ABSTRAK

TANTU. ANALISIS EFEKTIVITAS KINERJA PEGAWAI TERHADAP PENINGKATAN KUALITAS PELAYANAN PUBLIK PADA KANTOR DINAS PENANAMAN MODAL, PELAYANAN TERPADU SATU PINTU, TENAGA KERJA DAN TRANSMIGRASI (DPMPTSPNAKERTRANS) KABUPATEN TAKALAR.

Dibimbing oleh Surianti dan Henni Zainal.

Kinerja Pegawai Negeri Sipil acap mendapat sorotan dari berbagai kalangan. Bahkan, berbagai media massa hampir setiap hari memberitakan tentang buruknya kinerja Pegawai. Tujuan penelitian ini adalah untuk menganalisis efektivitas kinerja pegawai dan kualitas pelayanan pegawai pada Kantor Dinas Penanaman Modal, Pelayanan Terpadu Satu Pintu, Tenaga Kerja dan Transmigrasi Kabupaten Takalar.

Jenis penelitian ini adalah deskriptif kualitatif. Penelitian ini dilakukan di Kantor Dinas Penanaman Modal, Pelayanan Terpadu Satu Pintu, Tenaga Kerja dan Transmigrasi Kabupaten Takalar. Informan dalam penelitian ini sebanyak 10 orang. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan telaah dokumentasi.

Hasil penelitian menunjukkan bahwa kinerja pegawai belum efektif dalam meningkatkan kualitas pelayanan karena masih kurangnya kerja sama pegawai dalam menjalankan pekerjaannya, masih minimnya sumber daya yang dimiliki, dan masih minimnya pengawasan pimpinan sehari-hari. Selanjutnya, pelayanan yang diberikan kepada masyarakat belum berkualitas karena pegawai belum bisa memberikan layanan yang sesuai dengan harapan masyarakat. Dengan demikian, dapat disarankan agar pimpinan lebih meningkatkan peranannya dalam pengembangan pegawainya. Perlunya pimpinan dan bawahan untuk mengidentifikasi harapan masyarakat terkait dengan layanan yang akan diberikan kepada masyarakat tersebut agar harapannya terpenuhi.

Kata Kunci: Efektivitas Kinerja, Pelayanan Publik, Kualitas Pelayanan

ABSTRACT

TANTU. ***EMPLOYEE PERFORMANCE ANALYSIS TO IMPROVING THE QUALITY OF PUBLIC SERVICES AT THE OFFICE OF INVESTMENT, ONE DOOR INTEGRATED SERVICES, MANPOWER AND TRANSMIGRATION (DPMPTSPNAKERTRANS) TAKALAR DISTRICT***

Supervised by Surianti and Henni Zainal.

The performance of Civil Servants often gets the spotlight from various circles. In fact, various mass media almost every day report about the poor performance of employees. The purpose of this study was to analyze the effectiveness of employee performance and service quality of employees at the Office of the Office of Investment, One Stop Service, Manpower and Transmigration in Takalar Regency.

This type of research is descriptive qualitative. This research was conducted at the Office of the Office of Investment, One Stop Service, Manpower and Transmigration, Takalar Regency. There were 10 informants in this study. Data collection techniques were carried out through observation, interviews, and documentation review.

The results show that employee performance has not been effective in improving service quality because of the lack of employee cooperation in carrying out their work, the lack of resources, and the lack of daily leadership supervision. Furthermore, the services provided to the community have not been of good quality because employees have not been able to provide services that are in accordance with community expectations. Thus, it can be suggested that leaders further increase their role in the development of their employees. The need for leaders and subordinates to identify community expectations related to the services that will be provided to the community so that their expectations are fulfilled.

Keywords: Performance Effectiveness, Public Service, Service Quality