

ABSTRAK

APRIANTI. 2023. Analisis Kinerja Staf Dalam Memberikan Pelayanan Administrasi Kepada Masyarakat Desa Lamantu, Kabupaten Kepulauan Selayar. Skripsi Program Studi Manajemen Fakultas Ekonomi dan Bisnis Universitas Muhammadiyah Makassar. Dibimbing oleh Pembimbing I Ahmad dan Pembimbing II Idham Khalid.

Tujuan dari penelitian ini untuk mendeskripsikan dan menganalisis kinerja Pegawai kantor Desa Lamantu dalam memberikan pelayanan administrasi berfokus pada pelayanan administrasi penduduk yaitu pembuatan surat pengantar kartu tanda penduduk (KTP) dan kartu keluarga (KK) kepada masyarakat Desa Lamantu.

Penelitian ini menggunakan metode deskriptif pendekatan kualitatif dengan melakukan wawancara langsung dengan pegawai Desa dan masyarakat Desa. Adapun teknik pengumpulan data yakni menggunakan teknik observasi, wawancara dan dokumentasi. Penyajian data, dan penarikan kesimpulan. Hasil penelitian ini menunjukkan bahwa kinerja pegawai kantor Desa Lamantu Kabupaten Kepulauan Selayar dalam memberikan pelayanan administrasi masih belum sepenuhnya berjalan sesuai harapan masyarakat dapat dilihat dari ketidak mampuan pegawai dalam menggunakan alat bantu dan masih adanya pegawai yang kurang ramah dalam melayani, kedisiplinan pegawai yang tidak sesuai dengan jam kerja dan kurangnya sumber daya manusia yang belum mampu mengoperasikan alat bantu.

Kata kunci : Pelayanan administrasi, Kinerja pegawai, Kesejahteraan Masyarakat

ABSTRACT

APRIANTI. 2023. *Analysis of Staff Performance in Providing Services Administration to the Community of Lamantu Village, Selayar Islands Regency. Thesis Management Study Program, Faculty of Economics and Business, University of Makassar Muhammadiyah. Supervised by Advisor I Ahmad and Supervisor II Idham Khalid.*

The purpose of this research is to describe and analyze the performance of Lamantu Village office employees in providing focused administrative services in population administration services, namely making cover letters for identity card (KTP) and family card (KK) to the people of Lamantu Village.

This study uses a qualitative approach descriptive method with conducting direct interview with village officers and village community. The data collection Techniques are using observation techniques, interviews and documentation. The results of this study shows that the performance of employees of the Lamantu Village office, Islands Regency Selayar in providing Administrative services is still not fully operational in accordance with the expectations of Society can be seen from the inability of employees in using assistive devices and there are still employees who are not friendly enough serving, employee discipline that is not in accordance with working hours and lack human resources who have not been able to operate assistive devices.

Keywords :Performance, Lamantu head of village officers, Administration Services, Public Welfare