

ABSTRAK

Secara Umum, Penelitian Ini Bertujuan Untuk Menganalisis Dan Mendeskripsikan Bagaimana Peran Kepemimpinan Dalam Meningkatkan Kualitas Pelayanan Publik PTSP Di Kantor Kementerian Agama Kota Tomohon Metode Yang Digunakan Dalam Penelitian Ini Merupakan Metode Penelitian Deskriptif Kualitatif. Teknik Pengumpulan Data Dilakukan Dengan Wawancara, Observasi, Dan Dokumentasi Yang Berkaitan Dengan Masalah Yang Diteliti. Adapun Fokus Penelitian Yaitu Didasarkan Pada 5 Dimensi Kualitas Pelayanan Menurut Sinambela, (2006) Yakni Transparansi, Akuntabilitas, Kondisional, Partisipatif, Kesamaan Hak. Hasil Penelitian Menunjukkan Bahwa Peran Kepemimpinan Kepala Kantor Dalam Meningkatkan Kualitas Pelayanan Publik PTSP Di Kantor Kementerian Agama Kota Tomohon Telah Dilaksanakan Cukup Baik, Namun Masih Terdapat Hal-Hal Perlu Ditingkatkan Dalam Beberapa Indikator.

Kata Kunci : **Kepemimpinan, kualitas layanan publik, kesamaan hak**

Abstrak

In general, this study aims to analyze and describe the role of leadership in improving the quality of public services at the Ministry of Religious Affairs Office in Tomohon City. The method used in this study is a qualitative descriptive method. Data collection techniques were conducted through interviews, observation, and documentation related to the problem being studied. The research focus is based on the five dimensions of service quality according to Sinambela (2006): transparency, accountability, conditionality, participation, and equal rights. The results indicate that the leadership role of the office head in improving the quality of public services at the Ministry of Religious Affairs Office in Tomohon City has been implemented quite well, however, there are still things that need to be improved in several indicators.

Keywords: Leadership, Public Service Quality, Equal Rights