

## ABSTRAK

**NURINDAH SARI. 2025. *Efektivitas Pelayanan Pembuatan Surat Pengantar Kartu Keluarga Di Kantor Desa Borong Pa'la'la Kecamatan Pattallassang Kabupaten Gowa. Skripsi. Jurusan Manajemen, Fakultas Ekonomi dan Bisnis, Universitas Muhammadiyah Makassar. Dibimbing Oleh: Moh Aris Pasigai dan Nasrullah***

Penelitian ini bertujuan untuk mengetahui efektivitas Pelayanan pembuatan surat pengantar Kartu Keluarga (KK) di Kantor Desa Borong Pa'la'la Kecamatan Pattallassang Kabupaten Gowa. Penelitian ini menggunakan metode penelitian kualitatif dengan pendekatan studi lapangan.

Menurut undang -undang Nomor 23 Tahun 2006 Tentang Administrasi kependudukan, kartu keluarga (KK) adalah kartu identitas keluarga yang memuat data tentang susunan, hubungan dan jumlah anggota keluarga Kantor Desa Borong Pa'la'la berfungsi sebagai sarana pelayanan publik yang menerapkan sistem pelayanan administrasi penduduk, yang merupakan salah satu jenis pelayanan yang sangat penting di setiap desa termasuk pembuatan kartu keluarga. Pada penelitian ini Pelaksanaan pelayanan penerbitan kartu keluarga yang dilakukan di Kantor Desa Borong Pa'la'la dalam kategori cukup baik namun masih memiliki beberapa hambatan seperti terbatasnya sarana dan prasarana, dalam menjalankan tugasnya pejabat birokrasi belum sepenuhnya dapat bersikap profesional dalam menjalankan tugasnya yang perlu dievaluasi dan ditindak lanjuti.

**Kata Kunci :** *Efektivitas, Undang-Undang Nomor 23 Tahun 2006, Desa Borong Pa'la'la.*

## ABSTRACT

**NURINDAH SARI. 2025. *Effectiveness of Family Card Introduction Letter Making Services at Borong Pa'la'la Village Office, Gowa Regency. Thesis. Department of Management, Faculty of Economics and Business, Muhammadiyah University of Makassar. Supervised by: Moh Aris Pasigai and Nasrullah***

This study aims to determine the effectiveness of the Family Card (KK) cover letter making service at the Borong Pa'la'la Village Office, Pattallassang District, Gowa Regency. This study uses a qualitative research method with a field study approach.

According to Law Number 23 of 2006 concerning Population Administration, a family card (KK) is a family identity card containing data on the composition, relationships and number of family members. The Borong Pa'la'la Village Office functions as a means of public service that implements a population administration service system, which is one type of service that is very important in every village including making family cards. In this study, the implementation of family card issuance services carried out at the Borong Pa'la'la Village Office is in a fairly good category but still has several obstacles such as limited facilities and infrastructure, in carrying out their duties bureaucratic officials have not been fully able to act professionally in carrying out their duties which need to be evaluated and followed up.

**Keywords:** *effectiveness, Law Number 23 of 2006, Borong Pa'la'la Village.*

