**ABSTRAK**

**Kepemimpinan Lurah Dalam Meningkatkan Pelayanan Publik di Kelurahan Busalangga Kecamatan Rote Barat Laut Kabupaten Rote Ndao Provinsi Nusa Tenggara Timur.**

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Laporan akhir sebagai hasil dari kegiatan magang ini mengangkat masalah tentang kepemimpinan Lurah dalam meningkatkan pelayanan publik serta mengetahui pelaksanaan pelayanan publik dan upaya untuk meningkatkan pelayanan publik.

Pengamatan selama kegiatan magang dilaksanakan dengan menggunakan desain kualitatif dan pendekatan induktif. Data-data dikumpulkan melalui wawancara, dokumensi, dan observasi. Data-data selanjutnya dianalisis dengan cara reduksi data, penyajian data (display Data) dan mengambil kesimpulan serta Triangulasi.

Berdasarkan hasil analisis, Kepemimpinan Lurah dalam meningkatkan pelayanan publik di kelurahan Busalangga Kecamatan Rote Barat Laut Kabupaten Rote Ndao Provinsi Nusa Tenggara Timur, dalam pelaksanaan pelayanan Publik terdapat beberapa permasalahan yaitu keterbatasannya sarana dan prasarana dan kurangnya ketrampilan dari aparat serta kurang disiplinnya pegawai di Kelurahan Busalangga.

Untuk mengatasi permasalahan tersebut diatas upaya yang dilakukan yaitu peningkatan ketrampilan pegawai, peningkatan sarana dan prasarana serta peningkatan disiplin pegawai.

Kata Kunci : Kepemimpinan , Pelayanan Publik

**ABSTRACT**

**LEADRSHIP URBAN VILLAGE IN INCREASE PUBLIC SERVICES IN URBAN VILLAGE BUSALANGGA SUB DISTRICT ROTE NORTHWESTERN DISTRICT ROTE NDAO EAST NUSA TENGGARA.**

Tutors I: Dr.Ridwan Se.Ms.I

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Of the final report of as the result of terrorist activity in is this internship address both about leadership the head of urban village in improving public services as well as understand the implementation of public services as well as part of the efforts to improve public services as well .

Of the observation of during internships was conducted using a design qualitative and the approach of inductive .Data-data collected through interviews , dokumensi , and observation .Their prices in the ensuing data-data have been analyzed by means of the reduction of the data , data presentation used to ( display data ) and draw conclusion as well as triangulation of .

Based on the results of the analysis , the leadership of the head of urban village in improving public services in urban villages busalangga district rote northwestern roti ndao east nusa tenggara province , in the implementation of public services the index points to some problems that had occurred pt pgn promised to supply the limitation of facilities and infrastructure and lack of training from the officials as well as less disiplinnya the staff who worked in busalangga urban village .

To solve the problem mentioned above the efforts made by namely to increase the skills employees , the improvement of facilities and infrastructure and the rise in official discipline .

Password: leadership , public services