

## ABSTRAK

**Farhan Adi Saputra, 2024.** *Implementasi Kebijakan Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kecamatan Sape Kabupaten Bima. Dibimbing oleh Muhlis Madani dan Jaelan Usman*

Penelitian ini bertujuan mengetahui dan menganalisis PATEN di Kecamatan Sape dengan fokus penelitian menggunakan pendekatan teori Edward III dengan indikator meliputi komunikasi, sumber daya, disposisi dan struktur birokrasi. Jenis penelitian menggunakan deskriptif kualitatif, peneliti berusaha menggambarkan keadaan dilapangan, sehingga dapat mengakumulasi data berdasarkan kesimpulan dari penelitian. Metode pengumpulan data menggunakan wawancara, observasi, dokumentasi. Sumber data menggunakan Data primer dan Data sekunder. Teknik analisis data menggunakan menurut Miles dan Huberman yang terdiri dari pengumpulan data, reduksi data, penyajian data dan penarikan kesimpulan. Hasil penelitian diperoleh data bahwa komunikasi masih terdapat kendala penyampaian informasi antara pemerintah kecamatan dengan masyarakat. Pada sumber daya pelayanan kurang ramah dan kurang jelas dalam memberikan penjelasan berkaitan dengan proses pelayanan, fasilitas kurang memadai dan finansial terlihat memadai namun pengelolaannya perlu ditingkatkan. Disposisi para pelaksana belum demokratis dan konsisten dalam melakukan pelayanan. Struktur birokrasi sesuai dengan ketentuan, namun masih ada doble job tugas, dan serta kotak pengaduan tidak berfungsi. Rekomendasi perlu dilakukan sosialisasi PATEN yang lebih intensif dan efektif, meningkatkan kualitas SDM dan fasilitas PATEN, mengevaluasi kinerja secara berkala dan penghargaan kinerja pelaksana, koordinasi dan kolaborasi antar unit perlu ditingkatkan, dan menerapkan teknologi informasi dalam proses PATEN

**Kata Kunci:** Implementasi, PATEN, Pemerintah Kecamatan Sape

## ABSTRACT

**Farhan Adi Saputra, 2024.** Implementation of Integrated Sub-district Administrative Service Policy (PATEN) in Sape Sub-district, Bima Regency. Supervised by Muhlis Madani and Jaelan Usman.

This study aimed to determine and analyze PATEN in Sape District with a research focus using the Edward III theory approach with indicators including communication, resources, disposition and bureaucratic structure. The type of research used qualitative descriptive, researcher tried to describe the conditions in the field, so that they could accumulate data based on conclusions from the study. Data collection methods used interviews, observations, documentation. Data sources used primary data and secondary data. Data analysis techniques deployed according to Miles and Huberman which consist of data collection, data reduction, data presentation and drawing conclusions. The results of the study obtained data that communication still got obstacles in conveying information between the sub-district government and the community. In terms of service resources, they were less friendly and less clear in providing explanations related to the service process, facilities were inadequate and finances appear adequate but management needs to be improved. The disposition of the implementers was not democratic and consistent in providing services. The bureaucratic structure was in accordance with the provisions, but there were still double job tasks, and the complaint box was not functioning. Recommendations needed to be made for more intensive and effective PATEN socialization, improving the quality of PATEN human resources and facilities, evaluating performance periodically and rewarding implementer performance, coordination and collaboration between units need to be improved, and implementing information technology in the PATEN process.

**Keywords:** *Implementation, PATEN, Sape Regency Government*

