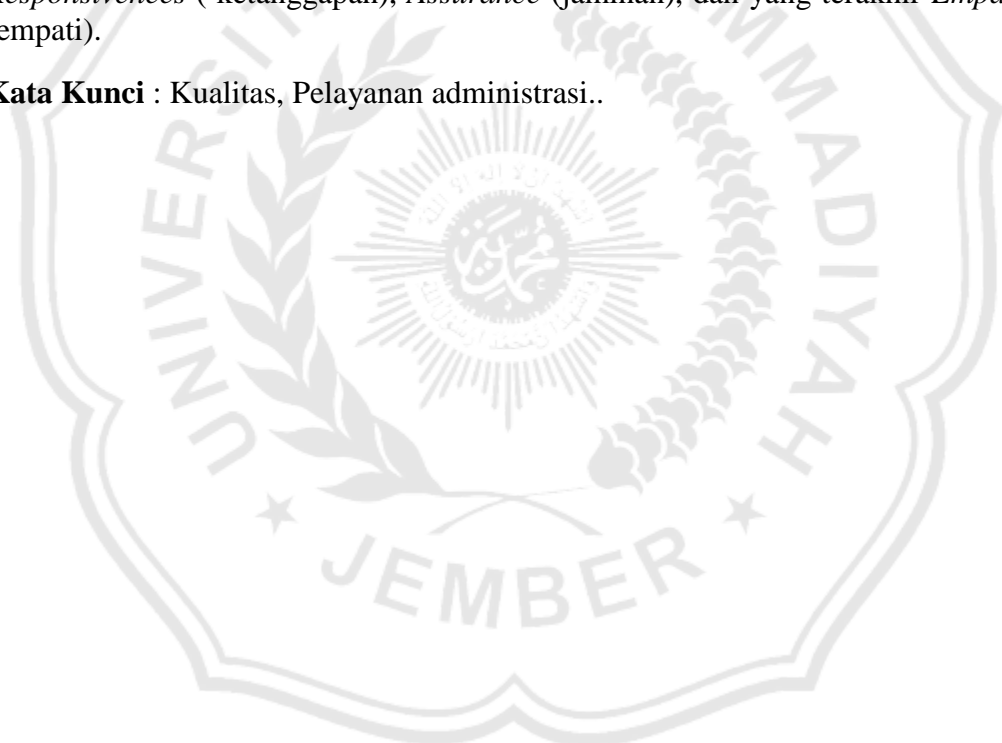


ABSTRAK

Tujuan penelitian ini adalah: (1) untuk mengetahui layanan masyarakat menyangkut layanan Administrasi Kependudukan di desa Ngraho di Kecamatan Ngraho; (2) untuk mengetahui hambatan yang terjalin di layanan masyarakat desa Ngraho Kecamatan Ngraho. Metode penelitian yang digunakan adalah metode penelitian kualitatif dengan pendekatan deskriptif. Informasi didapat dari tujuh sumber, yaitu Kepala Desa, Sekretaris Desa, Kasi Pelayanan, Kasi pemerintahan, Kasi kesejahteraan, Kaur Perencanaan, Kaur Keuangan. Pengumpulan data dilakukan dengan cara teknik observasi, wawancara dan dokumentasi. Hasil data penelitian secara keseluruhan untuk kualitas pelayanan administrasi kependudukan di Desa Ngraho kecamatan ngraho kabupaten Bojonegoro telah memenuhi 5 indikator yaitu *Tangibel* (bukti fisik), *Reliability* (kehandalan), *Responsivenees* (ketanggapan), *Assurance* (jaminan), dan yang terakhir *Empahty* (empati).

Kata Kunci : Kualitas, Pelayanan administrasi..



ABSTRACT

The aims of this research are: (1) to find out the community services regarding Population Administration services in Ngraho village in Ngraho sub-district; (2) to find out the obstacles that exist in community services in the village of Ngraho, Ngraho District. The research method used is a qualitative research method with a descriptive approach. Information was obtained from seven sources, namely the Village Head, Village Secretary, Head of Service, Head of Government, Head of Welfare, Head of Planning, Head of Finance. Data was collected by means of observation, interview and documentation techniques. The results of the research data as a whole for the quality of population administration services in Ngraho Village, Ngraho District, Bojonegoro Regency have met 5 indicators, namely Tangibel, Reliability, Responsiveness, Assurance, and the last Empathy.

Keywords: Quality, administrative services.

