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**KINERJA PEGAWAI DALAM MENINGKATKAN KUALITAS
PELAYANAN PUBLIK DI KELURAHAN SONGGOKERTO KECAMATAN
BATU KOTA BATU**

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RINGKASAN

Penelitian ini membahas tentang kinerja pegawai dalam meningkatkan kualitas pelayanan publik di Kelurahan Songgokerto, Kecamatan Batu, Kota Batu. Latar belakang penelitian ini didasarkan pada pentingnya pelayanan publik sebagai fungsi utama pemerintah dalam memenuhi kebutuhan masyarakat. Namun, dalam pelaksanaannya masih ditemukan berbagai permasalahan seperti keterbatasan jumlah pegawai, kurang optimalnya sarana dan prasarana, serta masih adanya kesalahan dalam proses administrasi. Penelitian ini bertujuan menganalisis kinerja pegawai dalam meningkatkan kualitas pelayanan publik serta mengidentifikasi faktor pendukung dan penghambat dalam pelaksanaan pelayanan di Kelurahan Songgokerto. Penelitian ini menggunakan metode kualitatif deskriptif. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Informan penelitian terdiri dari pegawai kelurahan dan masyarakat sebagai pengguna layanan. Analisis data dilakukan melalui tahap reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa kinerja pegawai dalam memberikan pelayanan publik sudah cukup baik, namun belum optimal. Hal ini terlihat dari upaya pegawai dalam melayani masyarakat sesuai prosedur yang ada, tetapi masih terdapat kendala seperti keterbatasan sumber daya manusia, kurangnya ketelitian dalam pembuatan dokumen, serta sistem pelayanan yang terkadang mengalami gangguan. Faktor pendukung dalam peningkatan kualitas pelayanan meliputi adanya Standar Operasional Prosedur (SOP), penggunaan teknologi, serta komitmen pegawai dalam melayani masyarakat. Sedangkan faktor penghambat meliputi keterbatasan jumlah pegawai, sarana dan prasarana yang belum memadai, serta permasalahan dalam pengelolaan data kependudukan.

Kata kunci: Kinerja Pegawai, Kualitas pelayan Publik, Kelurahan

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***Employee Performance in Improving the Quality of Public Services at
Songgokerto Village, Batu Sub-District, Batu City.”***

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SUMMARY

This study discusses the performance of employees in improving the quality of public services at the Songgokerto Village Office, Batu District, Batu City. The background of this research is based on the importance of public services as a primary function of the government in meeting community needs. However, in its implementation, various problems are still found, such as the limited number of employees, suboptimal facilities and infrastructure, and errors that still occur in administrative processes. This study aims to analyze employee performance in improving the quality of public services and to identify the supporting and inhibiting factors in service implementation at the Songgokerto Village Office. This research uses a descriptive qualitative method. Data collection techniques were carried out through observation, interviews, and documentation. The research informants consisted of village office employees and the community as service users. Data analysis was conducted through the stages of data reduction, data presentation, and drawing conclusions.

The results of the study indicate that employee performance in delivering public services is fairly good, but not yet optimal. This can be seen from the efforts of employees to serve the community in accordance with established procedures; however, there are still obstacles such as limited human resources, lack of accuracy in document preparation, and service systems that occasionally experience disruptions. Supporting factors in improving service quality include the existence of Standard Operating Procedures (SOP), the use of technology, and employees' commitment to serving the community. Meanwhile, inhibiting factors include the limited number of employees, inadequate facilities and infrastructure, and issues in managing population administration data

Keywords: *Employee Performance, Public Service Quality, Urban Village*