

## ABSTRAK

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Program Studi : Ilmu Pemerintahan  
Judul : Tahapan pengembangan Sdm Aparatur Melalui Pelayanan Administrasi Di Desa Kemiri Kecamatan Panti Kabupaten Jember

Penelitian ini bertujuan untuk menganalisis peningkatan kualitas kinerja SDM aparatur melalui pelayanan administrasi di Desa Kemiri, Kecamatan Panti, Kabupaten Jember. Metode penelitian yang digunakan adalah deskriptif kualitatif dengan data yang dikumpulkan melalui wawancara, observasi, dan dokumentasi dari berbagai sumber, termasuk Kepala Desa, Sekretaris Desa, Kasi Pelayanan, Kepala Dusun, dan masyarakat setempat. Hasil penelitian menunjukkan ada tiga indikator penting dalam pengembangan SDM aparatur yang terkait dengan peningkatan kualitas kinerja aparatur desa, yaitu penentuan kebutuhan, penetapan isi program, dan pelaksanaan program. Namun, peningkatan kualitas kinerja perangkat desa Kemiri masih kurang efektif. Masih ada kebutuhan yang belum terpenuhi, seperti pemberian reward atau hadiah kepada perangkat desa yang berprestasi. Reward ini dapat menjadi motivasi tambahan bagi mereka untuk bekerja lebih baik dan meraih pengakuan dari pemerintah desa atas kinerja yang baik. Selain itu, kendala dalam peluncuran pelayanan administrasi online juga menyebabkan pelayanan administrasi di desa masih mengandalkan metode lama karena seringnya masalah eror di website yang digunakan oleh masyarakat. Untuk meningkatkan kapasitas perangkat desa, telah ada pelatihan yang diselenggarakan pemerintah kecamatan setiap bulan. Namun, pelatihan ini masih kurang efektif karena kebutuhan dan keinginan perangkat desa sendiri belum sepenuhnya terpenuhi. Dalam rangka meningkatkan kualitas kinerja SDM aparatur di Desa Kemiri, perlu dilakukan tindakan lebih lanjut, seperti memberikan reward atau hadiah bagi perangkat desa yang berprestasi, memperbaiki masalah teknis dalam peluncuran layanan administrasi online, serta mengoptimalkan program pelatihan dengan memperhatikan kebutuhan dan keinginan perangkat desa. Dengan langkah-langkah ini, diharapkan peningkatan kualitas kinerja SDM aparatur desa Kemiri akan menjadi lebih baik dan efektif.

**Kata Kunci:** Peningkatan, Kinerja, Sumber Daya Manusia, Pelayanan Administrasi

## ABSTRACT

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Title : Human Resource Efficiency through Administrative Services Village of Panti Jember

*This study aims to analyze the improvement in the quality of human resource performance through administrative services in Kemiri Village, Panti District, Jember Regency. The research method used is descriptive qualitative with data collected through interviews, observation, and documentation from various sources, including the Village Head, Village Secretary, Head of Services, Hamlet Head, and the local community. The results of the study show that there are three important indicators in the development of apparatus human resources related to improving the quality of village apparatus performance, namely determining needs, determining program content, and program implementation. However, improving the performance quality of Kemiri village officials is still not effective. There are still needs that have not been met, such as giving rewards or prizes to village officials who excel. This reward can be an additional motivation for them to work better and gain recognition from the village government for good performance. In addition, the obstacles in launching online administrative services have also caused administrative services in villages to still rely on old methods due to frequent error problems on websites used by the community. To increase the capacity of village officials, training has been held by the sub-district government every month. However, this training was still ineffective because the needs and desires of village officials themselves had not been fully met. In order to improve the quality of human resource performance in Kemiri Village, it is necessary to take further actions, such as providing rewards or prizes for outstanding village officials, fixing technical problems in launching online administration services, and optimizing training programs by taking into account the needs and desires of village officials. With these steps, it is hoped that the quality of the performance of the human resources of the Kemiri village apparatus will be better and more effective.*

**Keywords:** *Improvement, Performance, Human Resources, Administrative Services*