ABSTRAK

NURHALISA,2024 KUALITAS PELAYANAN PUBLIK DI KANTOR KECEMATAN BONTOBAHARI KABUPATEN BULUKUMBA (Dibimbing oleh Dr.H. Lukman Hakim, M.Si dan Sudarmi, M. Si)

Penelitian ini bertujuan untuk mengetahui kualitas pelayanan publik di kantor kecematan bontobahari kabupaten bulukuma.Penenelitian ini menggunakan metode kualitatif dengan tipe deskriptif. Teknik pengumpulan data meliputi observasi, wawancara dan dokumentasi. Adapun pengabsahan data meliputi triangulasi sumber, Teknik dan waktu kemudian dianalisis melalui reduksi data, penyajian data dan menarik kesimpulan. Hasil penelitian ini menunjukkan bahwa kualitas pelayanan publik di Kantor Kecematan Bontobahri yaitu Bukti langsung *(Tangible)* hasil penelitian menunjukkan bahwa sarana dan prasarana seperti bangunan dan kelengkapan fasilitas kurang memadai, hal ini dapat dilihat dari ruangan yang cukup sempit untuk masyarakat yang banyak mengantri, dan jumlah kursi yang terbatas.Kehandalan *(Reliability)* sudah cukup dikatakan baik karena dengan menerapkan montoring dan evaluasi, komunikasi yang jelas dan mengikuti giat pelatihan para pegawai sangat handal dalam pelayanan.Daya tanggap *(Responsivee)* cukup dikatakan baik hal ini terlihat dari hasil wawancara kepada masyarakat mengatakan bahwa pegawai kantor camat bontobahari cukup tanggap menghadapi kebutuhan masyarakat Empati *(Emphaty)* Berdasarkan aspek empati belum bisa dikatakan baik dikarenakan masih ada beberapa pegawai yang tidak bersikap ramah terhadap masyarakat sehingga tidak mengedepankan kepentingan masyarakat dalam hal memberikan pelayanan public secara prima.

Kata Kunci : Kualitas,Pelayanan ,Publik.

ABSTRACT

NURHALISA,2024 *QUALITY OF PUBLIC SERVICES AT THE BONTOBAHARI DISTRICT OFFICE, BULUKUMBA DISTRICT (Supervised by Dr.H. Lukman Hakim, M.Si and Sudarmi, M.Si)*

This research aims to determine the quality of public services at the Bontobahari sub-district office, Bulukuma district. This research uses qualitative methods with a descriptive type. Data collection techniques include observation, interviews and documentation. Data validation includes triangulation of sources, techniques and time, then analyzed through data reduction, data presentation and drawing conclusions. The results of this research show that the quality of public services at the Bontobahri District Office is direct evidence (Tangible). The results of the research show that the facilities and infrastructure such as buildings and complete facilities are inadequate, this can be seen from the space which is quite narrow for people who queue a lot, and the number of limited seats. Reliability can be said to be good because by implementing monitoring and evaluation, clear communication and following active training the employees are very reliable in service. Responsiveness can be said to be good, this can be seen from the results of interviews with the public saying that the employees of the Bontobahari sub-district office are quite responsive to the needs of the community. Empathy (Emphaty). Based on the empathy aspect, it cannot be said to be good because there are still some employees who are not friendly towards the community and therefore do not prioritize the interests of the community in terms of providing excellent public services.

Keywords: Quality of Public Services