

**MANAJEMEN PELAYANAN ADMINISTRASI
KEPENDUDUKAN MELALUI PROGRAM PALADO OLEH
DINAS KEPENDUDUKAN DAN PENCATATAN SIPIL KOTA
SOLOK**

SKRIPSI

*Diajukan Sebagai Syarat Untuk Mendapatkan Gelar Sarjana Administrasi
Publik Pada Fakultas Ilmu Sosial dan Ilmu Politik Universitas Andalas*

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ABSTRAK

M. Nurfathir Alendina, NIM. 2110843025, Manajemen Pelayanan Administrasi Kependudukan Melalui Program Palado oleh Dinas Kependudukan dan Pencatatan Sipil Kota Solok, Departemen Administrasi Publik, Fakultas Ilmu Sosial dan Ilmu Politik, Universitas Andalas, Padang, 2026. Dibimbing oleh: Dr.Ria Ariany, M.Si dan Ilham Adelano Azre, S.IP, M.A skripsi ini terdiri dar 163 halaman dengan referensi 1 buku, 6 jurnal ilmiah, 3 peraturan perundang-undangan, 2 dokumen instansi, dan 1 website.

Pelayanan administrasi kependudukan merupakan salah satu bentuk pelayanan publik yang harus diselenggarakan secara efektif, efisien, dan mudah diakses masyarakat. Sebagai upaya meningkatkan kualitas pelayanan berbasis digital, Dinas Kependudukan dan Pencatatan Sipil Kota Solok mengembangkan Program Palado (Pelayanan Administrasi Kependudukan Online). Namun, pemanfaatan program ini masih belum optimal karena jumlah pengguna layanan *online* masih rendah dibandingkan pelayanan secara langsung. Penelitian ini bertujuan untuk menganalisis manajemen pelayanan administrasi kependudukan melalui Program Palado di Dinas Kependudukan dan Pencatatan Sipil Kota Solok menggunakan teori manajemen George R. Terry yang meliputi *planning, organizing, actuating, dan controlling*.

Penelitian ini menggunakan pendekatan kualitatif dengan metode deskriptif. Data diperoleh melalui observasi, wawancara, dan dokumentasi, kemudian dianalisis menggunakan model interaktif Miles dan Huberman yang meliputi reduksi data, penyajian data, serta penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa manajemen Program Palado telah dilaksanakan melalui fungsi perencanaan, pengorganisasian, pelaksanaan, dan pengawasan. Perencanaan telah mencakup penetapan tujuan, sasaran, sumber daya, serta prosedur pelayanan, meskipun sosialisasi kepada masyarakat masih belum optimal. Pengorganisasian telah didukung oleh pembagian tugas dan koordinasi antarpegawai. Pelaksanaan program telah memanfaatkan teknologi informasi, namun masih menghadapi kendala jaringan, sistem aplikasi, serta rendahnya pemahaman masyarakat terhadap layanan digital. Pengawasan dilakukan melalui monitoring, evaluasi, penanganan keluhan, dan tindak lanjut perbaikan. Secara keseluruhan, manajemen Program Palado telah berjalan dengan cukup baik, namun masih memerlukan peningkatan agar pemanfaatan layanan digital oleh masyarakat dapat lebih optimal.

Kata kunci: Manajemen Pelayanan, Administrasi Kependudukan, Program Palado, Pelayanan Publik, George R. Terry.

ABSTRACT

M. Nurfathir Alendina, Student ID 2110843025, Management of Population Administration Services through the Palado Program by the Department of Population and Civil Registration of Solok City, Department of Public Administration, Faculty of Social and Political Sciences, Andalas University, Padang, 2026. Supervised by: Dr.Ria Ariany, M.Si and Ilham Adelano Azre, S.IP, M.A This thesis consists of 163 pages and is supported by 23 references, comprising 1 book, 6 scientific journal articles, 3 laws and regulations, 2 institutional documents, and 1 website.

Population administration services are one of the public services that must be delivered effectively, efficiently, and be easily accessible to the public. To improve the quality of digital-based public services, the Department of Population and Civil Registration of Solok City developed the Palado Program (*Online Population Administration Service*). However, the utilization of this program has not been optimal, as the number of online service users remains lower than those accessing services directly at the office. This study aims to analyze the management of population administration services through the Palado Program at the Department of Population and Civil Registration of Solok City using George R. Terry's management theory, which consists of planning, organizing, actuating, and controlling.

This research employed a qualitative approach with a descriptive research method. Data were collected through observation, interviews, and documentation, and were analyzed using the interactive model of Miles and Huberman, which includes data reduction, data display, and conclusion drawing.

The results of the study indicate that the management of the Palado Program has been implemented through the functions of planning, organizing, actuating, and controlling. The planning function includes the formulation of objectives, target groups, resource allocation, and service procedures, although public outreach and socialization remain limited. The organizing function has been supported by a clear division of duties and effective coordination among staff. The implementation of the program has utilized information technology; however, it still faces challenges related to internet connectivity, application system issues, and the limited digital literacy of some community members. The controlling function is carried out through monitoring, program evaluation, complaint handling, and corrective actions. Overall, the management of the Palado Program has been implemented fairly well, but further improvements are needed to optimize the utilization of digital population administration services by the community.

Keywords: Service Management, Population Administration, Palado Program, Public Service, George R. Terry.