

ABSTRAK

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Program Studi : Administrasi Publik
Judul Skripsi : Implementasi Prinsip-Prinsip *Good Governance* Dalam Meningkatkan Kualitas Pelayanan Publik Pada Kantor BPJS Ketenagakerjaan Jakarta Selatan.

Penelitian ini berfokus pada implementasi prinsip-prinsip *good governance* yang diterapkan BPJS Ketenagakerjaan. Tujuan dari penelitian ini adalah mendeskripsikan dan menganalisis implementasi prinsip-prinsip *good governance* dalam meningkatkan kualitas pelayanan di BPJS Ketenagakerjaan Jakarta Selatan. Penelitian ini menggunakan pendekatan kualitatif dengan metode deskriptif. Dalam analisis penelitian ini menggunakan teori yang dikemukakan oleh *Teori Sedarmayanti* (2014) dengan 5 indikator yaitu: (1) Akuntabilitas, (2) Transparansi, (3) Tegaknya supremasi hukum, (4) Partisipasi, dan (5) Daya tanggap. Data yang dianalisis adalah hasil wawancara, observasi serta telaah dokumen milik pemerintah dan BPJS ketenagakerjaan Indonesia.

Hasil penelitian menunjukkan bahwa implementasi prinsip akuntabilitas belum optimal karena bentuk pertanggungjawaban berupa laporan pengelolaan program dan keuangan belum tersampaikan tepat waktu, diikuti implementasi prinsip transparansi yang menyediakan informasi publik tetapi belum adanya transparansi mengenai biaya denda dan BPJS Ketenagakerjaan dalam memberikan pelayanannya tentu berpedoman pada peraturan perundang-undangan yang berlaku di Indonesia sesuai dengan prinsip tegaknya supremasi hukum. Mulai dari Undang-Undang, Peraturan Pemerintah, Peraturan Presiden, Keputusan Presiden, Peraturan Menteri sampai dengan Peraturan BPJS Ketenagakerjaan. Prinsip partisipasi menunjukkan bahwa terdapat kesempatan untuk menyampaikan aspirasi dan tersedia pengelolaan pengaduan masyarakat serta prinsip daya tanggap dengan inovasi pelayanan mudah melalui online dengan aplikasi JMO, situs lapak asik, dan secara langsung di kantor cabang seluruh Indonesia belum terlaksana dengan optimal. Namun, pada implementasi prinsip *good governance* masih harus diadakan sosialisasi pemahaman *good governance* dan pelaporan tahunan yang tepat waktu.

Kata Kunci : *Good Governance*, Akuntabilitas, Transparansi, Tegaknya supremasi hukum, Partisipasi, Daya tanggap, Kualitas Pelayanan, BPJS Ketenagakerjaan.
Referensi : Buku, Jurnal, Dokumen Kebijakan, dan Artikel
Dosen Pembimbing : Dr. Evi Satispi, M.Si.

ABSTRACT

Name : Retno Wahyuni
Study Program : Public Administration
Title : Implementation of Good Governance Principles in
Improving the Quality of Public Services at the Jakarta
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This research focuses on the implementation of the principles of good governance applied by BPJS Ketenagakerjaan. The purpose of this study is to describe and analyze the implementation of the principles of good governance in improving service quality at BPJS Ketenagakerjaan, South Jakarta. This research uses a qualitative approach with descriptive methods. In the analysis of this research, it uses the theory put forward by Sedarmayanti's theory (2014) with 5 indicators, namely: (1) Accountability, (2) Transparency, (3) Upholding the rule of law, (4) Participation, and (5) Responsiveness. The data analyzed are the results of interviews, observations and reviews of documents belonging to the government and the Indonesian Employment BPJS. The results showed that the implementation of the principle of accountability was not optimal because the form of accountability in the form of program and financial management reports had not been submitted on time, followed by the implementation of the principle of transparency which provided public information but there was no transparency regarding the costs of fines and BPJS Ketenagakerjaan in providing its services of course guided by laws and regulations. laws that apply in Indonesia in accordance with the principle of upholding the rule of law. Starting from Laws, Government Regulations, Presidential Regulations, Presidential Decrees, Ministerial Regulations to Employment BPJS Regulations. The principle of participation indicates that there is an opportunity to express aspirations and management of public complaints is available and the principle of responsiveness with easy service innovations through online with the JMO application, cool lapak sites, and in person at branch offices throughout Indonesia has not been implemented optimally. However, in the implementation of the principles of good governance, there is still a need to socialize the understanding of good governance and timely annual reporting.

Keywords : Good Governance, Accountability, Transparency, Law Supremacy, Participation, Responsiveness, Service Quality, Employment BPJS.
References : Books, Journals, Public Policy, and Articles
Advisor : Dr. Evi Satispi, M.Si