

ABSTRAK

Penelitian ini bertujuan untuk mengetahui kinerja pelayanan publik di Dinas Kependudukan dan Pencatatan Sipil (Dispendukcapil) Kota Surabaya pada program 7 in 1. Kinerja pelayanan publik pada program 7 in 1 berisi kemudahan akses layanan publik di bidang administrasi kependudukan berbasis *online*.

Jenis penelitian ini adalah penelitian kualitatif yang bertujuan untuk mendeskripsikan pengaruh program 7 in 1 dalam meningkatkan kinerja pelayanan publik sesuai dengan Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi (Permenpan) No. 17 Tahun 2017 yang terdiri dari 37 indikator.

Hasil penelitian ini menunjukkan bahwa secara keseluruhan Program 7 in 1 dapat meningkatkan kinerja pelayanan publik non-finansial dalam perspektif kepuasan pelanggan, perspektif efisiensi proses internal serta perspektif pembelajaran dan pertumbuhan.

Kata kunci: Kinerja Pelayanan Publik, Program 7 in 1, Permenpan No. 17 Tahun 2017



ABSTRACT

This research aimed to find out the performance of public service at Department of Population and Civil Registration City of Surabaya (*Dispendukcapil*) at 7 in 1 program. While, the performance of public service at 7 in 1 programs was filled with the easiness access of public service at population administration which online based.

The research was qualitative, in which describe the effect of 7 in 1 program in order to increase the performance of public service in accordance with Regulation of the Minister of Administrative Reform and Bureaucratic Reform (*Permenpan*) number 17 in 2017. From this regulation, there were 37 indicators that going to be analyzed.

The research result concluded the 7 in 1 program, overall, was able to increase the performance of non-financial public service in the perspective of customers' satisfaction. Moreover, the program increased also the efficiency of internal process. Besides that, from the program, it increased the growth as well as its learning perspective.

Keywords: Performance of Public Service, 7 in 1 programs, Permenpan No. 17 year of 2017.



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