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**STUDI KINERJA PEGAWAI DALAM PELAYANAN PUBLIK DI KANTOR KECAMATAN SAMARINDA ULU KOTA SAMARINDA**

**STUDY OF EMPLOYEE PERFORMANCE IN PUBLIC SERVICES AT THE SAMARINDA ULU DISTRICT OFFICE, SAMARINDA CITY**

Reskianto Eka Saputra Bandu<sup>1</sup>, Hj. Nur Fitriyah<sup>2</sup>, Muhamad Jamal Amin<sup>3</sup>  
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| Article Information                   | ABSTRACT  |
|---------------------------------------|---|
| Vol. XX, No. XX                       | RESEKIANTO EKA SAPUTRA BANDU (2024). Study of Employee Performance in Public Services at the Samarinda Ulu District Office, Samarinda City, under the guidance of Mrs. Hj. Nur Fitriyah, MS and Mr. Muhamad Jamal Amin.   |
| Page:                                 | The research carried out is a type of qualitative-descriptive research. Descriptive research is to get a clearer picture of the phenomena that occur in relation to the problem being studied. The research instrument is the researcher himself, and also acts as a data collection tool. Researchers as research instruments aim to obtain valid and realistic data. This may be fulfilled because researchers go directly to the field to carry out observations and interviews with informants. The data analysis technique used is Interactive Model of Analysis, which includes data combination, data presentation and inference (verification).   |
| Published:                            | The results of the research show that the performance of public services in Samarinda Ulu District, Samarinda City, is still not optimal because the service support aspects are not in line with community expectations. This can be seen from the fact that service productivity is not yet optimal, there is no standardization of service quality, employees in providing services do not prioritize services and programs according to the needs and aspirations of the community.   |
| Keywords:                             | The factors that support employee performance in providing services can be seen from the commitment of the apparatus in carrying out their duties, the resources of the apparatus in carrying out the work in accordance with expectations and the supporting infrastructure that can be utilized by employees in carrying out the work. Meanwhile, inhibiting factors in providing services include: lack of motivation and commitment of employees in carrying out work, excessive work load makes employees feel pressured in carrying out work, and external factors or factors beyond the employee's control, such as bad weather conditions and conditions, or emergency situations, it can also hinder employees' ability to provide good service. |
| Employee Performance, Public Services |   |
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**PENDAHULUAN**  
 Sejak tahun 2001, penerapan sistem daerah yang dicanangkan pemerintah telah memberi dampak perubahan dalam penyelenggaraan pemerintahan di pedesaan. Salah satu bentuk perubahan ini yaitu memberikan kekuasaan yang lebih luas untuk mengendalikn banyak bidang pemerintahan. Dengan bertambahnya kewenangan, birokrasi pemerintah daerah akan mampu lebih mengontrol dan mengelola pelayanan publik sesuai kebutuhan masyarakat.

Dalam Undang-Undang Nomor 23 Tahun 2014 tentang Pemerintahan Daerah pada Pasal 18 ayat (3), ditundalkan dengan Peraturan Pemerintah Nomor 2 Tahun 2018 tentang Standar Pelayanan Minimal Peraturan tersebut menyatakan bahwa Standar Pelayanan Minimal atau disingkat SPM adalah peraturan yang mengatur jenis dan mutu pelayanan dasar yang terdandung di dalamnya pelayanan penting

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