

## ABSTRACT

**Rahmat Ilahi, Dr ihyani malik S.Sos., M.Si, Dr Nur Wahid, S.Sos., M.Si  
Responsiveness of criminal complaint complaints services in the Bone Regency  
holidayeng sector police.**

Public services are the responsibility of the government and are carried out by government agencies, both central, regional and police, public services have now become a very strategic issue because improvements to public services in Indonesia tend to take place, while their influence is very broad, ranging from economic, social, culture, and politics. Responsiveness is related to the speed of responsiveness carried out by service officers, in this case the Holiday Sector Police. Therefore, the aim of this research is how the researcher is able to analyze the level of responsiveness of the public complaint service at the Holidayeng Police Station and the researcher's research method uses qualitative descriptive research. Data collection techniques use interviews and documentation. Based on findings obtained directly in the field during research, in general the level of responsiveness of community complaint services at the Holidayeng Police Station is measured by indicators proposed by Zeithaml which consist of indicators of the community's ability to respond and provide services showing that on time, adequate service performance.

**Keywords:** *public service, public complaints, responsiveness*

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Responsivitas pelayanan pengaduan tindak pidana kriminal di kepolisian  
sektor libureng kabupaten bone.**

Pelayanan publik merupakan tanggung jawab pemerintah dan di laksanakan oleh instansi pemerintah, baik pusat, daerah dan lingkungan kepolisian, pelayanan publik kini menjadi isu yang sangat strategis karna perbaikan pelayanan publik di Indonesia cenderung berjalan di tempat, sedangkan pengaruhnya sangat luas mulai dari ekonomi, sosial, budaya, dan politik. Responsivitas berkaitan dengan kecepatan ketanggapan yang di lakukan oleh peugas pelayanan dalam hal ini kepolisian sektor libureng. Maka dari itu tujuan penelitian ini adalah bagaimana peneliti mampu menganalisis tingkat responsivitas layanan pengaduan masyarakat di Polsek libureng dan Metode penelitian peneliti gunakan penelitian deskriptif kualitatif. Teknik pengumpulan data menggunakan wawancara dan dokumentasi. Berdasarkan temuan yang diperoleh secara lansung di lapangan pada saat melalukan penelitian, secara umum tingkat ketanggapan layanan pengaduan masyarakat di Polsek libureng diukur dengan indikator yang dikemukakan oleh Zeithaml yang terdiri dari indikator kemampuan masyarakat dalam menanggapi dan memberikan pelayanan menunjukkan itu Pada waktunya, kinerja pelayanan yang memadai.

***Kata Kunci: Pengaduan Masyarakat, Pelayanan Publik, responsivitas.***