

ABSTRAK

Tenri Wulan. 2023. *Analisis Kinerja Staf Pegawai Kantor Desa Dalam Memberikan Pelayanan Kepada Masyarakat Di Desa Bontomarannu Kecamatan Bontotiro Kabupaten Bulukumba*. Skripsi. Jurusan Manajemen Fakultas Ekonomi dan Bisnis Universitas Muhammadiyah Makassar. Dibimbing oleh: Agus Salim HR dan Sitti Marhumi.

Analisis kinerja pegawai di kantor desa bontomarannu kecamatan bontotiro kabupaten bulukumba. Penelitian ini dilaksanakan di kantor desa bontomarannu kecamatan bontotiro kabupaten bulukumba. Tujuan penelitian ini adalah untuk mengetahui kinerja pegawai kantor desa dalam memberikan pelayanan kepada masyarakat di desa bontomarannu kecamatan bontotiro kabupaten bulukumba dan untuk mengetahui dan menganalisis faktor penghambat kinerja pegawai kantor desa dalam memberikan pelayanan kepada masyarakat serta mengetahui upaya dalam meningkatkan kinerja pegawai kantor desa dalam memberikan pelayanan kepada masyarakat di desa bontomarannu kecamatan bontotiro kabupaten bulukumba. Metode yang digunakan dalam penelitian ini adalah metode pendekatan deskriptif kualitatif. Sumber data yang digunakan adalah sumber data primer dan data sekunder. Teknik pengumpulan data melalui observasi, wawancara, dan dokumentasi. Teknik analisis data yaitu reduksi data, data display dan verification. Dari hasil penelitian dapat disimpulkan bahwa kinerja pegawai di kantor desa dalam memberikan pelayanan kepada masyarakat di desa bontomarannu kecamatan bontotiro kabupaten bulukumba dapat dinilai dari produktivitas, kualitas layanan, responsivitas, responsibilitas dan akuntabilitas secara keseluruhan belum cukup baik. Hal ini dikarenakan masih ada beberapa indikator yang belum maksimal sehingga kinerja pegawai di kantor desa belum mencapai tujuan yang ingin dicapai dan masih adanya faktor penghambat dalam mewujudkan kinerja pegawai kantor desa dalam memberikan pelayanan.

Kata kunci : kinerja, pelayanan

ABSTRACT

Tenri Wulan. 2023. *Analysis of the performance of village office staff in providing services to the community in Bontomarannu Village, Bontotiro District, Bulukumba Regency*. Thesis. Department of Management, Faculty of Economics and Business, University of Muhammadiyah Makassar. Supervised by: Agus Salim HR and Sitti Marhumi.

Analysis of employee performance at the Bontomarannu Village Office, Bontotiro District, Bulukumba Regency. This research was conducted at the Bontomarannu Village Office, Bontotiro District, Bulukumba Regency. The purpose of this study is to determine the performance of village office employees in providing services to the community in Bontomarannu Village, Bontotiro District, Bulukumba Regency and to find out and analyze the inhibiting factors of Village Office Employees' performance in providing services to the community and find out efforts to improve the performance of Village Office employees in providing services to the community in Bontomarannu Village, Bontotiro District, Bulukumba Regency. The method used in this study is a qualitative descriptive approach method. The data sources used are primary data sources and secondary data. Data collection techniques through observation, interviews, and documentation. Data analysis techniques are data reduction, data display and verification. From the results of the study, it can be concluded that the performance of employees in the village office in providing services to the community in Bontomarannu Village, Bontotiro District, Bulukumba Regency can be assessed from productivity, service quality, responsiveness, responsibility and overall accountability is not good enough. This is because there are still several indicators that have not been maximized so that the performance of employees in the village office has not achieved the goals to be achieved and there are still inhibiting factors in realizing the performance of village office employees in providing services.

Keywords : performance, service