

## ABSTRAK

Tujuan dalam penelitian ini adalah untuk mengetahui bentuk- bentuk patologi birokrasi dan faktor-faktor yang menyebabkan terjadinya patologi birokrasi di Kota Probolinggo khususnya dalam penerimaan peserta didik baru jalur Zonasi pada tingkat sekolah dasar dan sekolah menengah pertama di lingkungan Dinas Pendidikan dan Kebudayaan Kota Probolinggo. Penelitian ini menggunakan pendekatan kualitatif, dan tipe penelitian adalah deskriptif. Adapun informan penelitian ini, Kepala Dinas Pendidikan dan kebudayaan Kota Probolinggo, Staff Dinas, Sekolah Dasar Negeri di lingkungan Kota Probolinggo serta Wali Murid. Data diperoleh dari hasil wawancara mendalam terhadap informan, observasi dan dokumentasi selama hampir dua bulan di lapangan. Data dianalisis secara deskriptif-kualitatif. Berdasarkan Penelitian yang telah dilakukan, maka di peroleh hasil: (1) Penerimaan Peserta didik baru jalur zonasi di Kota Probolinggo Secara umum sudah lebih baik. Namun masih terdapat beberapa patologi birokrasi khususnya dalam hal perilaku yang bersifat disfungsional yang menjangkiti tubuh birokrasi di Dinas Pendidikan dan Kebudayaan seperti kurang cekatan dan mutu pelayanan yang rendah, kurang disiplin, diskriminasi/perbedaan pelayanan, tidak responsive, gratifikasi, dan pelayanan berbelit-belit; (2) berdasarkan kasus yang penulis temukan di lapangan, faktor-faktor yang menyebabkan terjadinya patologi birokrasi dalam Penerimaan peserta didik baru jalur zonasi di Kota Probolinggo yakni Lemahnya moral, pengawasan yang lemah, sanksi yang tidak tegas, dan rendahnya pengetahuan dan keterampilan aparatur.

**Kata Kunci :** Patologi birokrasi, Penerimaan Peserta Didik Baru jalur Zonasi

## **ABSTRACT**

The purpose of this study was to find out the forms of bureaucratic pathology and the factors that led to the occurrence of bureaucratic pathology in Probolinggo City, especially in the acceptance of new students through the Zoning pathway at the elementary and junior high school levels within the Probolinggo City Education and Culture Office. This research uses a qualitative approach, and the type of research is descriptive. The informants for this research were the Head of the Education and Culture Office for the City of Probolinggo, Service Staff, Public Elementary Schools in the City of Probolinggo and the Guardians of the Students. The data were obtained from the results of in-depth interviews with informants, observation and documentation for almost two months in the field. Data were analyzed descriptively-qualitatively. Based on the research that has been done, the results are obtained: (1) Acceptance of new students through the zoning route in Probolinggo City is generally better. However, there are still several pathologies of the bureaucracy, especially in terms of dysfunctional behavior that infects the bureaucracy at the Office of Education and Culture, such as lack of dexterity and low quality of service, lack of discipline, discrimination/difference in service, unresponsiveness, gratification, and convoluted service; (2) based on the cases that the authors found in the field, the factors that led to bureaucratic pathology in the Admission of new students through the zoning pathway in Probolinggo City were weak morale, weak supervision, indecisive sanctions, and low apparatus knowledge and skills.

**Keywords:** Pathology of bureaucracy, Admission of New Students through Zoning