

**EVALUASI KINERJA MANAJEMEN PELAYANAN ADMINISTRASI
KEPENDUDUKAN DI DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL
(DISDUKCAPIL) KOTA TANJUNGPINANG
(STUDI DALAM PEMBUATAN KTP DAN KK)**

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ABSTRAK

Penelitian ini bertujuan untuk menganalisis kinerja manajemen pelayanan administrasi kependudukan di Disdukcapil Kota Tanjungpinang dalam pembuatan KTP dan KK. Penelitian ini dilatarbelakangi oleh masih adanya kendala pelayanan seperti keterlambatan, gangguan sistem, dan keluhan masyarakat. Metode yang digunakan adalah pendekatan kualitatif dengan teknik observasi, wawancara, dan dokumentasi, serta pemilihan informan secara purposive. Hasil penelitian menunjukkan bahwa kinerja pelayanan secara umum telah berjalan cukup baik, jika ditinjau berdasarkan teori evaluasi kinerja pelayanan publik menurut Dwiyanto yang meliputi efektivitas, efisiensi, kecukupan, pemerataan, responsivitas, dan ketepatan. Pelayanan telah mampu mencapai tujuan penerbitan dokumen, didukung oleh sistem SIAK, serta dilaksanakan secara adil dan responsif terhadap masyarakat. Namun demikian, masih terdapat kendala teknis dan kebutuhan peningkatan sarana serta kualitas pelayanan. Dengan demikian, dapat disimpulkan bahwa kinerja pelayanan administrasi kependudukan telah sesuai dengan indikator teori yang digunakan, namun masih memerlukan peningkatan pada aspek teknis dan kualitas pelayanan guna mendukung kepuasan masyarakat secara berkelanjutan.

Kata kunci: evaluasi kinerja, pelayanan publik, administrasi kependudukan, KTP, KK

**EVALUATION OF POPULATION ADMINISTRATION SERVICE MANAGEMENT
PERFORMANCE AT THE TANJUNGPINANG TIMUR SUBDISTRICT OFFICE
(A STUDY ON THE ISSUANCE OF IDENTITY CARDS (KTP) AND FAMILY CARDS
(KK))**

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ABSTRACT

This study aims to analyze the performance of population administration service management at the Department of Population and Civil Registration (Disdukcapil) of Tanjungpinang City in the issuance of Identity Cards (KTP) and Family Cards (KK). This research is motivated by several service-related issues, such as delays in document completion, system disruptions, and public complaints regarding service quality. The study employs a qualitative approach using observation, interviews, and documentation as data collection techniques, with informants selected through purposive sampling. The results show that, in general, the performance of the service has been relatively good when analyzed using Dwiyanto's public service performance evaluation theory, which includes effectiveness, efficiency, adequacy, equity, responsiveness, and appropriateness. The service has been able to achieve its primary objective of issuing population documents, supported by the SIAK system, and has been delivered fairly and responsively to the public. However, technical constraints and the need for improvements in facilities and service quality are still present. In conclusion, the performance of population administration services has aligned with the theoretical indicators used, but further improvements in technical aspects and service quality are necessary to enhance public satisfaction in a sustainable manner.

Keywords: *performance evaluation, public service, population administration, KTP, KK*