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Pelaksanaan Pelayanan Publik di Kantor Kecamatan Sungai Kunjang Kota Samarinda
Implementation of Public Services at the Sungai Kunjang District Office,
Samarinda City

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ARTICLE INFORMATION	ABSTRACT
Vol. xx, No. xx Page: - Published: - KEYWORDS	The purpose of this study was to find out how the implementation of public services was implemented at the Sungai Kunjang District Office, Samarinda City and what were the inhibiting factors in the implementation of public services at the Sungai Kunjang District Office, Samarinda City. Service is the essential main task of the figure of the apparatus, as a servant of the state and a servant of society. The government has an important role to provide excellent public services for all citizens. Along with the implementation of the regional autonomy policy, government bureaucracy officials in the regions can manage and provide public services that are more concerned with the needs of their local communities. Based on the results of research conducted at the Sungai Kunjang District Office, Samarinda City, the implementation of public services by the Sungai Kunjang District Office, Samarinda City, is in a fairly good category. Inhibiting factors in the implementation of public services at the Sungai Kunjang District Office, Samarinda City, namely lack of work discipline such as problems of late working time and completion of work, lack of service transparency and outreach to the community, lack of employee ability to carry out the tasks assigned to them and lack of employee awareness of responsibilities. Abstract made in Indonesian.
Implementation, healthy living, community CORRESPONDENCE Phone: 089529264023 E-mail: sarifaziz6@gmail.com	

INTRODUCTION
 Pelayanan seringkali dianggap sebagai fenomena yang kompleks. Kata pelayanan sendiri memiliki banyak arti, mulai dari layanan pribadi hingga layanan sebagai sebuah hasil produk layanan adalah satu dari ujung tombak dalam usaha menyenangkan konsumen dan adalah suatu kebutuhan yang harus dioptimalkan baik oleh perorangan maupun organisasi, karena bentuk pelayanan yang diberikan mencerminkan kualitas dari individu atau penyedia jasa.
 Melayani merupakan tugas pokok aparaturnya yang paling utama, sebagai abdi negara dan abdi masyarakat. Misi tersebut termuat secara jelas dalam alinea keempat Pembukaan UUD 1945 yang memuat 4

(empat) aspek pelayanan dasar aparaturnya kepada masyarakat, khususnya melindungi segenap bangsa Indonesia dan seluruh tumpah darah Indonesia, serta mengedepankan kepentingan bersama. Hadiah, mewujudkan kehidupan berbangsa yang beradab dan mewujudkan tatanan dunia yang berlandaskan kemerdekaan, perdamaian abadi dan keadilan sosial.
 Aparatur memiliki tugas yang krusial dalam memberikan pelayanan publik yang prima kepada seluruh warga negara sebagaimana diwajibkan oleh undang-undang. Dalam Pasal 1 Undang-Undang Nomor 25 Tahun 2009 tentang layanan masyarakat. Layanan masyarakat didefinisikan sebagai suatu kegiatan atau serangkaian kegiatan