

PELAKSANAAN PELAYANAN PUBLIK DI DESA SEMEMBANG KABUPATEN KARIMUN TAHUN 2026

Oleh
Sanisah
NIM. 22050010033

Abstrak

Pelayanan publik di Desa Semembang Kabupaten Karimun Tahun 2026. Penelitian menggunakan metode deskriptif dengan pendekatan kualitatif. Data diperoleh melalui observasi, wawancara mendalam, dan dokumentasi. Informan penelitian terdiri atas Kepala Desa, Kepala Seksi Pelayanan, dan masyarakat Desa Semembang dengan jumlah keseluruhan 13 informan. Analisis data dilakukan melalui tahapan reduksi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian menunjukkan bahwa pelaksanaan pelayanan publik di Desa Semembang secara umum telah berjalan cukup baik berdasarkan lima dimensi kualitas pelayanan, yaitu keandalan (*reliability*), daya tanggap (*responsiveness*), jaminan (*assurance*), empati (*empathy*), dan bukti fisik (*tangibles*). Aparatur desa telah memberikan pelayanan sesuai prosedur, bersikap ramah, sopan, serta berupaya merespons kebutuhan masyarakat dengan baik. Namun demikian, masih terdapat beberapa kendala, seperti kesalahan administrasi, keterlambatan pelayanan pada kondisi tertentu, keterbatasan sarana dan prasarana pelayanan, serta hambatan akses akibat kondisi geografis Desa Semembang sebagai wilayah kepulauan. Meskipun demikian, masyarakat pada umumnya memberikan penilaian positif terhadap pelayanan yang diterima. Kesimpulan penelitian ini menunjukkan bahwa pelaksanaan pelayanan publik di Desa Semembang telah berjalan cukup baik, namun masih diperlukan peningkatan kompetensi aparatur, perbaikan fasilitas pelayanan, pemanfaatan teknologi informasi, serta inovasi pelayanan yang mampu menjangkau seluruh masyarakat agar kualitas pelayanan publik menjadi lebih efektif, efisien, dan optimal.

Kata Kunci: Pelayanan Publik, Kualitas Pelayanan, Pemerintah Desa, Desa Semembang, Pelayanan Administrasi.

IMPLEMENTATION OF PUBLIC SERVICES IN SEMEMBANG VILLAGE, KARIMUN REGENCY IN 2026

By
Sanisah
NIM. 22050010033

Abstract

This study examines the implementation of public services in Semembang Village, Karimun Regency, in 2026. The research employed a descriptive qualitative approach. Data were collected through observation, in-depth interviews, and documentation. The research informants consisted of the Village Head, the Head of the Service Section, and members of the Semembang Village community, with a total of 13 informants. Data were analyzed using the stages of data reduction, data display, and conclusion drawing. The findings indicate that the implementation of public services in Semembang Village has generally been carried out quite well based on the five dimensions of service quality, namely reliability, responsiveness, assurance, empathy, and tangibles. Village officials have provided services in accordance with established procedures, demonstrated friendliness and politeness, and made efforts to respond to the needs of the community effectively. However, several challenges remain, including administrative errors, delays in service delivery under certain conditions, limited service facilities and infrastructure, and accessibility constraints due to the geographical characteristics of Semembang Village as an archipelagic area. Nevertheless, the community generally expressed positive perceptions of the public services they received. The study concludes that the implementation of public services in Semembang Village has been generally satisfactory. However, further improvements are needed in enhancing the competence of village officials, upgrading service facilities, utilizing information technology, and developing service innovations capable of reaching all members of the community. These efforts are expected to improve the effectiveness, efficiency, and overall quality of public service delivery.

Keywords: *Public Service, Service Quality, Village Government, Semembang Village, Administrative Services.*