

## Evaluasi transaksi nontunai pada pembayaran honor surveyor jentik DBD di Kota Tangerang Selatan tahun 2018 = Evaluation of cashless transaction on honorarium payment of dengue larvae surveyors in South Tangerang City in 2018

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### Abstrak

Latar Belakang: Untuk mewujudkan tata kelola pemerintahan yang baik, Pemerintah Kota Tangerang Selatan mengimplementasikan transaksi nontunai pada penerimaan dan pengeluaran keuangan daerah termasuk pembayaran honor surveyor jentik DBD. Penelitian ini bertujuan untuk mengevaluasi pelaksanaan transaksi nontunai pada pembayaran honor surveyor jentik DBD di Kota Tangerang Selatan pada tahun 2018.

Metode: Penelitian ini menggunakan pendekatan kualitatif. Data diperoleh melalui telaah dokumen yang diperkuat dengan wawancara mendalam dan diskusi kelompok terarah. Didapatkan informan sebanyak 20 orang dari latar belakang peran yang berbeda. Teknik triangulasi sumber dan triangulasi metode digunakan untuk cross check data informan. Analisis disajikan dalam bentuk empirical problem tree.

Hasil: Evaluasi transaksi nontunai pada pembayaran honor surveyor jentik DBD mengalami keterlambatan hingga 6 bulan. Penelusuran lebih lanjut ditemukan adanya hambatan komunikasi pada un-fully information, sehingga terjadi panic disorder dan denial mechanism. Pada aspek birokrasi ditemukan perubahan SOP pola dan cara pembayaran berdampak berkas-berkas SPJ in-complete, data penerima invalid, dan nomor rekening inactive, serta multi-level verification yang lama. Aspek sumber daya ditemukan kuantitas dan kualitas SDM tidak memadai, sehingga terjadi high workload. Adanya fasilitas internet banking corporate (IBC) dapat mempercepat proses pembayaran, namun masih kekurangan fitur saving, verification, dan validation, serta jumlah ATM yang kurang. Aspek disposisi ditemukan kecenderungan kebijakan Pemkot tanpa tahapan atau zero cashless transaction dan honor surveyor DBD yang rendah. Aspek kondisi lingkungan ditemukan dukungan infrastruktur teknologi, kondisi geografis, dan bank BJB, namun menghadapi hambatan pada poor banking habits. Pada capaian program penanggulangan DBD diketahui terjadi incidence rate penyakit DBD secara signifikan, meskipun capaian Angka Bebas Jentik (ABJ) telah diraih dengan baik.

Kesimpulan: Transaksi nontunai pada pembayaran honor surveyor jentik DBD belum berjalan secara efektif yang berakibat terjadinya keterlambatan pembayaran. Disarankan kepada Pemerintah Kota Tangerang Selatan untuk menggunakan aplikasi berbasis android atau financial technology (fintech) agar transaksi dapat berjalan lebih cepat dan mudah digunakan, serta menyiapkan support system-nya.

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Background: To realize good governance, the Government of South Tangerang City implements cashless transaction in revenues and expenditures of regional finance including honorarium payments of dengue larvae surveyor. This study aims to evaluate the implementation of cashless transaction on honorarium payments of dengue larva surveyors in South Tangerang City in 2018.

Method: This study use a qualitative approach. Data was obtained through document review which was strengthened by in-depth interviews and focus group discussion. It was found 20 informants from different backgrounds. It use the techniques of source and method triangulations to cross check the informants data.

The analysis was presented by form of empirical problem tree.

Result: The evaluation of cashless transaction on honorarium payments of dengue larvae surveyors has been delayed for 6 months. The advanced searching was found communication problem un-fully information, inducing the panic disorder and denial mechanism. Bureaucratic aspects were found procedure changes of pattern and method payment affecting in-complete SPJ files, invalid recipient data, inactive account numbers, and long-time of multi-level verification. Resource aspects were found inadequate on the quantity and quality of human resources, resulting in high workload. The facility of internet banking corporate (IBC) can speed up the payment process, but lacks of saving, verification, and validation features, and less number of automated machine teller (ATM). Disposition aspects were found Government tendency on zero cashless transaction and low of honorarium of dengue larvae surveyor honorariums. Environmental aspects were found the supports of technology infrastructure, geographical conditions, and BJB bank, but faced obstacles up in poor banking habits. The DHF prevention program were achieve a significant incidence rates of dengue disease, even though larva free amount (ABJ) has been achieved well.</p>

Conclusion: Cashless transactions on honorarium payments of dengue larvae surveyors have not implemented yet effectively which happen delay payments. The recommendation for Government of South Tangerang City to use an Android-based application or financial technology, so that the transactions can be implemented faster and easier to use, and prepare the support system.