

# Evaluasi Penilaian Tingkat Maturitas Badan Layanan Umum THP Tahun 2021 pada Indikator Spesifik Stakeholder Relationship = Evaluation of the 2021 THP Public Service Agency Maturity Level on the Specific Indicator Stakeholder Relationship

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## Abstrak

Laporan magang ini membahas evaluasi penilaian tingkat maturitas Badan Layanan Umum (BLU) THP atas kinerja pelayanan yang diberikan pada tahun 2021 secara spesifik pada indikator Stakeholder Relationship, di bawah aspek Tata Kelola dan Kepemimpinan. Aktivitas yang dievaluasi mencakup diskusi dan pemahaman Maturity Rating, pengumpulan dokumen pendukung untuk memenuhi penilaian Stakeholder Relationship, dan prosedur penilaian Maturity Rating secara keseluruhan. Prosedur dan pedoman yang digunakan mengacu pada Buku Pedoman Maturity Rating Assessment Tools (2021), Pedoman Umum Governansi Sektor Publik (2022), serta beberapa peraturan dan Undang-Undang yang relevan. Secara umum, aktivitas penilaian tingkat maturitas BLU THP telah sesuai dengan prosedur dan pedoman yang digunakan. Namun demikian, terdapat beberapa hal yang dapat diperbaiki di masa depan terkait dengan kedisiplinan waktu penilaian, implementasi tata kelola, hingga keterbatasan pada regulasi yang telah ditetapkan. Laporan ini juga dibuat sebagai refleksi atas pengalaman magang yang didapatkan di UPLB BLU THP, demi pengembangan diri dan kemampuan sebagai bekal untuk pengembangan karir selanjutnya. ....This internship report evaluates the assessment of maturity level of the THP Public Service Agency (PSA) for their services' performance provided in 2021 specifically on the Stakeholder Relationship indicator, under the Governance and Leadership aspect. Discussion and comprehension of the Maturity Rating, gathering supporting documents to complete the Stakeholder Relationship evaluation, and the overall Maturity Rating assessment process are among the actions that were evaluated. The procedures and standards used in this report refer to the Maturity Rating Assessment Tools Handbook (2021), General Guidelines for Public Sector Governance (2022), as well as several relevant laws and regulations in Indonesia. The BLU THP maturity level evaluation activity generally complies with the standard procedures and regulations. However, there are several areas that can be improved in the future regarding governance implementation, limitations on rules that have been imposed, and discipline during evaluation. This report is additionally being generated as a reflection on the internship experience at UPLB BLU THP, for personal growth, and to develop skills in preparation for future career advancement.