

# Analisis implementasi program pelayanan internal manunggal satu atap one desk service di Kementerian Luar Negeri = Implementation analysis of internal one stop service program one desk service at Ministry of Foreign Affair

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## Abstrak

Komposisi pegawai di Kementerian Luar Negeri memiliki kebutuhan khusus, hal tersebut berdampak pada kebutuhan pelayanan kepegawaian yang khusus pula. Namun pelayanan kepegawaian di Kementerian Luar Negeri menimbulkan banyak penyimpangan, hal tersebut disebabkan oleh terpisahnya pelayanan dan juga tidak memiliki kejelasan informasi. Kemudian dibuatlah program pelayanan internal kepegawaian satu atap, One Desk Service sebagai solusi atas permasalahan pelayanan kepegawaian di Kementerian Luar Negeri. Penelitian ini bertujuan untuk menganalisis implementasi Program Pelayanan Internal One Desk Service di Kementerian Luar Negeri. Tujuannya adalah untuk menganalisis implementasi program pelayanan manunggal satu atap One Desk Service di Kementerian Luar Negeri. Metode penelitian dengan post-positivisme. Dengan teknik pengumpulan data yaitu wawancara mendalam dan studi literatur. Hasil penelitian ini menunjukkan bahwa implementasi One Desk Service di Kementerian Luar Negeri masih belum optimal. Terbukti dari faktor-faktor yang terkait dalam keberhasilan yang diharapkan tidak sesuai dengan kondisi kenyataan dalam menciptakan pelayanan prima dalam pelayanan kepegawaian internal di Kementerian Luar Negeri. Faktor-faktor keterbatasan dari Program One Desk Service menyebabkan munculnya penyimpangan lain. Rekomendasi yang peneliti berikan adalah membuat payung hukum yang lebih kuat dan membuat standar pelayanan baku demi mencapai pelayanan prima di bidang pelayanan kepegawaian di Kementerian Luar Negeri.

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The composition of employees in the Ministry of Foreign Affairs has special needs, it has an impact on staffing needs special care too. However, staffing services in the Ministry of Foreign Affairs raises many irregularities, it is caused by the separation of services and also does not have the clarity of information. Then made an internal One Stop Service program named One Desk Service as a solution to the problem of staffing services in the Ministry of Foreign Affairs.

This research purposes to analyze program implementations of the internal One Stop Service program, One Desk Service at Ministry of Foreign Affair. Research done by using post-positivism. Data collected with in-depth interviews and literature studies.

Result of this research indicate that the implementation of One Desk Service at the Ministry of Foreign Affairs is still not optimal. Evident of the factors involved in the expected success was not in accordance with the conditions of reality in creating excellent service in internal staffing services in the Ministry of Foreign Affairs. Factors limitations of Program One Desk Service led to the emergence of other irregularities. Recommendation that researcher give is to make a stronger legal framework and make basic service standards in order to achieve service excellence in the areas of staffing services in the Ministry of Foreign Affairs.