang terkesan cuek dalam melayani, Pelaksanaan kegiatan PRONA akan di selesaikan dalam satu tahun Anggaran, dan antusias warga untuk mendaftarkan tanahnya melalui sertifikat PRONA, kurangnya tenaga pengukuran yang menjadi penghambat Pelayanan

**Kata Kunci** : kualitas pelayanan PRONA