

RINGKASAN

Sisca Ratna Vidyanti , 2026. **“Analisis Kualitas Pelayanan Publik di Bidang Perlindungan Anak Terlantar Pada Dinas Sosial Kabupaten Probolinggo”**. Renny Candradewi P., S.Hub.Int., M.A , Mastina Maksin, S.AP., M.AP

Penelitian ini bertujuan menganalisis kualitas pelayanan publik di bidang perlindungan anak terlantar pada Dinas Sosial Kabupaten Probolinggo. Latar belakang penelitian didasarkan pada masih tingginya jumlah anak terlantar yang dipengaruhi oleh faktor kemiskinan, keluarga tinggi harmonis, serta keterbatasan akses pendidikan dan kesehatan. Pemerintah, melalui Dinas Sosial, memiliki tanggung jawab untuk memberikan perlindungan, rehabilitasi, dan pemenuhan hak anak sesuai dengan peraturan perundang-undangan.

Penelitian ini menggunakan pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui observasi, wawancara, dan dokumentasi. Analisis dilakukan menggunakan teori SERVQUAL yang mencakup lima dimensi, yaitu *tangibles*, *reliability*, *responsiveness*, *assurance*, dan *empathy*.

Hasil penelitian menunjukkan bahwa kualitas pelayanan publik dalam perlindungan anak terlantar di Kabupaten Probolinggo masih belum optimal. Terdapat beberapa kendala seperti keterbatasan sumber daya manusia, kurangnya fasilitas pendukung, lemahnya koordinasi data, serta belum meratanya jangkauan program pelayanan. Meskipun demikian, Dinas Sosial telah berupaya menjalankan berbagai program seperti pendataan, pendampingan, rehabilitasi sosial, dan bantuan sosial. Kesimpulannya, diperlukan peningkatan kualitas pelayanan melalui penguatan sumber daya, perbaikan sistem koordinasi, serta peningkatan sarana dan prasarana agar perlindungan anak terlantar dapat berjalan lebih efektif dan tepat sasaran.

Kata Kunci : Kualitas Pelayanan Publik, Perlindungan Anak Terlantar, Dinas Sosial, SERVQUAL, Kebijakan Sosial, Rehabilitasi Sosial

SUMMARY

Sisca Ratna Vidyanti, 2026. '**Analysis of Public Service Quality in the Field of Care for Abandoned Children at the Social Service Office of Probolinggo Regency.**' Renny Candradewi P., S.Hub.Int., M.A, Mastina Maksin, S.AP., M.AP

This study aims to analyse the quality of public services in the protection of neglected children at the Social Service Office of Probolinggo Regency. The background of this research is based on the increasing number of neglected children caused by factors such as poverty, broken families, and limited access to education and healthcare. The government, through the Social Service Office, is responsible for providing protection, rehabilitation, and fulfillment of children's rights in accordance with existing laws and regulation.

This research uses a descriptive qualitative approach, with data collected through observations, interviews, and documentation. The analysis is conducted using the SERVQUAL theory, which includes five dimensions: tangibles, reliability, responsiveness, assurance, and empathy.

The results indicate that the quality of public services in handling neglected children in Probolinggo Regency is still not optimal. Several obstacles were identified, including limited human resources, inadequate facilities, weak data coordination, and uneven service coverage. However, the Social Service Office has made efforts through programs such as data collection, social assistance, rehabilitation, and mentoring. In conclusion, improving service quality requires strengthening human resources, enhancing coordination systems, and improving facilities and infrastructure to ensure more effective and targeted protection for neglected children.

Keywords : Services Quality, Protection of Neglected Children, Social Services Agency, SERVQUAL, Social Policy, Social Rehabilitation.