

## **ABSTRAK**

### **KINERJA APARAT KANTOR CAMAT MEMBERIKAN PELAYANAN ADMINISTRASI KEPADA MASYARAKAT DI KECAMATAN BLANGPIDIE ACEH BARAT DAYA**

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Kemampuan kerja Aparat Kecamatan Blangpidie dalam memberikan pelayanan administrasi yang baik kepada masyarakat dapat dilihat dan diukur dari prinsip-prinsip pelayanan kepada masyarakat, apakah pelayanan sudah dilaksanakan secara konsisten dan konsekuen oleh aparatur kecamatan terhadap masyarakat yang bersangkutan. Evaluasi terhadap pelayanan administrasi kepada masyarakat selalu menjadi isu penting bagi pemerintah Blangpidie manakala akan melakukan evaluasi, baik dalam rangka penilaian kepada jajarannya maupun dalam rangka pembinaan untuk meningkatkan kualitas pelayanan administrasi kepada masyarakat. Sejalan dengan hal itu maka dipandang perlu untuk melakukan penelitian yang khusus kepada kinerja aparat dalam memberikan pelayanan administrasi kepada masyarakat. Penelitian ini difokuskan kepada masalah bagaimana kinerja aparat kecamatan dalam memberikan pelayanan administrasi kepada masyarakat. Berdasarkan desain penelitian yang dirancang, maka tipe penelitian ini adalah penelitian bersifat deskriptif dengan pendekatan kualitatif. Berdasarkan hasil penelitian dapat disimpulkan bahwa, pelayanan dibidang administrasi kemasyarakatan yang dilaksanakan oleh aparatur kecamatan Blangpidie masih kurang baik. Hal ini terlihat dari pencapaian kinerja menurut aparatur dan masyarakat berada pada kategori sedang atau mencukupi. Berdasarkan itu diketahui pula bahwa kedisiplinan aparatur kecamatan Blangpidie masih kurang baik, pemberian pelayanan sudah cepat, aparatur kecamatan sudah tanggap terhadap keluhan masyarakat dan cepat dalam penanganan keluhan masyarakat, aparatur kecamatan juga sudah memahami kebutuhan masyarakat, dan pemberian pelayanan kepada semua lapisan masyarakat tanpa pandang bulu. Bila dilihat dari tingkat kepuasannya, masyarakat umumnya sudah merasa puas dengan kinerja aparatur kecamatan Blangpidie, walaupun kepuasan tersebut belum dirasakan dengan maksimal. Sehubungan dengan itu maka disarankan agar pemerintah kecamatan Blangpidie sudah selayaknya meningkatkan kedisiplinan, dan menerapkan sistem PATEN agar kedepan pelayanan yang di berikan kepada masyarakat semakin baik.

**Kata Kunci : Kinerja Aparat Kantor Camat, Pelayanan Administrasi,  
Masyarakat**

***ABSTRACT***

**PERFORMANCE OF THE APPARATUS IN THE SUBDISTRICT  
ADMINISTRATION PROVIDES SERVICES TO THE COMMUNITY  
IN SUBDISTRICT BLANGPIDIE ACEH BARAT DAYA**

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The ability performance of subdistrict in providing administrative service Blangpidie is good to society viewed and measured from what the principles of service to the community have been conducted on a consistent basis and consequently by the subdistrict level apparatus. Evaluation of administrative service to the community has always been an important issue for the Government, while will do evaluation Blangpidie, both in the framework of the assessment of the range and in order to improve the quality of construction of the administrative service to the community. In line with it then it is considered necessary to do research that is specific to the performance of the apparatus is in providing administrative service to the community. This research is focused on the issue of how the performance of the apparatus in the subdistrict Administration provides services to the community. Based on the design of the research is designed, then the type of this research is descriptive research is a qualitative approach. Based on the results of the study it can be concluded that, arguably viable administrative services performed by the apparatus are still less well Blangpidie district. This is apparent from the achievement of performance according to the apparatus and the community is on the category was or would be adequate. On that note that discipline apparatus is still less well Blangpidie sub-district, granting of services sub-district apparatus quickly, already been responsive to complaints and complaint handling in the community, the district also already understand the reform needs of the community, and the provision of services to all walks of life indiscriminately. When viewed from his level of satisfaction, the community has generally been satisfied with the performance of the apparatus, notwithstanding that sub-district Blangpidie have perceived satisfaction with the maximum. In connection with it then it is recommended that the Government should already have Blangpidie sub-district improve discipline, and apply the PATENT system so that in the future the Ministry in provide to society the better.

**Keywords: Performance District Office Personnel, Administrative Services,  
Public**