

ABSTRAK

Pelayanan pendataan masyarakat terdampak bencana banjir merupakan tahapan penting dalam penanganan pascabencana karena menjadi dasar penetapan penerima bantuan dan pengambilan kebijakan. Namun, pelaksanaan pendataan di Gampong Geulumpang Sulu Timur masih menghadapi beberapa kendala, seperti proses pendataan yang dilakukan secara manual, masyarakat harus datang langsung ke Kantor Geuchik, sebagian masyarakat belum terdata tepat waktu, serta bertambahnya waktu pelayanan akibat tingginya beban kerja aparatur. Penelitian ini bertujuan untuk mengetahui proses pelayanan pendataan masyarakat terdampak bencana banjir serta kendala yang dihadapi dalam pelaksanaannya di Kantor Geuchik Gampong Geulumpang Sulu Timur Kecamatan Dewantara. Penelitian menggunakan metode kualitatif dengan pendekatan deskriptif. Data dikumpulkan melalui observasi, wawancara, dan dokumentasi, kemudian dianalisis menggunakan teknik kondensasi data, penyajian data, dan verifikasi data. Hasil penelitian menunjukkan bahwa pelayanan pendataan secara umum telah berjalan dengan baik berdasarkan indikator produktivitas, kualitas pelayanan, responsivitas, dan responsibilitas. Meskipun demikian, masih terdapat kendala berupa sistem pendataan yang masih manual, tingginya jumlah masyarakat terdampak, keterbatasan kelengkapan dokumen, serta perlunya penambahan waktu pelayanan. Oleh karena itu, diperlukan peningkatan efektivitas sistem pendataan dan penguatan kapasitas pelayanan agar proses pendataan dapat berlangsung lebih cepat, akurat, dan optimal.

Kata kunci: pelayanan publik, pendataan masyarakat, bencana banjir

ABSTRACT

The data collection service for communities affected by flooding is an essential stage in post-disaster management, as it serves as the basis for determining aid recipients and formulating disaster response policies. However, the implementation of the data collection process in Geulumpang Sulu Timur Village still faces several challenges, including the use of a manual data collection system, the requirement for affected residents to visit the Village Head Office in person, delays in registering some affected residents, and extended service hours due to the increased workload of village officials. This study aims to examine the data collection service process for flood-affected communities and identify the challenges encountered in its implementation at the Village Head Office of Geulumpang Sulu Timur, Dewantara District. This study employed a qualitative method with a descriptive approach. Data were collected through observation, interviews, and documentation, and were analyzed using data condensation, data display, and data verification techniques. The findings indicate that the data collection service has generally been implemented effectively in terms of productivity, service quality, responsiveness, and responsibility. Nevertheless, several challenges remain, including the manual data collection system, the large number of affected residents, incomplete supporting documents, and the need to extend service hours. Therefore, improving the effectiveness of the data collection system and strengthening service capacity are necessary to ensure a faster, more accurate, and data collection process.

Keywords: public service, community data collection, flood disaster