

Summary

Su'ut Masrul Khosiah, NIM:202102020082, QUALITY OF SERVICE ADMINISTRATION DISTRICT (PATEN) IN THE OFFICE INTEGRATED SAWAHAN DISTRICT NGANJUK DISTRICT IN 2023. Supervisor I: Dr.M.Daimul Abror, M.Si. Supervisor II: Dr.Imam Fachruddin,M.Si.

District Integrated Administrative Services (PATEN) is implementation of public services in the District from the application stage to aims to the stage of publishing documents in one place.This research analyzing Service Quality and analyzing Supporting Factors and Factors obstacles to the Quality of District Integrated Administrative Services (PATEN) in subdistrict.The research method used is qualitative.Technique data collection used was observation, interviews and documentation.

The dimensions of integrated sub-district administrative services can be seen from five indicator.The research results show that administrative services are integrated sub-district there are still two dimensions that have not been achieved, namely Tangibles (evidence physical), Reliability (reliability). In the tangibles dimension, there are indicators that are not yet effective, namely the facilities and infrastructure owned by the Sawahan District Office because the room for recording E-KTP is narrow and often leaks, it is not yet available the air conditioner (AC), the E-KTP recording computer is damage, the parking lot is limited not spacious enough, toilet not clean. In the dimension of reliability there are indicators that are not yet effective, namely that not all employees are able to use them technology. So District Integrated Administrative Services (PATEN) in the Office Sawahan District in 2023 Lacks Quality.

Keywords: Service Quality, District Integrated Administrative Services (PATEN), District