

ABSTRAK

Vinni Gravitiani. Pelaksanaan Pengaduan Masyarakat dalam Meningkatkan Kualitas Pelayanan Publik (Studi Kasus di Posko Pengaduan Kecamatan Pulo Gadung Jakarta Timur). Skripsi. Jakarta: Program Studi Pendidikan Pancasila dan Kewarganegaraan, Fakultas Ilmu Sosial, Universitas Negeri Jakarta, 2020.

Penelitian ini bertujuan untuk mengetahui jenis-jenis pengaduan masyarakat yang masuk di Posko Pengaduan Kecamatan Pulo Gadung Jakarta Timur dan untuk mengetahui bagaimana pelaksanaan pengaduan masyarakat di Posko Pengaduan Kecamatan Pulo Gadung Jakarta Timur.

Metode yang digunakan dalam penelitian ini yaitu metode penelitian studi kasus dengan teknik pengumpulan data yaitu wawancara dengan petugas posko pengaduan, Kepala Seksi Bidang Pemerintahan Kecamatan Pulo Gadung Jakarta Timur, dan tiga masyarakat yang pernah melakukan pengaduan di Posko Pengaduan Kecamatan Pulo Gadung, dan juga menggunakan teknik pengumpulan data studi dokumentasi. Kemudian analisis data yang digunakan adalah analisis data model Miles and Huberman dengan tahap-tahap analisis yaitu reduksi data, penyajian data, dan penarikan kesimpulan.

Hasil penelitian menunjukkan bahwa jenis pengaduan yang masuk di Posko Pengaduan Kecamatan Pulo Gadung termasuk ke dalam dimensi berwujud dengan tidak adanya pembatasan jenis-jenisnya dan pelaksanaan pengaduan masyarakat sudah sesuai dengan Instruksi Gubernur Nomor 94 Tahun 2019 Tentang Pelaksanaan Penerimaan Pengaduan Masyarakat di Kantor Walikota/Bupati, Camat dan Lurah. Kemudian, kelancaran rutinitas pelaksanaan pengaduan di Posko Pengaduan Kecamatan Pulo Gadung belum optimal karena masih terdapat beberapa kendala. Akan tetapi, dampak yang diharapkan sudah cukup terarah.

Kata Kunci: Pengaduan Masyarakat, Kualitas Pelayanan Publik, Posko Pengaduan Kecamatan.

ABSTRACT

Vinni Gravitiani. Implementation of Public Complaints in Improving the Quality of Public Services (Case Study at the Complaints Post in Pulo Gadung District, East Jakarta). Thesis. Jakarta: Pancasila and Civic Education Study Program, Faculty of Social Sciences, Universitas Negeri Jakarta, 2020.

This study aims to find out kinds of public complaints was entered at Pulo Gadung Sub-District Command Post in East Jakarta and to find out how the implementation of public complaints at the Pulo Gadung Sub-District Command Post in East Jakarta.

The method used in this research is a case study research method with data collection techniques, namely interviews with complaint post officers, the Head of the Section for Government Affairs, Pulo Gadung District, East Jakarta and three communities who have made complaints at the Complaint Post, Pulo Gadung District, and also using collection techniques. documentation study data. Then the data analysis used is the data analysis of the Miles and Huberman model with the stages of analysis, namely data reduction, data presentation, and drawing conclusions.

The results of the study show that the types of complaints entered in the Complaints Psoko, Pulo Gadung District are fulfilled in a tangible manner with no restrictions. the types of types and implementation of public complaints are in accordance with the Governor's Instruction Number 94 of 2019 concerning Implementation of Acceptance of Public Complaints at the Office of the Mayor of the Regent, the Sub-District Head and Subsequent Lurah. The smooth implementation routine of complaints at the Complaint Center at Pulo Gadung District is not optimal because there are still several obstacles. However, the expected impact has been sufficiently targeted. Keywords for Public Complaints, Quality of Public Service at the Subdistrict Complaint Post.

Keywords: Public Complaints, Public Service Quality, Sub-District Complaints Post.