

RINGKASAN

PARAMETER KINERJA PELAYANAN PUBLIK

Studi tentang Pelayanan publik pada Dinas Kependudukan dan Catatan Sipil Kabupaten Sidoarjo

Pengukuran kinerja terhadap suatu pelayanan publik adalah isu yang berkembang pada beberapa tahun terakhir. Berdasarkan hasil survei yang telah dilakukan bahwa kinerja pelayanan publik di Indonesia maka perlu dilakukan penelitian terhadap suatu kinerja pelayanan publik di daerah khususnya pelayanan publik yang diselenggarakan Kabupaten Sidoarjo yakni pada Dinas Kependudukan dan Catatan Sipil.

Penelitian ini diharapkan dapat memetakan dan mendeskripsikan kinerja pelayanan publik yang diselenggarakan oleh Dinas Kependudukan dan Catatan Sipil Kabupaten Sidoarjo. Selanjutnya penelitian ini menggunakan metode deskriptif agar dapat mendeskripsikan keadaan subyek/obyek penelitian berdasarkan fakta-fakta lapangan. Sumber data primer diperoleh dari pejabat struktural, petugas yang langsung berhadapan dengan pengguna jasa serta dari pihak pengguna jasa sendiri. Teknik pengumpulan datanya dilakukan melalui wawancara mendalam, observasi dan dokumentasi.

Hasil penelitian ini menunjukkan bahwa kinerja pelayanan publik yang dilakukan oleh Dinas Kependudukan dan Catatan Sipil Kabupaten Sidoarjo tergolong cukup baik hanya saja pertama bila dilihat dari sisi akuntabilitas pelayanan publik kurang akuntabel dan tidak konsisten dalam memberikan pelayanan kepada pengguna jasa. Seharusnya petugas dalam memberikan pelayanan tidak terpaku pada prosedur tetap saja tetapi harus kreatif dan berani memberikan solusi terhadap permasalahan pengguna jasa. Kedua dari sisi orientasi terhadap pelayanan, petugas masih belum sepenuhnya berkonsentrasi penuh terhadap pelayanan publik karena rata-rata petugas memiliki pekerjaan lain diluar tugasnya sebagai pelayanan masyarakat. Selanjutnya ketiga masalah pemberian insentif pada Dinas Kependudukan dan Catatan Sipil Kabupaten Sidoarjo hanya didasarkan pada ketentuan formal, gaji, dan insentif cenderung mengabaikan *internal equity* dan *external equity*.

Bentuk saran yang direkomendasikan adalah dengan menyusun dan mengaplikasikan *customer's charter* dalam penyelenggaraan pelayanan publik, melakukan evaluasi secara teratur dengan periode waktu yang relatif singkat serta membangun sistem pemberian penghargaan yang relevan dengan beban kerja, keahlian dan harga kebutuhan pokok untuk hidup layak.

SUMMARY

THE PARAMETER OF PUBLIC SERVICE PERFORMANCE

A study about public service at Demography and Civil Registry
Department of Sidoarjo Regency

The measurement of performance toward such public service is the issue that grows in the recent years. Based on the survey result that have been done, it indicated that the performance of public service in Indonesia were still low. With tendency bad public service in Indonesia so it is necessary to study further the local public service performance especially public service which delivered by Sidoarjo Regency namely Demography and Civil Registry Department.

This research was hoped to map and describe the performance of public service that held by Demography and Civil Registry Department of Sidoarjo Regency. Then this research used descriptive method in order to describe the subject/object condition of research based on field facts. Primary data source was collected from structural officer, the officer who directly faced with service users and also from the service users. The data collection technique was done by deep-interview, observation and documentation.

This research result indicated that the performance of public service that delivered by Demography and Civil Registry Department of Sidoarjo Regency was characterized in enough level. First, if it was seen from public service accountability level, it was less accountable and not consistent in delivering the service for the user. The officer in delivering the service should not just focused on the procedure but they must creative and brave to give solution toward the service user's problems. Second, from the orientation side toward service, the officer still not yet concentrated fully on public service because in average the officer has side job beside their job as public officer. Then the third was the problem of incentive giving in Demography and Civil Registry Department of Sidoarjo Regency that just based on the formal provision, while the salary and incentive tended to ignore the internal equity and external equity.

The recommended suggestion form were arranging and applying the customer's charter in implementing public service, evaluating regularly with shorter time period and developing the rewarding system that relevant with job burden, skill and the primary needs cost for reasonable life condition.

ABSTRACT

THE PARAMETER OF PUBLIC SERVICE PERFORMANCE

A study of public service at Demography and Civil Registry Department of Sidoarjo Regency

The aim of this research is to describe the parameter of public service performance, identify leadership factor and incentive system which have impact on public service performance established by Sidoarjo Regency.

Descriptive study is used in order to be able to carefully measure social phenomena. It is done with building concept and collecting data. Hypotheses testing is not used in this research.

The result shows that public service performance of Demography and Civil Registry Department of Sidoarjo Regency can be categorized at the average level. The explanations are, first, the service is still less accountable and it is not consistent. The officials in delivering service must not too focus on the formal procedure. They should be creative and brave to give solution the problems faced by the user. Second, this institution is responsive to their user need. It is proper by the fact that some new fetching balls and one day service programs are held. Third, the officials can not give their fully attention to their service due to side jobs they have outside the office. And Fourth, the efficiency is average. It is showed by input and output which have met the formal procedure. The officials are quite friendly although the service room is too small, no air conditioner, uncomfortable chairs and some other thing that need to be improved. In accordance with leadership factor it is enough democratic. Decision making is made with the participation of staff, while incentive is given based on formal regulations. Incentive tends to be given without paying much consideration to the internal and external equity.

Keywords: public service, service performance, performance measurement.