

ABSTRAK

Pelayanan administrasi merupakan pusat kendali operasional yang menentukan efisiensi organisasi dalam mendukung tugas penegakan hukum di Ditreskrimum Polda Sumsel. Penelitian ini bertujuan untuk menganalisis peran Subbagian Perencanaan dan Administrasi (Subbag Renmin) dalam menjaga mutu pelayanan administrasi satu pintu, mengidentifikasi kendala operasional dalam sirkulasi naskah dinas, serta menguji sinkronisasi sistem digital dalam mewujudkan Pelayanan Prima. Metode penelitian yang digunakan adalah deskriptif kualitatif dengan teknik pengumpulan data melalui observasi partisipatif, studi dokumentasi, serta wawancara mendalam bersama informan internal dan eksternal institusi. Hasil penelitian menunjukkan bahwa penerapan sistem administrasi satu pintu oleh Subbag Renmin berhasil mengamankan legalitas, validitas format, dan rekam jejak sirkulasi naskah dinas secara akuntabel. Namun, kecepatan distribusi berkas fisik di lapangan masih menghadapi kendala berupa kesenjangan waktu yang signifikan, akibat ketergantungan yang tinggi pada otentikasi tanda tangan manual pimpinan saat sedang melaksanakan rapat mendesak atau tugas dinas luar. Di sisi lain, implementasi aplikasi Astina terbukti mempermudah tata kelola pengarsipan dan pelacakan posisi berkas secara *real-time*. Sinkronisasi sistem hibrida ini belum berjalan optimal karena justru memicu beban kerja ganda bagi staf administrasi yang harus membagi fokus kerja. Selain itu, operasional aplikasi ini juga rentan terhambat oleh gangguan teknis berupa fluktuasi jaringan internet kantor dan *server* pada jam-jam sibuk. Rekomendasi taktis yang diajukan dalam penelitian ini meliputi optimalisasi penyaringan berkas di tingkat awal oleh staf agar dokumen yang naik ke meja pimpinan dalam kondisi matang dan siap disahkan secara instan, serta pengadaan infrastruktur jaringan internet cadangan khusus di ruang administrasi.

Kata Kunci: *Kualitas Pelayanan Administrasi, Pelayanan Prima, Sistem Hibrida, Aplikasi Astina, Efisiensi Kerja.*

ABSTRACT

Administrative services serve as the operational control center that determines organizational efficiency in supporting law enforcement tasks at Ditreskrimum Polda Sumsel. This study aims to analyze the role of the Planning and Administration Sub-Department (Subbag Renmin) in maintaining the quality of one-gate administrative services, identify operational constraints in the circulation of official documents, and examine the synchronization of the digital system toward achieving Service Excellence. The research method applied is descriptive qualitative, with data collection techniques including participatory observation, documentation studies, and in-depth interviews with internal and external institutional informants. The results indicate that the implementation of the one-gate administrative system by Subbag Renmin successfully secures the legality, formatting validity, and tracking records of official documents accountably. However, the speed of physical document distribution in the field still faces constraints in the form of a significant time gap, due to a high dependence on the leader's manual signature authentication when conducting urgent meetings or external duties. On the other hand, the implementation of the Astina application is proven to ease archival management and real-time document tracking. Nevertheless, the synchronization of this hybrid system has not run optimally as it triggers a double workload for administrative staff who must divide their operational focus. Furthermore, the application's operation remains vulnerable to technical disruptions such as office internet network fluctuations and server overloads during peak hours. Tactical recommendations proposed in this study include optimizing the initial document filtering process by the staff so that files submitted to the leader's desk are fully prepared for instant approval, as well as providing a dedicated backup internet network infrastructure in the administration room.

Keywords: Administrative Service Quality, Service Excellence, Hybrid System, Astina Application, Work Efficiency.