

Analisis efektivitas pelayanan publik (Studi kasus pada Dinas Tata Ruang Provinsi DKI Jakarta) = Analysis on the effectiveness of public services (A case study in spatial planning office DKI Jakarta)

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Abstrak

ABSTRAK

Rendahnya kualitas pelayanan publik di DKI Jakarta adalah dampak dari lemahnya efektivitas organisasi pelayanan publik. Salah satu bentuk pelayanan publik adalah dengan penerbitan Ketetapan Rencana Kota (KRK). Penelitian ini menganalisis efektivitas pelayanan publik ditinjau dari mekanisme pelayanan, sistem pengendalian, internal control, pengukuran kinerja dan efisiensi anggaran. Penelitian ini menggunakan pendekatan kualitatif. Hasil penelitian menunjukkan pelayanan di Dinas Tata Ruang belum efektif ditandai dengan prosedur dan mekanisme pelayanan yang rumit, sistem pengendalian organisasi lemah serta efisiensi anggaran belum optimal. Faktor penyebabnya antara lain sumber daya manusia terbatas, belum diterapkannya e-government system, serta sistem pengukuran kepuasan pemohon dan pengelolaan pengaduan tidak efektif.

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<i>ABSTRACT</i>

The low quality of public services in DKI Jakarta is the impact of the weak effectiveness of public service organizations. One form of public service is by publishing the Ketetapan Rencana Kota (KRK). This study analyzes the effectiveness of the public service in terms of the mechanism of services, control systems, internal control, performance measurement and budget efficiency. This study used a qualitative approach. The research showed that the services performed in the Spatial Planning Office is still ineffective characterized with the complicated procedures and mechanisms in the service, weak organization control system, as well as the efficiency of budget has not been optimal. Factors causing this include the limited human resources, lack of implementation of e-government systems as well as ineffective applicant satisfaction measurement and complaints management systems. The low quality of public services in DKI Jakarta is the impact of the weak effectiveness of public service organizations. One form of public service is by publishing the Ketetapan Rencana Kota (KRK). This study analyzes the effectiveness of the public service in terms of the mechanism of services, control systems, internal control, performance measurement and budget efficiency. This study used a qualitative approach. The research showed that the services performed in the Spatial Planning Office is still ineffective characterized with the complicated procedures and mechanisms in the service, weak organization control system, as well as the efficiency of budget has not been optimal. Factors causing this include the limited human resources, lack of implementation of e-government systems as well as ineffective applicant satisfaction measurement and complaints management systems.