

**MANAJEMEN PELAYANAN PUBLIK BIDANG ADMINISTRASI PENYETARAAN
IJAZAH LUAR NEGERI DI SUB DIREKTORAT PENGAKUAN KUALIFIKASI
DIREKTORAT PEMBELAJARAN KEMENTERIAN RISET, TEKNOLOGI, DAN
PENDIDIKAN TINGGI REPUBLIK INDONESIA**

PAUL MARTINUS PARDAMEAN

ABSTRAK

Penelitian ini dilaksanakan dibagian penyetaraan ijazah luar negeri, Kementerian Riset, Teknologi, dan Pendidikan Tinggi yang di fokuskan pada pelayanan prima pada sistem pelayanan publik dan penerapan teknologi berbasis internet (*website*), bertujuan untuk mengetahui penerapan pelayanan prima pada pelayanan publik penyetaraan ILN. Penelitian ini dilakukan pada bulan Oktober 2018 hingga Januari 2019. Penelitian ini menggunakan pendekatan kualitatif dengan metode penelitian deskriptif. Pengumpulan data dilakukan melalui observasi, wawancara, serta studi dokumentasi. Informan dalam penelitian ini meliputi: Kepala Seksi Pencapaian Pembelajaran, Staff Penanggung Jawab Teknis, Staff Pengambilan Surat Keputusan (SK) dan Legalisir SK, Staff Verifikasi Berkas, dan Staff Administrasi Kantor.

Pelayanan prima yang diterapkan penyetaraan ILN dilakukan sejak tahun 2009. Standar pada pelayanan di penyetaraan ILN adalah Standar Operasional Prosedur dan pedoman penyetaraan ILN. Pemanfaatan *website* merupakan salah satu wujud penerapan *e-government* dalam mewujudkan pelayanan publik yang efektif, efisien, dan transparan.

Selain melalui kuesioner kepuasan pelanggan, untuk mengoptimalkan hasil pelayanan, penyetaraan ILN sebaiknya mendaftarkan standar pelayanan ke *International Organization of Standardization* (ISO). Selain itu, manajemen *website* penyetaraan ILN agar lebih diperhatikan terutama pengembangan sistem yang lebih stabil.

Kata kunci: Pelayanan prima, pelayanan publik, penerapan *e-government*

**MANAGEMENT OF PUBLIC SERVICES IN ADMINISTRATION EQUALIZING
FOREIGN DIPLOMAS, MINISTRY OF RESEARCH TECHNOLOGY, AND HIGHER
EDUCATION INDONESIA**

PAUL MARTINUS PARDAMEAN

ABSTRACT

This research has conducted in administration EFD, Ministry Of Research, Technology, and Higher Education, focused on the excellent service in the public service system and the application of internet based technology, to understand the application of excellent service to public services EFD. This research has conducted from October 2018 until January 2019. This research used qualitative approach and descriptive method. The data has collected by observation, interview, and study of documentation. Informant of this research gain: head section of learning achievement, staff of technical, staff of decision making and legalization, staff of verification, and staff of administration.

Excellent service has been doing for EFD since 2009. The standard for service in Equalizing Foreign Diplomas is the operational standar of procedures and guidelines for EFD. By utilizing a website which is one form of implementing E-Government in realizing effective, efficient, and transparent public services.

In addition of questioner customer satisfaction, to optimalize the result of service, EFD is better to register service standards to the International Organization of Standardization. In addition, the management of the website for the EFD should has more attention to the development for more stable system.

Keywords: Service excellent, public service, application of e-government