

**FAKULTAS ILMU SOSIAL DAN ILMU POLITIK
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**IMPLEMENTASI PELAYANAN BIDANG KEPENDUDUKAN BAGI
PENYANDANG DISABILITAS KOTA TANGERANG SELATAN**

XV + 179 Halaman + 2 Tabel + 10 Lampiran

ABSTRAK

Komponen standar pelayanan publik yang paling sering dilanggar, terutama yang berkaitan dengan hak masyarakat memperoleh layanan khusus bagi pengguna layanan Kependudukan diantaranya penyandang disabilitas. Tujuan pada penelitian ini untuk melihat bagaimana pegawai berinteraksi dengan masyarakat penyandang disabilitas, serta apakah alurnya sama atau tidak dengan masyarakat umum di Kota Tangerang Selatan. Jenis penelitian ini menggunakan pendekatan kualitatif dengan metode deskriptif, dan data diperoleh dengan observasi, wawancara dan dokumentasi. Teori yang digunakan Fitzsimmons dalam Lijan Poltak Sinambela yaitu Reliability (kehandalan), Tangibles (nyata), Responsiveness (ketanggapan), Assurance (jaminan), Empathy (empati). Hasil kajian menunjukkan bahwa standar pelayanannya mengikuti Standar Operasional Prosedure Pelayanan Disabilitas tahun 2023 yang telah ditetapkan Dikdukcapil Kota Tangerang Selatan mengenai keahlian dan kemampuan pegawai dalam memberikan pelayanan kepada masyarakat disabilitas sudah mempunyai keahlian. Disdukcapil Kota Tangerang Selatan telah mengimplementasikan dengan sesuai SOP (Standar Operasional Prosedure) dimana berdasarkan temuan penulis, pegawai disdukcapil telah maksimal memberikan pelayanan kepada masyarakat disabilitas, wujud pelayanannya dengan program layanan jemput bola, program penjemputan bola ini yang dimana pihak yang bersangkutan (keluarga penyandang disabilitas) dapat menghubungi Disdukcapil dengan menjelaskan kondisi disabilitas, bilamana dapat dilakukan di kecamatan maka akan diarahkan perekaman di Kecamatan terdekat. Dan jika tidak bisa melakukan perekaman mandiri maka diarahkan untuk melakukan perekaman dengan program jemput bola dengan syarat bukti verifikasi foto (masyarakat disabilitas) lalu dilanjutkan dengan tahap yang ada di SOP yang sudah dijelaskan.

Kata Kunci : Implementasi pelayanan, Bidang kependudukan, Penyandang Disabilitas, Kota Tangerang Selatan

Daftar Pustaka: Buku 20 Buku + 7 Jurnal+ 4 Website+ 2 Peraturan

**FACULTY OF SOCIAL SCIENCE AND POLITICAL SCIENCE
PUBLIC ADMINISTRATION SCIENCE STUDY PROGRAM**

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**IMPLEMENTATION OF POPULATION SERVICES FOR PERSONS WITH
DISABILITIES IN SOUTH TANGERANG CITY**

XV + 179 Pages + 2 Tables + 10 Appendices

ABSTRACT

The components of public service standards that are most often violated, especially those related to people's rights to obtain special services for Population Service users, including people with disabilities. The aim of this research is to see how employees interact with people with disabilities, and whether or not the flow is the same as the general public in South Tangerang City. This type of research uses a qualitative approach with descriptive methods, and data is obtained by observation, interviews and documentation. The theory used by Fitzsimmons in Lijan Poltak Sinambela is Reliability (reliability), Tangibles (real), Responsiveness (responsiveness), Assurance (guarantee), Empathy (empathy). The results of the study show that the service standards follow the 2023 Standard Operational Procedures for Disability Services which have been determined by the South Tangerang City Dikdukcapil regarding the skills and abilities of employees in providing services to people with disabilities who already have expertise. South Tangerang City Disdukcapil has implemented in accordance with the SOP (Standard Operational Procedures) where based on the author's findings, Disdukcapil employees have provided maximum service to the disabled community, the form of service is a ball pick-up service program, this ball pick-up program where the parties concerned (families of people with disabilities) can contact Disdukcapil to explain the condition of disability, if this can be done in the sub-district, the recording will be directed to the nearest sub-district. And if you cannot record independently, you will be directed to record using the ball pick-up program with the requirement of proof of photo verification (people with disabilities) and then continue with the steps in the SOP that have been explained.

Keywords: Service implementation, Population sector, Persons with Disabilities, South Tangerang City

Bibliography: Books 20 Books + 7 Journals + 4 Websites + 2 Regulations