

RINGKASAN

Mohammad Ridwan. 2026. Analisis Kualitas Pelayanan Administrasi Kependudukan Di Kelurahan Triwung Lor Kota Probolinggo. Pembimbing: Dr. Supriyanto. S.Sos., M.Si & Andhi Nur Rahmadi, S.IP. M.IP

Pelayanan administrasi kependudukan merupakan salah satu bentuk pelayanan publik yang memiliki peran penting dalam memenuhi kebutuhan masyarakat terkait dokumen kependudukan, seperti Kartu Tanda Penduduk (KTP), Kartu Keluarga (KK), surat keterangan, dan dokumen administrasi lainnya. Kualitas pelayanan yang baik menjadi salah satu indikator keberhasilan penyelenggaraan pemerintahan dalam memberikan pelayanan kepada masyarakat. Oleh karena itu, penelitian ini bertujuan untuk menganalisis kualitas pelayanan administrasi kependudukan di Kelurahan Triwung Lor Kota Probolinggo berdasarkan dimensi kualitas pelayanan serta mengidentifikasi faktor pendukung dan penghambat dalam pelaksanaannya.

Penelitian ini dilaksanakan di Kelurahan Triwung Lor, Kecamatan Kademangan, Kota Probolinggo pada tahun 2026. Penelitian menggunakan metode kualitatif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Informan penelitian terdiri dari Lurah Triwung Lor, aparatur kelurahan yang bertugas dalam pelayanan administrasi kependudukan, serta masyarakat yang pernah menggunakan layanan administrasi kependudukan di Kelurahan Triwung Lor. Analisis data dilakukan melalui tahapan reduksi data, penyajian data, dan penarikan kesimpulan untuk memperoleh gambaran yang mendalam mengenai kualitas pelayanan administrasi kependudukan yang diberikan kepada masyarakat.

Hasil penelitian menunjukkan bahwa kualitas pelayanan administrasi kependudukan di Kelurahan Triwung Lor secara umum telah berjalan cukup baik berdasarkan lima dimensi kualitas pelayanan (SERVQUAL), yaitu tangibles (bukti fisik), reliability (keandalan), responsiveness (daya tanggap), assurance (jaminan), dan empathy (empati). Pada dimensi tangibles, fasilitas pelayanan yang tersedia cukup mendukung proses pelayanan kepada masyarakat. Pada dimensi reliability, petugas mampu memberikan pelayanan sesuai prosedur yang berlaku. Pada dimensi responsiveness, petugas menunjukkan sikap tanggap dalam membantu masyarakat yang membutuhkan pelayanan. Pada dimensi assurance, petugas mampu memberikan kepastian pelayanan dan menumbuhkan kepercayaan masyarakat. Sementara pada dimensi empathy, petugas menunjukkan sikap ramah, sopan, dan peduli terhadap kebutuhan masyarakat.

Kesimpulan penelitian menunjukkan bahwa kualitas pelayanan administrasi kependudukan di Kelurahan Triwung Lor Kota Probolinggo telah terlaksana dengan cukup baik. Namun demikian, masih terdapat beberapa kendala yang perlu mendapat perhatian, seperti keterbatasan sarana pendukung pelayanan, kendala teknis dalam proses administrasi, serta masih adanya masyarakat yang kurang memahami persyaratan dan prosedur pelayanan. Oleh karena itu, diperlukan upaya peningkatan kualitas pelayanan melalui perbaikan fasilitas, peningkatan kompetensi aparatur, serta optimalisasi penyebaran informasi kepada masyarakat agar pelayanan administrasi kependudukan dapat berjalan lebih efektif, efisien, dan memberikan kepuasan kepada masyarakat.

Kata Kunci: Kualitas Pelayanan, Pelayanan Publik, Administrasi Kependudukan, SERVQUAL, Kelurahan Triwung Lor.

SUMMARY

Mohammad Ridwan. 2026. Analysis of the Quality of Population Administration Services at Triwung lor Urban Village, Probolinggo City. Supervisors: Dr. Supriyanto. S.Sos., M.Si & Andhi Nur Rahmadi, S.IP., M.IP

Population administration services are one of the public services that play an important role in fulfilling community needs related to population documents, such as Identity Cards (KTP), Family Cards (KK), certificates, and other administrative documents. Good service quality is one of the indicators of successful governance in providing services to the public. Therefore, this study aims to analyze the quality of population administration services at Triwung Lor Urban Village, Probolinggo City, based on service quality dimensions and to identify the supporting and inhibiting factors in their implementation.

This research was conducted at Triwung lor Urban Village, Kademangan District, Probolinggo City, in 2026. The study employed a qualitative research method with data collection techniques including interviews, observations, and documentation. The research informants consisted of the Head of Triwung lor Urban Village, village officials responsible for population administration services, and community members who had utilized population administration services at Triwung Urban Village. Data analysis was carried out through data reduction, data presentation, and conclusion drawing to obtain an in-depth understanding of the quality of population administration services provided to the community.

The results of the study indicate that the quality of population administration services at Triwung Urban Village has generally been implemented quite well based on the five dimensions of service quality (SERVQUAL), namely tangibles, reliability, responsiveness, assurance, and empathy. In the tangibles dimension, the available service facilities adequately support the service process. In the reliability dimension, officers are able to provide services in accordance with established procedures. In the responsiveness dimension, officers demonstrate promptness in assisting community members who require services. In the assurance dimension, officers provide certainty in service delivery and foster public trust. Meanwhile, in the empathy dimension, officers demonstrate friendliness, politeness, and concern for the needs of the community.

The conclusion of this study shows that the quality of population administration services at Triwung lor Urban Village, Probolinggo City, has been implemented fairly well. However, there are still several obstacles that require attention, such as limited service-supporting facilities, technical constraints in administrative processes, and a lack of public understanding regarding service requirements and procedures. Therefore, efforts are needed to improve service quality through facility enhancement, capacity building of service personnel, and optimization of information dissemination to the public so that population administration services can be carried out more effectively, efficiently, and satisfactorily.

Keywords: Service Quality, Public Service, Population Administration, SERVQUAL, Triwung lor Urban Village.