

# Analisis pelaksanaan prinsip-prinsip good governance dalam pelayanan rumah susun sederhana sewa (Rusunawa) di Provinsi DKI Jakarta studi: Rusunawa Pulo Gebang = Analysis of implementation of the good governance principles in flats Rusunawa services in DKI Jakarta province study: in Rusunawa Pulo Gebang

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## Abstrak

Skripsi ini membahas tentang pelayanan di Rusunawa Pulo Gebang, Kelurahan Pulo Gebang, Kecamatan Cakung, Jakarta Timur, ditinjau dari prinsip-prinsip good governance. Pelayanan Rusunawa Pulo Gebang dilaksanakan oleh UPRS Wilayah III Dinas Perumahan dan Gedung Pemerintah Daerah Provinsi DKI Jakarta. Penelitian ini menggunakan teori good governance dalam pelayanan publik dengan pendekatan positivis dan teknik pengumpulan data kualitatif. Teknik analisis data menggunakan analisis deksriptif terhadap dimensi-dimensi good governance.

Hasil penelitian ini menunjukkan bahwa UPRS Wilayah III belum memenuhi prinsip-prinsip good governance dalam pelayanan publik di Rusunawa Pulo Gebang. UPRS Wilayah III juga mengalami kendala dalam mewujudkan prinsip good governance, yakni tidak adanya sistem elektronik pendukung dalam pelayanan, terutama dalam pelayanan administrasi sehingga menyebabkan penyimpangan di lapangan dan masyarakat mengalami kesulitan dalam mengakses informasi mengenai pelayanan di Rusunawa Pulo Gebang. Selain itu, UPRS Wilayah III juga menghadapi kendala kekurangan SDM sebagai pengawas rusunawa, yakni penanggung jawab lokasi (penjalok).

.....This undergraduate thesis discusses about the services at Rusunawa Pulo Gebang, Kelurahan Pulo Gebang, Kecamatan Cakung, East Jakarta, reviewed by the principles of good governance. Rusunawa Pulo Gebang services performed by UPRS Region III in Agency of Housing and Local Government Buildings of DKI Jakarta Province. This study uses the theory of good governance in the public service with positivist approach and qualitative data collection techniques. The data analysis technique uses descriptive analysis technique of the dimensions of good governance.

The results of this study indicate that UPRS Region III has not comply the principles of good governance in service in Rusunawa Pulo Gebang. UPRS Region III also has a problem in realizing the principles of good governance, that is the absence of supporting electronic systems in services, especially in administrative services, causing irregularities in the implementation field and many people have difficulty in accessing information about services in Rusunawa Pulo Gebang. In addition, UPRS Region III also faces a lack of human resources as rusunawa supervisors, that is penanggung jawab lokasi (penjalok).