

ABSTRAK

Pelayanan publik terkait administrasi kependudukan masih memiliki permasalahan seperti lamanya proses pelayanan hingga lamanya penerbitan dokumen kependudukan. Dalam rangka mengoptimalkan pelayanan maka instansi penyelenggara membutuhkan upaya-upaya untuk mengembangkan kapasitas organisasi. Maka dari itu, penelitian ini memiliki tujuan untuk menggambarkan penerapan *capacity building* organisasi dan mengidentifikasi faktor-faktor penghambat pengembangan kapasitas.

Penelitian yang dilakukan menggunakan metode penelitian kualitatif deskriptif. Lokasi penelitian berada di Dinas Kependudukan dan Pencatatan Sipil Kabupaten Sidoarjo. Informan dalam penelitian berjumlah 18, dengan rincian 6 Aparatur Sipil Negara, dan 12 masyarakat. Data yang dikumpulkan diperoleh melalui wawancara mendalam, observasi langsung, serta pemanfaatan dokumen.

Hasil penelitian menunjukkan bahwa penerapan *capacity building* organisasi pada pelayanan publik belum optimal. Beberapa indikator yang belum optimal yaitu visi dan misi yang belum dipahami keseluruhan oleh pegawai, struktur organisasi yang kurang efektif karena proses koordinasi tidak berjalan lancar, dan sistem informasi manajemen yang tidak dikuasai oleh pegawai, kemudian indikator yang berjalan dengan baik yaitu strategi pelayanan jemput bola di kecamatan dan sekolah serta menerapkan sistem antrean online dan peran kepemimpinan yang dapat meminimalisir kekurangan pada kapasitas organisasi. Terdapat berapa faktor penghambat pengembangan kapasitas seperti kapasitas kinerja karena kekurangan jumlah pegawai, kapasitas fasilitas ruang pelayanan yang kurang dan pengawasan yang kurang intensif.

Kata Kunci : Pengembangan Kapasitas, Pengembangan Kapasitas Organisasi, Pelayanan Publik

ABSTRACT

Public services related to population administration still have problems such as the length of the service process to the length of the issuance of population documents. In order to optimize services, the implementing agencies need efforts to develop organizational capacity. Therefore, this study aims to describe the application of organizational capacity building and identifying inhibiting factors for capacity building.

Research conducted using descriptive qualitative research methods. The location of the study was in the Department of Population and Civil Registration of Sidoarjo Regency. Informants in the study amounted to 18, with details of 6 Civil Servants, and 12 communities. Data collected was obtained through in-depth interviews, direct observation, and utilization of documents.

The results showed that the implementation of capacity building organizations in public services was not optimal. Some indicators that have not been optimal are vision and mission that have not been comprehensively understood by the employees, the organizational structure is less effective because the coordination process does not run smoothly, and the management information system is not controlled by employees, on the other hand there are indicators that run well, namely the pick-up service strategy ball in sub-districts and schools and implement online queue systems and leadership roles that can minimize deficiencies in organizational capacity. There are several inhibiting factors for capacity building such as performance capacity due to a lack of staff, lack of capacity of service room facilities and less intensive supervision.

Keywords : Capacity Building, Organizational Capacity Building, Public Service