

## Relasi kekuasaan dalam pelayanan publik: Studi tentang hubungan pelaku-pelaku dalam pengelolaan terminal terpadu kota Depok

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### Abstrak

[Disertasi ini membahas bekerjanya kekuasaan dalam hubungan pelaku-pelaku yang terlibat dalam pelayanan publik di terminal Depok. Penelitian ini adalah penelitian kualitatif, secara khusus etnografi. Upaya membaca data penelitian memanfaatkan pendekatan pluralis yang melihat kekuasaan tersebar di dalam masyarakat, sehingga yang menjadi fokus adalah strategi dan teknik kekuasaan.

Pemikiran Foucault dan Bourdieu dimanfaatkan untuk mengarahkan analisis saya. Temuan penelitian menunjukkan bahwa (1) kekuasaan bekerja tidak secara langsung tetapi melalui teknologi pengaturan tindakan pelaku baik dengan cara menyesuaikan diri dengan aturan main yang disepakati maupun menyesuaikan diri dengan posisi masing-masing; (2) relasi kekuasaan pelaku-pelaku adalah tersebar dan bersifat kompleks. Di kalangan petugas DLLAJ terjadi fragmentasi dalam relasi atasan-bawahan, antara kelompok yang mendukung pimpinan dan tidak. Juga karena variasi latar belakang seperti : jaminan keamanan ekonomi, status kepegawaian (PNS, TKK dan honorer), etnis, teman angkatan, solidaritas unit-unit pelayanan (administrasi, retribusi dan jalur). Relasi antar instansi resmi (DLLAJ, Pospol dan DKLH) diwarnai oleh ego sektoral dan pertimbangan perimbangan pembagian keuntungan ekonomi. Terlibatnya pelaku-pelaku di luar aparat negara terjadi melalui ?koordinasi tahu sama tahu? diperkuat melalui negosiasi identitas, membangun jaringan dengan pejabat dan tokoh politik. Selain itu ada aktor-aktor in absentia (umumnya oknum militer). Pada kasus tertentu ada kerja sama dalam hubungan pelaku-pelaku berdasarkan kepentingan dan solidaritas di kalangan tertentu, terutama yang mengidentifikasi diri sebagai kelompok marginal dalam kebijakan nasional.

Implikasi teoritis : (1) Pendekatan pluralis khususnya Foucaultian sangat membantu menjelaskan gejala kekuasaan yang bersifat jamak. Ini berarti faktor penjelas terhadap realitas pelayanan publik di terminal Depok adalah kompleks.

Temuan penelitian memperlihatkan adanya pusat-pusat kekuasaan lain di luar negara yang harus juga diperhitungkan seperti swasta atau pemilik modal dan komunitas atau paguyuban-paguyuban bahkan pelaku individu ; (2) Terjadi dialektika antara kebebasan atau otonomi pelaku-pelaku dengan struktur objektif.

Artinya pelaku tidak

sempurnya otonom, tetapi hanya eksis sebagai bagian dari struktur yang diterima. Di sisi lain seorang pelaku tidak sepenuhnya mempengaruhi pelaku lainnya, melainkan hanya parsial.

Kesimpulan : relasi kekuasaan pelaku-pelaku dalam pelayanan publik di

terminal Depok bersifat kompleks. Baik koordinasi tahu sama tahu, fragmentasi, kerja sama dan solidaritas adalah bagian-bagian yang mempertegas sifat kompleks dari pola relasi kekuasaan pelaku-pelaku.

;The writer is interested in conducting research to find out how power works between public service workers who involve managing public service in Depok Bus Terminal that then give the effect of service management. The pluralistic approach is used for reading the research data based on Foucauldian?s notion

of power that states the spread of power in the community focused on its strategy and technique of power. Foucault and Bourdieu's thoughts are also used for directing my analysis.

The research findings indicate that (1) the power does not work directly but through the technology of the action by adjusting either the rules of play or the position of each; (2) the power relation between public service workers is very complex.

Among DLLAJ officers, there is fragmentation occurred in the superior-subordinate relationship, and between groups supporting the leader and not. There are also other factors such as economy security, employment status (civil servants (PNS), TKK, and honorary employments (honorer)), ethnicity, friends in the same generation, service unit solidarity (administration and a levy). Relations between formal institutions (DLLAJ, Pospol and DKLH) are marked by a sector ego, some considerations in sector distribution of economic benefits. The involvement of external actors outside the state apparatus occurs through "tahu sama tahu coordination" strengthened by identity negotiations and by building a network between senior officials and political leaders. Moreover, there are actors in absentia (generally military personnel). In some cases there is cooperation between actors in the relationship of the importance and solidarity among certain groups, especially those who identify themselves as marginalized groups in national policy.

Theoretical implications are: (1) the pluralistic approach by Foucauldian helps to explain the power symptoms that are in a plural form. This means that the clarifying factors of the public service reality in Depok bus terminal is very complex. Research finding shows the existence of the centers of power in the foreign country should also be calculated like the owner or private capital, and the economic communities or even individual actors; (2) the existence of groups that occupies and plays a position between the market and the community, state and community gives the effect of the creation of "game rules" applied and agreed between them; (3) the dialectics is created by either freedom or autonomous actors with the objective structure. This means that the actors are not fully autonomous, but only exist as part

of the received structure. On the other side, an actor does not fully affect others, but only in a partial form.

Conclusion: The power relation of public service workers in Public Service in Depok bus Terminal is very complex. "tahu sama tahu coordination, fragmentation, cooperation and solidarity are the parts that explain the nature of the complex patterns of power relation between actors.

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