

RINGKASAN

Penelitian ini bertujuan untuk mengetahui (1) Faktor penghambat pelayanan administrasi yang harus diubah di Era Pandemi COVID-19 di tingkat lokal (desa); (2) Solusi atau peluang yang dapat digunakan dalam meningkatkan pelayanan administrasi di Era Pandemi COVID-19 di tingkat lokal (desa).

Metode penelitian yang digunakan adalah deskriptif kualitatif. Informan penelitian ini terdiri dari 10 orang perangkat desa dan 4 orang masyarakat penerima layanan. Pemilihan informan penelitian menggunakan Teknik purposive sampling. Teknik pengumpulan data dalam penelitian ini meliputi observasi, wawancara, dan dokumentasi. Teknik analisis data menggunakan analisis interaktif yang meliputi pengumpulan data, reduksi data, penyajian data, dan penarikan kesimpulan. Keabsahan data dalam penelitian ini menggunakan dua macam triangulasi yaitu triangulasi teknik dan triangulasi sumber.

Hasil penelitian menunjukkan bahwa : Pertama terdapat beberapa faktor penghambat (tantangan) dalam pelayanan administrasi tingkat desa yang harus diubah yaitu dari aspek prosedur pelayanan, prosedur pelayanan online di desa sulit dipahami masyarakat karena SDM masyarakat desa beji masih rendah; sarana dan prasarana di Kantor Kepala Desa Beji masih sangat kurang memadai hal tersebut sangat mempengaruhi kualitas pelayanan kepada masyarakat desa; kompetensi para petugas pemberi layanan di Kantor Kepala Desa Beji masih sangat rendah karena belum semua menguasai pelayanan online dan teknologi informasi dan komunikasi (komputer). Kedua terdapat peluang atau solusi yang dapat digunakan yaitu dalam aspek prosedur pelayanan, pemerintah desa dapat mengadakan sosialisasi tentang pelayanan online, meringkas tata cara online dengan memanfaatkan media sosial untuk mengirimkan syarat-syarat yang dibutuhkan, menyediakan wadah atau aplikasi untuk masyarakat desa beji dalam pelayanan administrasi online di tingkat desa secara sistematis; sarana dan prasarana di Kantor Kepala Desa Beji seperti website desa, ruang pelayanan, ruang kerja dan tempat parkir sangat perlu dioptimalkan dan diperbaiki agar dapat meningkatkan kualitas pelayanan di tingkat desa dalam Era Pandemi Covid-19; sikap dan perilaku para perangkat desa harus sesuai dengan standar pelayanan yang berlaku dan para perangkat desa perlu meningkatkan kedisiplinan agar tercipta lingkungan kerja yang nyaman dan kondusif.

Kata Kunci : Tantangan, Peluang, Pelayanan Administrasi, Pandemi, COVID-19, Kantor Kepala Desa.

SUMMARY

This study aims to determine (1) the inhibiting factors for administrative services that must be changed in the COVID-19 Pandemic Era at the local (village) level; (2) Solutions or opportunities that can be used to improve administrative services in the COVID-19 Pandemic Era at the local (village) level.

The research method used is descriptive qualitative. The informants of this study consisted of 10 village officials and 4 community service recipients. The selection of research informants used purposive sampling technique. Data collection techniques In this study include observation, interviews, and documentation. The data analysis technique uses interactive analysis, which includes data collection, data reduction, data presentation, and drawing conclusions. The validity of the data in this study used two kinds of triangulation, namely technical triangulation and source triangulation.

The results show that: (1) there are several inhibiting factors (challenges) in village-level administrative services that must be changed, namely from the aspect of (a) service procedures, online service procedures in the village are difficult for the community to understand because the human resources of the Beji village community are still low; (b) The facilities and infrastructure of the Beji Village Head Office are still very inadequate, this greatly affects the quality of service to the village community; (c) the competence of service providers in the Beji Village Head Office is still very low because not all have mastered online services and information and communication technology (computers). (2) There are opportunities or solutions that can be used, namely (a) in the aspect of service procedures, the village government can conduct socialization about online services, summarize online procedures by utilizing social media to send the required conditions. And provide a platform or application for the Beji village community in online administrative services at the village level systematically; (b) facilities and infrastructure in the Beji Village Head Office such as village websites, service rooms, work spaces and parking lots really need to be optimized and improved in order to improve the quality of services at the village level in the Covid-19 Pandemic Era; (c) The attitude and behavior of village officials must be in accordance with applicable service standards and village officials need to improve discipline in order to create a comfortable and conducive work environment.

Keywords: Challenges, Opportunities, Administrative Services, Pandemic, COVID-19, Village Head Office.