

## Perspektif tata-kelola aktor-jaringan N-level pelayanan universal telekomunikasi Lebak Banten Indonesia = A governance perspective: N-level actor-network of universal telecommunications service in Lebak Banten Indonesia

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### Abstrak

Kemitraan pemerintah-swasta mengatur dan menyediakan layanan universal telekomunikasi di perdesaan selalu mendapat tantangan, bahkan mengalami kegagalan. Penelitian ini tertarik menjelaskan governability dengan perspektif alternatif tata-kelola sebagai implikasi teori aktor-jaringan, yang kemudian memberikan alternatif perbaikan di masa akan datang. Penelitian ini dilakukan terhadap aktor-aktor yang terlibat dalam layanan telekomunikasi suara dan pesan pendek di desa-desa Lebak Banten Indonesia. Dengan studi asosiasi, strategi follow the actor dan examine inscription dapat mengidentifikasi dan menginvestigasi aktor-aktor terlibat maupun aktor-aktor yang seharusnya terlibat, serta relasi antar mereka. Informan dipilih terdiri dari aktor-aktor yang pernah terlibat, ditambah dengan informan yang memahami keberlangsungan dan seluk beluk layanan tersebut. Penelitian ini menemukan governability tidak berlangsung terus-menerus, berhenti di tengah jalan dan tidak membawa evolusi layanan universal telekomunikasi kepada mekanisme pasar, disebabkan semua aktor memberi dampak pelemahan governability. Penelitian ini membangun perspektif alternatif lebih komprehensif melihat governability. Teknologi layanan sebagai aktor, meletakkan governability sebagai rakitan socio-techno. Aktor-aktor saling terikat dari hulu mengalir ke hilir, meletakkan governability sebagai aktor-jaringan hulu-hilir. Kehadiran aktor tengah dalam konteks pemerintahan multilevel, meletakkan governability sebagai aktor-jaringan N-level. Aktor-aktor bergerak dinamis dengan latar kepentingan mereka, meletakkan governability melakukan proses translasi. Dengan perspektif alternatif dan pelajaran praktis governability maka alternatif perbaikan dilakukan dengan rekayasa formasi aktor-aktor dan penguatan regulasi dan inskripsi lainnya. Ke depan, governability dan perspektif alternatif ini dapat dikembangkan kembali dalam studi tata-kelola publik, dan pengembangan solusi praktis pada sektor publik lain.

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Public-Private Partnerships PPPs in the provision of universal telecommunication services in rural areas are always getting a challenge and even failures. This study is explaining governability in an alternative perspective of governance as an implication of Actor-Network Theory which can provide an alternative solution for improvements in the future. In addition, the study was conducted for the actors involved in telecommunication service as voice and short messages in villages, Lebak Banten, West Java, Indonesia. With an association study; strategies for following the actor and examine inscription could identify and investigated the actors involved and who should be involved, as well as the relationships among them. The informants were selected consisting of the actors who had been involved and the informants who understood the continuity and details of the service. The study found that governability did not operate continuously, stopped in the middle of the project and did not offer any evolution of universal telecommunication service to the market mechanism. This is because of all actors contributed to weakening the governability. The research builds an alternative perspective of seeing the governability more comprehensive. The technology

as an actor has placed the governability as a socio-techno assembly. Actors are tied together from upstream to downstream, position the governability as a downstream-downstream actor. The presence of middle actors in the context of multilevel governance has put the governability as an N-level actor-network. Actors move dynamically with their background of interest, establishing governability into the translation process. With alternative perspectives and practical governability lessons, then alternative improvements are made by engineering the formation of actors and the strengthening of regulation and other inscriptions. In the future, the governability and alternative perspectives can be expanded in the study of public governance, and the development of practical solutions in other public sectors.