

Peran modal sosial dalam meningkatkan kemandirian komuniti masyarakat perkotaan di tingkat neighborhood management (studi kasus standar mutu pelayanan di komuniti RW 012 kelurahan Pegangsaan Dua, kecamatan Kelapa Gading, Jakarta utara) = The role of social capital in improving urban community independence at neighborhood management level (case study service quality standards in RW 012 kelurahan Pegangsaan Dua, kecamatan Kelapa Gading, North Jakarta)

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Abstrak

Peran modal sosial yang dimiliki oleh komuniti RW 012 ternyata berperan penting dalam meningkatkan mutu pelayanan administrasi, neighborhood management dan pemberdayaan masyarakat. Ketidakadaan peran pemerintah dalam mengelola komuniti dari sisi sosial-budaya menyebabkan kemunculan agen perubahan yang bertindak menggantikan pemerintah dalam rangka meningkatkan solidaritas dan mutu pelayanan administrasi dan neighborhood management. Karakteristik sosial, budaya dan ekonomi masyarakat; sumber daya; dan aktivitas komuniti berperan penting dalam menentukan dasar neighborhood planning dalam rangka meningkatkan partisipasi masyarakat. Keberhasilan komuniti menjadi pembelajaran bagi seluruh pemangku kepentingan untuk memanfaatkan modal sosial komuniti, membangun sistem administrasi pelayanan dan manajemen lingkungan yang berkelanjutan.

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The social capital role in local community play an important role in improving quality administrative services, neighborhood management and community empowerment. Lack of government's role in managing the local community in terms of socio-cultural planning, has led to 'agents of change' appearance who act as their local community leader to replace government presence to increase solidarity, quality of administrative services, and neighborhood management. Social, cultural, and economic characteristics; resources; and social activities in communities play an important role in determining the basis of neighborhood planning in increasing community participation. The success story from this local community become a lesson learned for related stakeholders to utilize social capital in every local community by generating a sustainable administrative, and neighborhood management system.