

ABSTRAK

Birokrasi merupakan sistem organisasi pemerintahan yang tersusun secara hierarkis dan berlandaskan aturan formal sebagai instrumen negara dalam melaksanakan kebijakan dan pelayanan kepada masyarakat. Penelitian ini bertujuan untuk menganalisis kinerja birokrasi dalam pelaksanaan pelayanan publik di Kantor Kecamatan Cihideung Kota Tasikmalaya. Penelitian ini menggunakan pendekatan kualitatif dengan metode studi kasus. Teknik pengumpulan data dilakukan melalui wawancara, observasi dan dokumentasi. Validitas data diuji melalui teknik triangulasi sumber. Analisis data dilakukan secara interaktif melalui tahapan pengumpulan data, reduksi data, penyajian data, serta penarikan kesimpulan. Sedangkan kerangka analisis penelitian ini didasarkan pada teori birokrasi Max Weber dan Indikator Kinerja Birokrasi menurut Agus Dwiyanto. Penentuan informan dalam penelitian ini menggunakan teknik purposive sampling dan simpel random sampling. Lokasi penelitian di Kantor Kecamatan Cihideung, Kota Tasikmalaya. Hasil penelitian tercermin melalui pelaksanaan tugas aparatur yang mengacu pada ketentuan dan prosedur pelayanan, kemampuan dalam merespons kebutuhan masyarakat, serta upaya dalam mewujudkan pelayanan yang efektif dan bertanggung jawab. Berdasarkan teori birokrasi Max Weber, birokrasi Kecamatan Cihideung telah menunjukkan karakteristik birokrasi yang ditandai dengan adanya struktur hierarki, sistem birokrasi berdasarkan aturan, sistem pembagian kerja, prinsip impersonalitas, serta penempatan aparatur berdasarkan kualifikasi teknis. Berdasarkan indikator kinerja birokrasi Agus Dwiyanto, aspek produktivitas, kualitas layanan, responsivitas, responsibilitas, dan akuntabilitas menunjukkan bahwa pelayanan publik di Kecamatan Cihideung telah dilaksanakan sesuai dengan standar pelayanan, prosedur, dan ketentuan yang berlaku, disertai upaya aparatur dalam mempertanggungjawabkan setiap proses pelayanan. Meskipun pada periode sebelumnya masih ditemukan beberapa kelemahan dalam pelayanan, khususnya terkait keramahan dan responsivitas aparatur, hasil penelitian menunjukkan adanya peningkatan pelayanan yang ditandai dengan sikap aparatur yang lebih komunikatif, responsif, dan berorientasi pada kebutuhan masyarakat. Dengan demikian, birokrasi Kecamatan Cihideung telah mampu menjalankan pelayanan publik sesuai dengan prinsip-prinsip birokrasi serta berperan dalam membangun kepercayaan masyarakat terhadap pemerintah melalui pelayanan publik yang profesional dan bertanggung jawab.

Kata Kunci: Birokrasi, Kinerja Birokrasi , Pelayanan Publik, Kantor Kecamatan

ABSTRACT

Bureaucracy is a governmental organizational system structured hierarchically and based on formal regulations as an instrument of the state in implementing policies and providing public services to society. This study aims to analyze bureaucratic performance in the implementation of public services at the Cihideung District Office, Tasikmalaya City. This research employed a qualitative approach with a case study method. Data collection techniques were conducted through interviews, observation, and documentation. Data validity was tested using source triangulation techniques. Data analysis was carried out interactively through the stages of data collection, data reduction, data presentation, and conclusion drawing. The analytical framework of this study was based on Max Weber's theory of bureaucracy and Agus Dwiyanto's indicators of bureaucratic performance. The selection of informants was conducted using purposive sampling and simple random sampling techniques. The research location was the Cihideung District Office, Tasikmalaya City. The results of the study indicate that bureaucratic performance is reflected through the implementation of the duties of government officials based on service regulations and procedures, the ability to respond to community needs, and efforts to provide effective and accountable public services. Based on Max Weber's theory of bureaucracy, the bureaucracy at Cihideung District Office demonstrates characteristics of bureaucratic organization through hierarchical structures, rule-based systems, division of labor, the principle of impersonality, and the placement of officials based on technical qualifications. Based on Agus Dwiyanto's indicators of bureaucratic performance, the aspects of productivity, service quality, responsiveness, responsibility, and accountability show that public services at Cihideung District Office have been implemented in accordance with applicable service standards, procedures, and regulations, accompanied by efforts of officials to ensure accountability in every service process. Although previous periods still showed several weaknesses in service delivery, particularly regarding the friendliness and responsiveness of officials, the findings indicate improvements in service quality, marked by more communicative, responsive, and community-oriented attitudes of public officials. Therefore, the bureaucracy at Cihideung District Office has been able to carry out public services in accordance with bureaucratic principles and contribute to building public trust in government through professional and accountable public service delivery.

Keywords: *Bureaucracy, Bureaucratic Performance, Public Service, District Office*