

ABSTRAK

Citra Khairunnisa, *Analisis Kinerja Petugas Penanganan Prasarana dan Sarana Umum dalam Rangka Mengoptimalkan Pelayanan Kepada Masyarakat (Studi di Kelurahan Balekambang, Kecamatan Kramat Jati, Jakarta Timur)*, Skripsi. Jakarta: Program Studi Pendidikan Pancasila dan Kewarganegaraan (PPKn), Fakultas Ilmu Sosial, Universitas Negeri Jakarta.

Penelitian ini bertujuan untuk mengetahui dan menganalisis kinerja petugas Penanganan Prasarana dan Sarana Umum tingkat Kelurahan dalam rangka mengoptimalkan pelayanan kepada masyarakat, serta latar belakang terbentuknya PPSU, khususnya Kelurahan Balekambang, Kramat Jati, Jakarta Timur.

Metode penelitian yang digunakan dalam penelitian ini adalah metode deskriptif dengan pendekatan kualitatif. Data yang digunakan adalah hasil observasi, hasil wawancara, dan studi dokumen yang dilakukan kepada petugas PPSU, dan masyarakat kelurahan Balekambang.

Teori yang digunakan dalam Penelitian ini adalah teori kinerja dari Kumorotomo, di dalamnya terdapat 4 indikator, yaitu Efisiensi, Efektivitas, Keadilan, dan daya tanggap. berdasarkan penelitian didapatkan hasil bahwa kinerja petugas PPSU kelurahan Balekambang sudah optimal sejak pelaksanaan PPSU berdasarkan peraturan gubernur DKI Jakarta Nomor 7 Tahun 2017 tentang penanganan prasarana dan sarana umum tingkat kelurahan. Namun, sebagaimana yang diatur di dalam peraturan mengenai kebijakan PPSU melalui pergub no.7 tahun 2017 dikatakan perlu adanya partisipasi masyarakat dalam penanganan Prasarana dan Sarana Umum di tingkat kelurahan, sehingga di dalam penelitian ini mencari informasi/data mengenai partisipasi masyarakat dimana mendapatkan hasil bahwa kinerja petugas PPSU yang sudah optimal dalam rangka mengoptimalkan pelayanan kepada masyarakat merubah pola partisipasi masyarakat, yang semula dalam bentuk fisik, kini dalam bentuk uang yang diakomodir dalam bentuk benda ketika kerja bakti.

Kata Kunci : petugas PPSU, Pelayanan Kepada Masyarakat, Kinerja.

ABSTRACT

Citra Khairunnisa, *Performance Analysis of PPSU employees in Order to Optimize Public Service (Study in Kelurahan Balekambang, Kecamatan Kramat Jati, East Jakarta)*, Thesis. Jakarta: Study Program is Pancasila and Civic Education (PPKn), Faculty of Social Science, Universitas Negeri Jakarta.

This study aims to seek and analyze the performance of PPSU employees at kelurahan level in order to optimize public services, and the background of formation's PPSU employees, particularly in Kelurahan Balekambang, Kramat Jati, East Jakarta.

The research method which was applied in this research was descriptive with a qualitative approach. The data used were the results of observations, interviews, and documents studies carried to PPSU employees and Balekambang societies.

The theory used in this research was performance theory from Kumorotomo. He argued that there are four indicators : Efficiency, Effectiveness, Justice, and responsiveness to scaling performances. Thus, this research found that the performance of the PPSU employees in Kelurahan Balekambang has been optimum since the first time the policy was implemented. It was based on the Governor's Regulation of DKI Jakarta Number 7 of 2017 regards to Handling Public Infrastructure and Facilities in kelurahan level. However, the research also found that the society has not participated as stated in the Governor's Regulation, as they have provided food from money which they collected.

It can be concluded that the PPSU's performances have been corresponded with the Governor's Regulation, nevertheless what has not been fulfilled is the society's participation. The participation which was stated in the regulation is actually in physical form, but the society agreed to participate in the other form. of money that is accommodated in the form of objects during community service.

As stipulated in the regulations regarding PPSU policy through the Governor's regulation Number 7 of 2017, it is said that there is a need for societies participation in PPSU at kelurahan level, so that in this research looking for information/data on community participation where results are obtained PPSU employees who are already good at optimizing public service did change the pattern of community participation,

Key Word : PPSU Employees, Public Service, Performance.