

ABSTRAK

SUSI SRI HASTUTI. Budaya Birokrasi Dalam Penyelenggaraan Pelayanan Publik Di Kantor Kecamatan Libureng Kabupaten Bone (dibimbing oleh Ansyari Mone dan Arni)

Penelitian ini bertujuan untuk mengetahui bagaimana Budaya Birokrasi Dalam Penyelenggaraan Pelayanan Publik di Kantor Kecamatan Libureng Kabupaten Bone. Jenis penelitian yang menggunakan metode kualitatif dengan tipe penelitian deksriptif, teknik pengumpulan data melalui observasi, wawancara, dan dokumentasi, sumber data berasal dari 5 informan yang ditetapkan dengan cara proporsional sampling, teknik pengabsahan data melalui triangulasi sumber, triangulasi teknik, triangulasi waktu sedangkan analisis data melalui reduksi data, penyajian data, penarikan kesimpulan dan verifikasi.

Berdasarkan hasil penelitian menunjukkan bahwa secara umum Budaya Birokrasi Dalam Penyelenggaraan Pelayanan Publik di Kantor Kecamatan Libureng Kabupaten Bone sudah efektif dalam proses penerapannya namun, masih terdapat beberapa kendala seperti keterlambatan aparat birokrasi masuk kantor sehingga pelayanan belum terasa optimal, aparatur birokrasi yang tidak berada ditempat saat dibutuhkan, dan masih terdapat diskriminasi pelayanan, sehingga ketepatan dan kecepatan dalam pemberian pelayanan belum nyata diperlihatkan oleh aparat birokrasi setempat.

Kata Kunci: *budaya, pelayanan, birokrasi*

ABSTRACT

SUSI SRI HASTUTI. Bureaucratic Culture in Providing Public Services at the Libureng District Office, Bone Regency (supervised by Ansyari Mone and Arni)

This research aims to find out how Bureaucratic Culture is in Providing Public Services at the Libureng District Office, Bone Regency. This type of research uses qualitative methods with descriptive research type, data collection techniques through observation, interviews and documentation, data sources come from 5 informants determined by proportional sampling, data validation techniques through source triangulation, technical triangulation, time triangulation while data analysis through data reduction, data presentation, drawing conclusions and verification.

Based on the research results, it shows that in general the Bureaucratic Culture in Providing Public Services at the Libureng District Office, Bone Regency has been effective in the implementation process, however, there are still several obstacles such as delays in bureaucratic officials entering the office so that the service does not feel optimal, bureaucratic officials who are not there when needed. and there is still discrimination in services, so that accuracy and speed in providing services have not been clearly demonstrated by local bureaucratic officials.

Keywords: culture, service, bureaucracy

