

ABSTRAK

Jaelan Usman dan Iswadi Amiruddin. Evaluasi Penerapan Standar Pelayanan Minimal (SPM) pada Dinas Kependudukan dan Pencatatan Sipil di Mall Pelayanan Publik Kabupaten Barru.

Pelayanan publik merupakan aspek penting dalam mewujudkan tata kelola pemerintahan yang baik, namun dalam praktiknya masih ditemukan berbagai permasalahan seperti lamanya waktu pelayanan, keterbatasan sumber daya, serta kurangnya kepastian proses dalam administrasi kependudukan. Oleh karena itu, pemerintah menerapkan Standar Pelayanan Minimal (SPM) melalui Mall Pelayanan Publik sebagai upaya meningkatkan kualitas layanan. Penelitian ini bertujuan untuk mengevaluasi penerapan Standar Pelayanan Minimal (SPM) pada Dinas Kependudukan dan Pencatatan Sipil Kabupaten Barru di Mall Pelayanan Publik.

Metode penelitian yang digunakan adalah pendekatan kualitatif dengan tipe deskriptif, dengan teknik pengumpulan data melalui observasi, wawancara, dan dokumentasi. Penelitian ini menggunakan teori evaluasi kebijakan William N. Dunn yang meliputi indikator efektivitas, efisiensi, kecukupan, keadilan, responsivitas dan ketepatan.

Hasil penelitian menunjukkan bahwa penerapan SPM di Mall Pelayanan Publik Kabupaten Barru secara umum telah berjalan cukup efektif, ditandai dengan meningkatnya akses layanan, kemudahan proses, serta peningkatan kepemilikan dokumen kependudukan. Namun demikian, masih terdapat kendala seperti lamanya waktu tunggu akibat antrian, gangguan jaringan, serta keterbatasan sumber daya manusia. Dengan demikian, dapat disimpulkan bahwa penerapan SPM telah berjalan cukup baik, namun masih memerlukan perbaikan agar pelayanan menjadi lebih optimal.

Kata kunci: evaluasi, Standar Pelayanan Minimal (SPM), Disdukcapil, Mall Pelayanan Publik, Kabupaten Barru

ABSTRACT

Supervised by Jaelan Usman and Iswadi Amiruddin. Evaluation of the Implementation of Minimum Service Standards (SPM) at the Department of Population and Civil Registration in the Public Service Mall of Barru Regency.

Public service is a crucial aspect in achieving good governance; however, in practice, several issues remain, such as long service times, limited resources, and lack of certainty in population administration processes. Therefore, the government implements Minimum Service Standards (SPM) through Public Service Malls to improve service quality. This study aims to evaluate the implementation of Minimum Service Standards (SPM) at the Department of Population and Civil Registration of Barru Regency in the Public Service Mall.

This research uses a qualitative approach with a descriptive type, with data collection techniques including observation, interviews, and documentation. This study applies William N. Dunn's policy evaluation theory, which includes effectiveness, efficiency, adequacy, fairness, responsiveness and accuracy.

The results show that the implementation of SPM in the Public Service Mall of Barru Regency has generally been quite effective, as indicated by improved service access, easier processes, and increased ownership of population documents. However, several obstacles remain, such as long waiting times due to queues, network disruptions, and limited human resources. In conclusion, the implementation of SPM has been running fairly well, but improvements are still needed to achieve optimal service quality.

Keywords: *Evaluation, Minimum Service Standards (SPM), Disdukcapil, Public Service Mall, Barru Regency*