

ABSTRACT

This research aims to determine the quality of public services and factors inhibiting public services at the Rangkiling Simpang Village office, Mandiangin District, Sarolangun Regency.

This research is descriptive research with a qualitative approach. Namely research that aims to describe and describe events found in the field and present data systematically, factually and accurately regarding facts or phenomena that occur in the field during the research process. Data collection techniques were carried out by means of observation, interviews and documentation. The informants in this research were 1 village head, 1 service officer and 6 community members who were service users as supporting informants. Data analysis in this research is data reduction, data presentation and drawing conclusions. Meanwhile, checking the validity of the data uses source triangulation.

The results of the research show the following, namely the cause of the less than optimal quality of public services at the Rangkiling Simpang village office, Mandiangin subdistrict, Srolangun district, is caused by several indicators, namely the dimensions of Tangibility, Reliability, Responsiveness. Factors inhibiting the public service process at the Ragkiling Simpang village office are problems with aspects of facilities, infrastructure, incompetent human resources and community human resources.

Keywords : Public Service, Village Office

INTISARI

Penelitian ini bertujuan untuk mengetahui kualitas pelayanan publik dan faktor penghambat pelayanan publik di kantor Desa Rangking Simpang Kecamatan Mandiangin Kabupaten Sarolangun.

Penelitian ini merupakan penelitian deskriptif dengan pendekatan kualitatif. Yaitu penelitian yang bertujuan untuk menggambarkan dan mendeskripsikan peristiwa yang ditemukan di lapangan dan menyajikan data secara sistematis, faktual dan akurat mengenai fakta-fakta atau fenomena yang terjadi di lapangan selama proses penelitian berlangsung. Teknik pengumpulan data dilakukan dengan cara observasi, wawancara dan dokumentasi. Adapun informan dalam penelitian ini yaitu 1 orang kepala desa, 1 orang petugas layanan dan 6 orang masyarakat yang merupakan pengguna layanan sebagai informan pendukung. Analisis data dalam penelitian ini yaitu reduksi data, penyajian data dan penarikan kesimpulan. Sedangkan pemeriksaan keabsahan data menggunakan triangulasi sumber.

Hasil penelitian menunjukkan sebagai berikut, yaitu penyebab kurang maksimalnya kualitas pelayanan publik di kantor desa rangking simpang kecamatan mandiangin kabupaten sarolangun disebabkan oleh beberapa indikator yaitu dimensi *Tangibel, Reliability, Responsiveness*. Faktor penghambat proses pelayanan publik di kantor desa Rangking Simpang yaitu masalah aspek-aspek sarana, prasarana, SDM aparatur yang kurang kompeten dan SDM Masyarakat.

Kata Kunci : Pelayanan Publik, Kantor Desa