

## ABSTRAK

### **Kualitas Pelayanan Pembuatan Kartu Keluarga (KK) Kantor Kecamatan Parongpong Kabupaten Bandung Barat.**

Standar Pelayanan adalah ukuran yang diberlakukan dalam penyelenggaraan pelayanan yang wajib di taati oleh pemberi dan atau penerima pelayanan. Adapun standar pelayanan yakni adalah Prosedur Pelayanan, Waktu Pelayanan, Biaya Pelayanan, Dasar Hukum Pelayanan, dan Sarana Prasarana Pelayanan. Setiap penyelenggara pelayanan harus memiliki standar dan dipublikasikan sebagai jaminan adanya kepastian bagi penerima pelayanan,

Penelitian ini bertujuan untuk mengetahui Kualitas Pelayanan Pelayanan Pembuatan Kartu Keluarga (KK) Di Kantor Kecamatan Parongpong Kabupaten Bandung Barat. Lokasi penelitian dilaksanakan di Kantor Kecamatan Parongpong yang berlokasi di Kabupaten Bandung Barat. Pemilihan tempat dan lokasi penelitian dengan alasan yaitu peneliti ingin mengetahui kasus pelayanan KK di instansi tersebut. Jenis penelitian kualitatif dengan sumber data terdiri atas data primer dan data sekunder. Informan penelitian terdiri atas Kepala camat, pegawai dan masyarakat yang menggunakan pelayanan KK. Teknik pengumpulan data menggunakan observasi dan pedoman wawancara. Teknik analisis data meliputi reduksi data, penyajian data dan verifikasi.

Hasil penelitian, Kualitas Pelayanan Publik sudah diterapkan dengan baik, Prosedur pelayanan yang telah sesuai dengan ketentuan yang ada, dan tidak ada biaya atau pungutan liar. Kesimpulan dalam penelitian ini adalah bahwa masih perlu pembenahan dalam menjalankan prinsip Standar dengan baik, masih ada keterbatasan fasilitas pendukung pelayanan seperti sering Kualitas alat yang masih kurang, sumber daya manusia yang masih belum mumpuni, fasilitas ruangan yang masih kurang .

**Kata Kunci : Kualitas, Pelayanan Publik, Kartu Keluarga (KK)**

## **ABSTRACT**

Quality of Service for Making Family Cards (KK) Office of Parongpong District, West Bandung Regency.

Service Standard is a measure that is applied in the implementation of services that must be obeyed by service providers and or recipients. The service standards are Service Procedures, Service Time, Service Fees, Service Legal Basis, and Service Infrastructure Facilities. Every service provider must have standards and be published as a guarantee of certainty for service recipients.

This study aims to determine the quality of services for making family cards (KK) in the Parongpong District Office, West Bandung Regency. The research location was carried out at the Parongpong District Office located in West Bandung Regency. The choice of place and location for research was based on the reason that the researcher wanted to know about cases of family planning services in that institution. This type of qualitative research with data sources consisting of primary data and secondary data. The research informants consisted of the head of the sub-district, employees and the community who used the services of the KK. Data collection techniques using observation and interview guidelines. Data analysis techniques include data reduction, data presentation and verification.

The results of the study show that the quality of public services has been implemented properly, service procedures have complied with existing regulations, and there are no fees or extortion. The conclusion in this study is that there is still a need for improvement in carrying out the principles of Standards properly, there are still limited service support facilities such as often the quality of tools is still lacking, human resources are still not qualified, room facilities are still lacking.

Keywords: Quality, Public Service, Family Card (KK)