

RINGKASAN

Agnes Kristalia Meika Putri. 21105520044. *Analisis Kinerja Pegawai Dalam Pelayanan Masyarakat Bidang Pembuatan Akta Kelahiran di Kantor Desa Sanankulon Kecamatan Sanankulon Kabupaten Blitar*". Di bawah bimbingan : 1. Muhammad Nasyiruddin, S.Ag., MM. , 2. Dr. Endah Siswati, S.I.P., M.S.W.,

Pelayanan pembuatan akta kelahiran merupakan bagian krusial dalam administrasi kependudukan karena akta kelahiran berfungsi sebagai bukti legal atas identitas seseorang sekaligus menjamin hak-hak sipil setiap warga negara. Dalam konteks ini, kantor desa memiliki peranan penting dalam menyediakan layanan administratif bagi masyarakat, termasuk layanan terkait akta kelahiran. Tingkat kepuasan masyarakat terhadap layanan ini dapat diukur melalui persepsi mereka terhadap kinerja pegawai yang terlibat dalam proses pelayanan. Penelitian ini bertujuan untuk mengevaluasi kinerja pegawai dalam memberikan layanan pembuatan akta kelahiran serta mengidentifikasi berbagai faktor yang mendukung maupun menghambat pelaksanaan layanan tersebut di Kantor Desa Sanankulon. Metode penelitian yang digunakan kualitatif, dengan pengumpulan data melalui wawancara, observasi langsung, dan dokumentasi. Proses analisis dilakukan melalui tahapan pengumpulan data, reduksi data, serta penarikan kesimpulan. Evaluasi terhadap kinerja pegawai dalam penelitian ini didasarkan pada lima indikator utama menurut Dwiyanto (2006), yaitu produktivitas, kualitas layanan, responsivitas, tanggung jawab, dan akuntabilitas.

Hasil temuan menunjukkan bahwa secara keseluruhan, kinerja aparatur dalam memberikan layanan akta kelahiran di Kantor Desa Sanankulon tergolong cukup baik, walaupun belum sepenuhnya memenuhi kelima indikator menurut Dwiyanto. Beberapa faktor pendukung keberhasilan pelayanan antara lain adalah jumlah sumber daya manusia yang memadai dan tersedianya fasilitas pelayanan yang memadai. Namun, terdapat pula sejumlah hambatan seperti keterbatasan sarana, rendahnya kesadaran masyarakat terkait pentingnya akta kelahiran, kendala teknis pada sistem atau jaringan, serta ketidaklengkapan dokumen yang diajukan oleh pemohon.

Kata Kunci : Pelayanan Administrasi, Akta Kelahiran, Kinerja Pegawai.

ABSTRACK

Agnes Kristalia Meika Putri. 21105520044. *"Employee Performance Analysis in Public Service in the Field of Birth Certificate Making at the Sanankulon Village Office, Sanankulon District, Blitar Regency"*. Under the guidance of: 1. Muhammad Nasyiruddin, S.Ag., MM., 2. Dr. Endah Siswati, S.I.P., M.S.W.,

The service of birth certificate services is a crucial aspect of population administration, as a birth certificate serves as legal proof of a person's identity and ensures the protection of citizens' civil rights. In this context, the village office plays a significant role in delivering administrative services to the community, including those related to birth certificate issuance. Public satisfaction with this service can be measured by their perceptions of the performance of the staff involved in the process. This study aims to evaluate the performance of the staff in providing birth certificate services and to identify the supporting and inhibiting factors in the implementation of these services at the Sanankulon Village Office. The research uses a qualitative method, with data collected through interviews, direct observations, and documentation. The data analysis process includes data collection, data reduction, and conclusion drawing. The evaluation of staff performance in this study is based on five main indicators proposed by Dwiyanto (2006), namely productivity, service quality, responsiveness, responsibility, and accountability.

The findings show that, in general, the performance of the village officials in providing birth certificate services at the Sanankulon Village Office is relatively good, although it does not fully meet all five of Dwiyanto's performance indicators. Several supporting factors for effective service delivery include an adequate number of human resources and sufficient service facilities. However, several obstacles remain, such as limited infrastructure, low public awareness regarding the importance of birth certificates, technical issues with systems or networks, and incomplete application documents submitted by applicants.

Keywords : Administrative services, Birth Certificates, Employee Performance.