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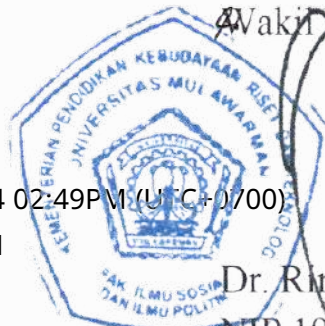
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Kualitas Pelayanan Publik di Kelurahan Gunung Telihan Kecamatan Bontang Barat  
Quality of Public Services in Gunung Telihan Village, West Bontang District  
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ARTICLE INFORMATION	ABSTRACT
<p>Vol. XX, No. XX Page: Published: Keywords: Tangible, Responsiveness, Reliability, Assurance, Empathy CORRESPONDENCE Phone: +62 812 5087 4712 E-mail: jarenislebang1@gmail.com</p>	<p>The aim of this research is to find out the quality of public services at the Gunung Telihan Village Office, West Bontang District. The research focus is: Direct Evidence (Tangible), Responsiveness, Reliability, Assurance, Empathy in providing services to the community and also supporting and inhibiting factors that can influence the Quality of Public Services. The data collection technique is the data source obtained by data analysis used in this research is the qualitative descriptive method, namely research that aims to provide an overview and explanation regarding the variables studied. Literature from Matthew R. Miles and A. Michael Huberman, starting with the process of collecting data, simplifying data, presenting data, and also drawing conclusions. This research was conducted at the Gunung Telihan Village Office, West Bontang District, with the key informants being the Head of Gunung Telihan Village, while the informants were the sub-district staff and the Gunung Telihan Village Community.</p> <p>The results of the research show that the public services provided by Gunung Telihan Subdistrict can be seen from the quality or not. It can also be seen how sub-district staff demonstrate their expertise to the community, sub-district staff try to overcome errors in providing services to the community, and fulfill their obligations as government officials. There are factors that hinder the provision of services to the community, such as the lack of computer facilities, especially in the service department, as well as the unavailability of a suggestion box in the office.</p>

**INTRODUCTION**  
Secara etimologis, pelayanan adalah "securu usaha dalam melayani kebutuhan orang lain". Definisi Pelayanan yaitu suatu proses pemenuhan kebutuhan secara langsung melalui aktivitas orang lain.  
Saat ini, pelayanan publik menjadi isu kebijakan yang semakin strategis dikarenakan masyarakat semakin kritis terhadap pemerintah.  
Selama ini, Permasalahan yang sering kali menjadi persoalan dalam hubungan antar masyarakat dengan pemerintah daerah di bidang pelayanan publik yaitu kualitas pelayanan publik dalam memberi pelayanan kepada masyarakat untuk pencapaian tujuan dan sasaran yang telah ditentukan pada saat perencanaan dengan mencapai tujuan serta sasaran yang ingin dicapai.  
Selain itu, peran kelurahan adalah mengkomunikasikan program pemerintah ke masyarakat sehingga masyarakat dapat memahami dan melakukannya. Hal hal tersebut dapat dipengaruhi dengan memberikan kesempatan untuk meningkatkan kemampuan dan pemberdayaan sehingga dapat mencirikan baik buruknya kualitas pelayanan di kelurahan. Untuk mencapai hal tersebut, diperlukan keterampilan dan motivasi yang baik.

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