

ABSTRACT

This research was motivated by the low quality of service for STNK extension at the Samsat Office, Sumedang Regency.

Based on the research background, the researcher formulated the following problems: "How Much Influence is the Implementation of Government Policies on the Quality of STNK Extension Services at the Samsat Office, Sumedang Regency".

In this study, researchers tested the hypothesis based on policy implementation factors referring to the opinion of George C. Edward III in Santoso (1987; 10) which includes (1) Communication (2) Resources (3) Disposition / Attitude of Implementers (4) Bureaucratic Structure .

Based on the theories in the research framework, it can formulate the hypothesis "The magnitude of the influence of the implementation of government policies on the quality of STNK extension services in the Samsat office of Sumedang Regency is determined by" Communication, Resources, Disposition / Attitude of Implementers and Bureaucratic Structure.

The research method used is the explanatory research method. Sources and data collection techniques are primary data sources and secondary data, while data collection is through library research and field studies, namely through observation, interviews and questionnaires.

Based on the results of the study, it shows that there is a strong and unidirectional influence between the policy implementation variable and the STNK extension service quality variable in the SAMSAT office of Sumedang Regency. Thus the results of this study were tested empirically.

ABSTRAK

Penelitian ini dilatarbelakangi oleh rendahnya kualitas pelayanan perpanjangan STNK di Kantor Samsat Kabupaten Sumedang.

Berdasarkan latar belakang penelitian tersebut, peneliti merumuskan masalah sebagai berikut : "Seberapa Besar Pengaruh Implementasi Kebijakan Pemerintah terhadap Kualitas Pelayanan Perpanjangan STNK di Kantor Samsat Kabupaten Sumedang".

Dalam penelitian ini peneliti menguji hipotesis berdasarkan faktor-faktor implementasi kebijakan mengacu pada pendapat George C. Edward III dalam Santoso (1987;10) yang meliputi (1) Komunikasi (2) Sumber Daya (3) Disposisi/ Sikap Pelaksana (4) Struktur Birokrasi.

Berdasarkan teori-teori dalam kerangka penelitian, dapat merumuskan hipotesis "Besarnya Pengaruh Implementasi Kebijakan Pemerintah terhadap Kualitas Pelayanan Perpanjangan STNK di Kantor Samsat Kabupaten Sumedang ditentukan oleh " Komunikasi, Sumber Daya, Disposisi/ Sikap Pelaksana dan Struktur Birokrasi.

Metode penelitian yang digunakan adalah metode *Eksplanatori Researcht*. Sumber dan teknik pengumpulan data adalah sumber data primer dan data sekunder sedangkan pengumpulan data adalah melalui studi kepustakaan dan studi lapangan yaitu melalui observasi, wawancara dan angket.

Berdasarkan hasil penelitian, menunjukkan bahwa terdapat pengaruh yang kuat dan searah antara variabel Implementasi Kebijakan dengan Variabel Kualitas Pelayanan Perpanjangan STNK di Kantor SAMSAT Kabupaten Sumedang. Dengan demikian hasil penelitian ini teruji secara empirik.