

ABSTRAK

Elly Widiarti, 17215410, Pelaksanaan Pelayanan Prima (Studi Kasus di Kantor Dinas Kependudukan dan Catatan Sipil, Kabupaten Kediri, Jawa Timur), Skripsi, Fakultas Ilmu Sosial dan Ilmu Politik, 2021

xii + 98 halaman, 2 lampiran

Penelitian ini bertujuan untuk mendeskripsikan dan menganalisis pelaksanaan pelayanan prima di Kantor Dinas Kependudukan dan Catatan Sipil Kabupaten Kediri, serta mendeskripsikan dan menganalisis faktor yang mendukung atau menghambat pelaksanaan pelayanan prima di Kantor Dinas Kependudukan dan Catatan Sipil Kabupaten Kediri. Fokus dalam penelitian ini meliputi sikap (*attitude*), kemampuan (*ability*), perhatian (*attention*), tindakan (*action*), tanggung jawab (*accountability*), dan penampilan (*appearance*).

Pendekatan yang digunakan dalam penelitian ini adalah pendekatan kualitatif. Narasumber dalam penelitian ini berjumlah 4 orang. Teknik pengumpulan data dalam penelitian ini meliputi wawancara dan observasi yang ditulis dalam catatan lapangan. Keabsahan data dikaji dengan 2 metode yakni triangulasi dan ketekunan pengamatan. Sementara itu, teknik analisis data mengacu pada Miles dan Huberman (2018).

Kesimpulan yang dapat ditarik yaitu pelaksanaan pelayanan prima di Kantor Dinas Kependudukan dan Catatan Sipil Kabupaten Kediri belum sepenuhnya 100% baik, masih ada beberapa yang perlu diperbaiki dan dievaluasi. Hambatan yang ditemui adalah sumber daya manusia yang tidak sebanding dengan pemohon dan sarana dan prasarana.

Kata Kunci : Pelayanan Prima, Disdukcapil, hambatan, sikap, penampilan

ABSTRACT

Elly Widiarti, 17215410, Implementation of Excellent Service (Case Study at the Population and Civil Registry Office, Kediri Regency, East Java), Thesis, Faculty of Social and Political Sciences, 2021.

xxi + 98 Pages, 2 attachments

This study aims to describe and analyze the implementation of excellent service at the Kediri Regency Population and Civil Registry Office, as well as describe and analyze the factors that support or hinder the implementation of excellent service at the Kediri Regency Population and Civil Registry Office. The focus in this study includes attitude, ability, attention, action, accountability, and appearance.

The approach used in this study is qualitative. The resource persons in this study amounted to 4 people. Data collection techniques in this study include interviews and observations written in field notes. The validity of the data was assessed by 2 methods, namely triangulation, and persistence of observation. Meanwhile, the data analysis technique refers to Miles and Huberman (2018).

The conclusion that can be drawn is that the implementation of excellent service at the Kediri Regency Population and Civil Registry Office is not yet 100% good, there are still some that need to be improved and evaluated. The obstacles encountered are human resources that are not comparable to the applicant and facilities and infrastructure.

Keywords: Excellent Service, Department of Population and Civil Registry, barriers, attitudes, appearance.