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# ABSTRAK

**SUKMAWATI M KASIM,** 2020. "*Kualitas Pelayanan Aparatur Desa Pada Kantor Desa Labuan Kecamatan Ratolindo Kabupaten Tojo Una-Una"*. Dibimbing oleh A.Y. Walenta dan Karmila Akib.

Kata Kunci: *Kualitas Pelayanan*

Penelitian ini bertujuan untuk mengetahui (1) kualitas pelayanan aparatur di desa Labuan Kecamatan Ratolindo Kabupaten Tojo Una-una, (2) Faktor pendukung dan penghambat pelayanan di desa Labuan Kecamatan Ratolindo Kabupaten Tojo Una-una, metode penelitian ini adalah penelitian deskriptif dengan pendekatan kualitatif. Penelitian deskriptif kualitatif merupakan penelitian yang bertujuan untuk menggambarkan dan mendeskripsikan peristiwa maupun fenomena yang terjadi di lapangan dan menyajikan data secara sistematis, faktual, dan akurat mengenai fakta-fakta atau fenomena-fenomena yang terjadi di lapangan. Pengumpulan data dilakukan dengan teknik observasi, wawancara, dan dokumentasi. Analisis data dalam penelitian ini menggunakan tiga komponen yang terdiri dari reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian ini menunjukan bahwa (1) Kualitas pelayanan di desa Labuan Kecamatan Ratolindo Kabupaten Tojo Una-una sudah diterapkan dimensi *Tangible, Reliability, Responsiviness, Assurance* dan *Emphaty* beserta indikatornya. Namun ada beberapa indikator yang belum berjalan sesuai dengan keinginan masyarakat, antara lain ketidak nyamanan tempat pelayanan termasuk sarana dan prasarana, belum ahlinya aparatur dalam menggunakan alat bantu dan ketidak ramahan aparatur dalam proses pelayanan. (2) Faktor penghambat pelaksanaan pelayanan di desa Labuan Kecamatan Ratolindo Kabupaten Tojo Una-una adalah kurangnya sumber daya aparatur dan masih kurangnya sarana prasarana. Sedangkan faktor pendukungnya adalah semangat yang diberikan aparatur satu sama lain, sering mengadakan rapat evaluasi setiap tiga bulan kemudian memberikan penanaman kesadaran melayani masyarakat dengan ikhlas dan adanya fasilitas berupa alat bantu untuk memudahkan proses pelayanan di desa Labuan Kecamatan Ratolindo Kabupaten Tojo Una-una.

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## ABSTRACT

**SUKMAWATI M KASIM,** 2020. "Service Quality of Village Apparatus at the Labuan Village Office, Ratolindo Sub District, Tojo Una-Una District". Supervised by A.Y. Walenta and Karmila Akib.

**Keywords:** Service Quality

The objectives of the research were to find out (1) the service quality of civil servant in Labuan Village, Ratolindo District, Tojo Una-una Regency, (2) Supporting and inhibiting factors for service in Labuan Village, Ratolindo District, Tojo Una-una Regency, this research method is descriptive research with a qualitative approach. Qualitative descriptive research is research that aims to describe events and phenomena that occur in the field and present data systematically, factually, and accurately regarding facts or phenomena that occur in the field. Data collection was done by using observation, interview and documentation techniques. Data analysis in this study used three components consisting of data reduction, data presentation, and conclusion drawing. The results of this study indicate that (1) the quality of service in the village of Labuan, Ratolindo District, Tojo Una-una Regency has been applied dimensions of Tangible, Reliability, Responsiveness, Assurance and Emphaty along with its indicators. However, there are a number of indicators that have not worked according to the wishes of the community, including the inconvenience of the service location, including facilities and infrastructure, the apparatus is not yet skilled at using tools and the apparatus' unfamiliarity with the service process. (2) The inhibiting factor for the implementation of services in Labuan Village, Ratolindo District, Tojo Una-una Regency is the lack of apparatus resources and the lack of infrastructure. While the supporting factors are the enthusiasm given by the apparatus to one another, often holding evaluation meetings every three months, then providing awareness to serve the community sincerely and the existence of facilities in the form of tools to facilitate the service process in the village of Labuan, Ratolindo District, Tojo Una-una Regency.

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