

ABSTRACT

FEBRIYANTI HUSNUL LATIFAH, Public Administration Study Program, Faculty of Social, Politic and Computer Sciences, Djuanda University, 2023, The Effect of Employee Accountability on the Quality of District Integrated Administration Services (PATEN) in Ciawi District, Bogor Regency, Supervisor I: R. Akhmad Munjin, Drs., M.Sc. Spervisor II : Afmi Apriliani, S.Sos., M.A.P.

In order to fulfil the need for public services among all citizens and the realization of good governance, The government has regulated in the Regulation of the Minister of Home Affairs Number 4 of 2010 concerning Guidelines for District Integrated Administrative Services (PATEN) as a form of delegation of authority for the District/City to the District for organising effective, efficient, responsive public services. However, there are still issues, such as employee accountability for the service process' punctuality and a lack of knowledge about service protocols.

The purpose of the study is to ascertain the effects of employee accountability and service quality on the standard of District Integrated Administration Services (PATEN) in Ciawi District, Bogor Regency. The theory used for Accountability used Theory from Rivai. According to Rivai (2011), there are four dimensions, namely: quality, quantity, work effectiveness and commitment. The Theory of Service Quality according to Harfika and Abdullah (2017) has five dimensions namely tangible (physical evidence), reliability, responsiveness, assurance, and empathy. The method used a quantitative approach with the associative method. Data analysis used *Weight Mean Score* formulas. The samples were employees and the community. The sampling technique used purposive sampling and simple random sampling.

According to the findings, the average employee evaluation on the Accountability variable received a score of 4.64 (Very Good), while the assessment community received a score of 4.00. (Good). The average score for the staff evaluation service quality variable was 4.67 (Very Good), and the community evaluation was 4.08 (Good). The employee accountability variable was also found to have a significant impact on the District Integrated Administration Service (PATEN) according to the results of the correlation test, which showed a correlation coefficient value of 0.715** with a significance level of 0.000 at a confidence level of 0.05 or 95% between the values 0.600-0.799, the interpretation is Strong.

In order to effectively account for the delivery of public services in Ciawi District, Bogor Regency, it is suggested in this study that the function of employees, particularly the District Integrated Administrative Services (PATEN) section, needs to be improved. In order to enable more effective and competent staff performance, there is a need for improved employee accountability.

Keywords: Accountability, District, Quality of Service, PATENT.



ABSTRAK

FEBRIYANTI HUSNUL LATIFAH, Program Studi Administrasi Publik, Fakultas Ilmu Sosial, Ilmu Politik dan Ilmu Komputer, Universitas Djuanda, 2023, Pengaruh Akuntabilitas Pegawai Terhadap Kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kecamatan Ciawi Kabupaten Bogor, Pembimbing I : R. Akhmad Munjin, Drs., M.Si. Pembimbing II : Afmi Apriliani, S.Sos., M.A.P.

Dalam rangka pemenuhan kebutuhan pelayanan publik bagi setiap warga negara dan terwujudnya tata kelola pemerintahan yang baik (*good governance*). Pemerintah telah mengatur dalam Peraturan Menteri Dalam Negeri Nomor 4 Tahun 2010 Tentang Pedoman Pelayanan Administrasi Terpadu Kecamatan (PATEN) sebagai bentuk pemberian delegasi wewenang Kabupaten/Kota terhadap Kecamatan untuk menyelenggarakan pelayanan publik yang efektif, efisien, responsif. Namun masih terdapat masalah yang dihadapi yaitu akuntabilitas pegawai seperti ketepatan waktu dalam proses pelayanan, serta keterbatasan informasi prosedur pelayanan.

Tujuan penelitian ini adalah untuk mengetahui bagaimana akuntabilitas pegawai, kualitas pelayanan juga pengaruh akuntabilitas pegawai terhadap kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) di Kecamatan Ciawi Kabupaten Bogor. Teori yang digunakan dalam penelitian ini yaitu Teori Akuntabilitas menurut Rivai (2011) ada empat dimensi yaitu kualitas, kuantitas, efektivitas dan komitmen kerja. Teori Kualitas Pelayanan menurut Harfika dan Abdullah (2017) ada lima dimensi yaitu *tangible* (bukti fisik), *reliability* (keandalan), *responsiveness* (daya tanggap), *assurance* (jaminan), dan *empathy* (empati). Metode penelitian ini menggunakan metode asosiatif kuantitatif dengan pendekatan deskriptif kuantitatif. Analisis data menggunakan rumus *Weight Mean Score*. Sampel dalam penelitian ini adalah pegawai dan masyarakat, Teknik pengambilan sampel menggunakan purposive sampling dan simple random sampling.

Hasil penelitian menunjukkan bahwa rata-rata penilaian pegawai pada variabel Akuntabilitas diperoleh skor 4,64 (Sangat Baik) dan penilaian masyarakat 4,00 (Baik). Sedangkan untuk variabel kualitas pelayanan penilaian pegawai diperoleh rata-rata nilai 4,67 (Sangat Baik), dan penilaian masyarakat 4,08 (Baik) selanjutnya hasil uji korelasi diketahui bahwa variabel akuntabilitas pegawai memiliki pengaruh yang kuat terhadap kualitas Pelayanan Administrasi Terpadu Kecamatan (PATEN) dilihat dari nilai koefisien korelasi sebesar 0.715** dengan taraf signifikansi sebesar 0.000 pada tingkat taraf kepercayaan 0.05 atau 95% diantara nilai 0,600-0,799 maka interpretasinya adalah **Kuat**.

Saran dalam penelitian ini adalah perlu peningkatan peran pegawai khususnya bagian Pelayanan Administrasi Terpadu Kecamatan (PATEN) harus lebih berkompeten selama proses pelayanan, sehingga pertanggungjawaban kinerja pelayanan publik di Kecamatan Ciawi Kabupaten Bogor berjalan dengan baik dan perlu adanya peningkatan akuntabilitas pegawai untuk menunjang kinerja pegawai lebih produktif dan berkompeten.

Kata Kunci: Akuntabilitas, Kecamatan, Kualitas Pelayanan, PATEN.