

Analisis Mal Pelayanan Publik DKI Jakarta dengan Pendekatan Interoperability Framework = Analysis of DKI Jakarta Public Service Malls using the Interoperability Framework Approach

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Abstrak

MPP DKI Jakarta diinisiasi untuk memberikan pelayanan yang cepat, mudah, dan terpadu kepada masyarakat. Namun, MPP DKI Jakarta menghadapi tantangan dalam integrasi organisasi, hukum, dan data. Penelitian ini menganalisis integrasi pelayanan publik di MPP DKI Jakarta dengan pendekatan Interoperability Framework dari European Commission. Metode yang digunakan adalah post-positivisme dengan wawancara mendalam 11 narasumber dan studi kepustakaan. Hasil penelitian menunjukkan bahwa MPP DKI Jakarta menghadapi tantangan dalam Interoperability Governance seperti kurangnya dukungan politik dan kepemimpinan. Legal Interoperability menghadapi masalah integrasi peraturan antar organisasi dan internalisasi peraturan. Organizational Interoperability kekurangan integrasi proses bisnis dan kelembagaan yang jelas. Technical Interoperability menghadapi kendala pertukaran, keamanan, dan sistem satu data. Integrated Public Service Governance juga terkendala dalam aksesibilitas layanan digital dan tidak terintegrasi. Dapat disimpulkan bahwa MPP DKI Jakarta belum mencapai interoperabilitas dalam integrasi pelayanan publik.

.....The MPP DKI Jakarta was initiated to provide fast, easy, and integrated services to the public. However, the MPP DKI Jakarta faces challenges in organizational, legal, and data integration. This study analyzes the integration of public services at the MPP DKI Jakarta using the European Commission's Interoperability Framework approach. The methodology used is post-positivism, with in-depth interviews of 11 informants and literature studies. The findings indicate that MPP DKI Jakarta encounters challenges in Interoperability Governance, such as a lack of political support and leadership. Legal Interoperability faces issues with the integration of regulations between organizations and insufficient internalization of regulations.

Organizational Interoperability lacks business process integration and clear institutional structures.

Technical Interoperability deals with challenges in data exchange, security, and single data systems.

Integrated Public Service Governance also struggles with digital service accessibility and lack of integration.

It can be concluded that MPP DKI Jakarta has not yet achieved interoperability in public service integration.