

## ABSTRAK

**WAHYU NANANG PRATAMA, 2022.** ‘*Kualitas Pelayanan Publik di Kantor Kelurahan Moengko Baru Kecamatan Poso Kota Kabupaten Poso*’. Dibimbing oleh Abd. Khalid Hs. Pandipa, dan Rilfayanti Thomassawa.

Kata Kunci : *Kualitas, Pelayanan*

Penelitian ini bertujuan untuk mengetahui bagaimana Kualitas Pelayanan Publik di Kantor Kelurahan Moengko Baru Kecamatan Poso Kota Kabupaten Poso, serta faktor-faktor yang mempengaruhinya. Informan dalam penelitian ini berjumlah 13 orang. Penelitian ini menggunakan metode deskriptif kualitatif, dengan teknik pengumpulan data menggunakan observasi, wawancara, dan dokumentasi. Hasil penelitian menunjukkan bahwa kualitas pelayanan publik di kantor Kelurahan Moengko Baru berdasarkan dimensi kualitas pelayanan yaitu *tangible, reliability, responsiveness, assurance, dan empathy* secara keseluruhan sudah optimal. Adapun faktor pendukung kualitas pelayanan publik di kantor Kelurahan Moengko baru yaitu ketepatan penyampaian informasi, hubungan baik antara pegawai kantor dan masyarakat, semangat pegawai dalam melayani masyarakat, dan saling mengingatkan mengenai pelayanan prima. Sedangkan faktor penghambat kualitas pelayanan publik di kantor Kelurahan Moengko Baru yaitu kurangnya fasilitas pendukung pelayanan administrasi dan pelayanan kebersihan, ketidak hadiran beberapa pejabat Kelurahan, kehadiran pejabat dan pegawai, dan sumber daya pegawai.



## ABSTRACT

**WAHYU NANANG PRATAMA, 2022.** "The Quality of Public Services at The Office of Moengko Baru Village, Poso City District, Poso Regency". Supervised by Abd. Khalid Hs. Pandipa, and Rilfayanti Thomassawa.

Keywords : Quality, Service

This study aim to determine how the quality of Public Service in the village office of Moengko Baru, Poso city district, Poso regency, as well as the factors that influence it. Informants in this study amounted to 13 people. This study uses qualitative descriptive method, with data collection techniques using observation, interviews, and documentation. The result showed that the quality of public services in the village office of Moengko Baru based on the dimensions of service quality that is tangible, reliability, responsiveness, assurance, and empathy as a whole is optimal. The factors supporting the quality of Public Services in the village office of Moengko Baru is the accuracy of the delivery of information, good relation between employees with the community, the spirit of employees in serving the community, and remind each others about excellent service. While the factors inhibiting the quality of public services in village office of Moengko Baru is the lack of supporting facilities for administrative and cleaning service, the absence of some village official, the presence village official and employees, and employee resources.