

ABSTRAK

Penelitian ini bertujuan untuk mengetahui bagaimana kinerja pegawai dan apa saja hambatan kantor Geuchik dalam memberikan pelayanan administrasi terhadap masyarakat Desa Alue Nibong Kecamatan Peureulak, Kabupaten Aceh Timur. Penelitian ini menggunakan pendekatan kualitatif dengan pengumpulan data meliputi observasi, wawancara, dan dokumentasi. Informan dalam penelitian ini adalah aparatur desa dan masyarakat Desa Alue Nibong. Hasil penelitian menunjukkan bahwa pelayanan sudah berjalan sesuai prosedur, namun belum sepenuhnya optimal. Pegawai berusaha melayani masyarakat dengan baik, tetapi masih terdapat kendala seperti kedisiplinan, keterbatasan penguasaan teknologi, serta sikap yang belum konsisten. Kondisi ini berdampak pada efektivitas dan kepuasan masyarakat terhadap pelayanan administrasi desa. Meskipun demikian, komitmen pegawai untuk melayani tetap terlihat melalui usaha mereka dalam memenuhi kebutuhan warga. Hambatan tersebut meliputi kurangnya kedisiplinan pegawai, keterbatasan penguasaan teknologi, serta sikap yang belum konsisten dalam melayani masyarakat dengan ramah dan sopan. Selain itu, orientasi kepentingan pegawai yang terkadang tidak sepenuhnya berfokus pada kebutuhan masyarakat juga menjadi faktor penghambat. Kondisi ini berdampak pada efektivitas pelayanan dan menurunkan kepuasan masyarakat terhadap aparatur desa. Oleh karena itu, diperlukan pembinaan disiplin, pelatihan teknologi, serta penerapan prinsip pelayanan publik yang berorientasi pada kepentingan umum untuk mengatasi hambatan tersebut.

Kata Kunci : Kinerja Pegawai, Hambatan Pelayanan Publik, Pelayanan Administrasi Desa

ABSTRACT

This study aims to find out how employees perform and what are the obstacles to the Geuchik office in providing administrative services to the people of Alue Nibong Village, Peureulak District, East Aceh Regency. This study uses a qualitative approach with data collection including observation, interviews, and documentation. The informants in this study are village officials and the people of Alue Nibong Village. The results of the study show that the service has been running according to the procedure, but it is not fully optimal. Employees try to serve the community well, but there are still obstacles such as discipline, limited mastery of technology, and inconsistent attitudes. This condition has an impact on the effectiveness and satisfaction of the community with village administrative services. Nevertheless, the commitment of employees to serve is still seen through their efforts in meeting the needs of the residents. These obstacles include a lack of employee discipline, limited mastery of technology, and an inconsistent attitude in serving the community in a friendly and polite manner. In addition, the orientation of employee interests, which sometimes does not fully focus on the needs of the community, is also an inhibiting factor. This condition has an impact on the effectiveness of services and reduces community satisfaction with village officials. Therefore, discipline coaching, technology training, and the application of public service principles oriented to the public interest are needed to overcome these obstacles.

Keywords: *Employee Performance, Public Service Barriers, Village Administration Services*