

ABSTRAK

Suciyawati, Ni Putu (2022), *Analisis Kinerja Pelayanan Publik Pada Kantor SAMSAT Kabupaten Karangasem*. Tesis, Ilmu Manajemen, Program Pascasarjana, Universitas Pendidikan Ganesha.

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Kata-kata kunci : Kinerja, Pelayanan Publik

Penelitian ini bertujuan untuk mendeskripsikan kinerja pelayanan publik di kantor SAMSAT Kabupaten Karangasem atas beberapa kategori, yaitu : (1) kinerja pelayanan publik, (2) kendala dalam pencapaian kinerja pelayanan publik, dan (3) solusi yang dilakukan dalam pencapaian kinerja pelayanan publik. Sampel dalam penelitian ini adalah 11 orang pegawai di kantor SAMSAT Kabupaten Karangasem. Penentuan sampel dalam penelitian ini menggunakan purposive sampling, yang mengambil sampel dari pegawai yang sudah lama bekerja di kantor SAMSAT Kabupaten Karangasem dan pegawai yang memiliki jabatan tinggi di kantor SAMSAT Kabupaten Karangasem. Metode penelitian deskriptif dengan pendekatan kualitatif. Pengumpulan data pada penelitian ini dilakukan dengan observasi, wawancara mendalam, dan dokumentasi. Hasil penelitian menunjukkan bahwa : (1) Kinerja pelayanan publik di kantor SAMSAT Kabupaten Karangasem baik dilihat dari capaian kinerja, inovasi layanan, pelaksanaan SOP pelayanan, efisiensi layanan, dan daya tanggap; (2) Kendala dalam pencapaian pelayanan publik di kantor SAMSAT Kabupaten Karangasem dibagi menjadi 2 yaitu faktor internal yaitu rasa jenuh dan kurangnya motivasi, sedangkan faktor eksternal yaitu sumber daya manusia terbatas, sarana dan prasarana, lingkungan kerja, kurangnya pelatihan; (3) Solusi dalam pencapaian kinerja pelayanan publik di kantor SAMSAT Kabupaten Karangasem yaitu reward dan punishment, pelatihan, dan evaluasi kerja secara berkala.

ABSTRACT

This study aims to describe the performance of public services in the Karangasem Regency SAMSAT office for several categories: (1) public service performance, (2) obstacles in achieving public service performance, and (3) solutions implemented in achieving public service performance. The sample in this study were eleven employees at the Karangasem District SAMSAT office. Determination of the sample in this study used purposive sampling, which took samples from employees who had worked for a long time at the Karangasem Regency SAMSAT office and employees who had high positions at the Karangasem Regency SAMSAT office. Descriptive research method with a qualitative approach. Data collection in this study was carried out using observation, in-depth interviews, and documentation. The results of the study show that: (1) The performance of public services at the Karangasem Regency SAMSAT office is good in terms of performance achievements, service innovation, implementation of service SOPs, service efficiency, and responsiveness; (2) Obstacles in achieving public services at the Karangasem Regency SAMSAT office are divided into 2, internal factors, boredom and lack of motivation, while external factors, limited human resources, facilities and infrastructure, work environment, lack of training; (3) Solutions for achieving public service performance at the Karangasem Regency SAMSAT office, reward and punishment, training, and periodic work evaluations. This study aims to describe the performance of public services at the Karangasem Regency SAMSAT office for several categories: (1) performance of public services, (2) obstacles in achieving public service performance, and (3) solutions made in achieving public service performance. The sample in this study were 11 employees at the Karangasem District SAMSAT office. Determination of the sample in this study used purposive sampling, which took samples from employees who had worked for a long time at the Karangasem Regency SAMSAT office and employees who had high positions at the Karangasem Regency SAMSAT office. Descriptive research method with a qualitative approach. Data collection in this study was carried out using observation, in-depth interviews, and documentation. The results of the study show that: (1) The performance of public services at the Karangasem Regency SAMSAT office is good in terms of performance achievements, service innovation, implementation of service SOPs, service efficiency, and responsiveness; (2) Obstacles in achieving public services at the Karangasem Regency SAMSAT office are divided into 2, internal factors, boredom and lack of motivation, while external factors, limited human resources, facilities and infrastructure, work environment, lack of training; (3) Solutions in achieving public service performance at the Karangasem Regency SAMSAT office, reward and punishment, training, and periodic work evaluations.

Keywords: Performance, Public Service