

RINGKASAN

WISNU GALIH KUSUMA, Program Study Magister Hukum, Universitas Jenderal Soedirman, "Efektivitas Pelayanan Publik Pada Kunjungan Warga Binaan Di Lembaga Pemasyarakatan Narkotika Kelas IIA Nusakambangan". Komisi Pembimbing, Ketua: Dr. H. Kuat Puji Prayitno, S.H., M.Hum. Anggota Dr. H. Setya Wahyudi, S.H. M.H. Tujuan penelitian adalah untuk menganalisis efektivitas dan kendala pelayanan publik pada kunjungan warga binaan di Lembaga Pemasyarakatan Narkotika Kelas IIA Nusakambangan Pendekatan yuridis sosiologis, bersifat deskriptif, Lokasi Penelitian Lembaga Pemasyarakatan Narkotika Kelas IIA Nusakambangan. Pengumpulan data primer dengan wawancara, data sekunder studi kepustakaan. Data disajikan dalam bentuk uraian, data di analisis secara kualitatif. Berdasarkan hasil penelitian dan pembahasan terhadap pokok permasalahan dalam tesis ini, maka dapat disimpulkan bahwa pelayanan publik pada kunjungan warga binaan di Lembaga Pemasyarakatan Narkotika Kelas IIA Nusakambangan belum efektif, pelayanan publik terhadap WBP secara garis besar relatif sudah memenuhi asas-asas pelayanan publik yang baik, pihak Lapas sudah dapat melaksanakan pelayanan publik sesuai dengan prosedur dan mekanisme dalam peraturan prundang-undangan yaitu dengan menjadwalkan Warga Binaan Pemasyarakatan yang memperoleh haknya yaitu mendapatkan kunjungan *online*. Akan tetapi pihak penyelenggara pelayanan publik dalam hal ini Lapas Narkotika Kelas IIA Nusakambangan, belum menyediakan sarana dan prasarana atau fasilitas yang memadai dalam mencukupi kebutuhan kunjungan *online* yang menjadi hak WBP. Kendala pelayanan publik pada kunjungan warga binaan di Lembaga Pemasyarakatan Narkotika Kelas IIA Nusakambangan, yaitu : (a) Struktur hukum, kurangnya petugas dalam pengawasan kunjungan dan fasilitas masih kurang dalam mencukupi kebutuhan kunjungan *online*, sehingga banyak WBP Lapas Narkotika Kelas IIA Nusakambangan terlalu lama dalam menunggu giliran mendapat kunjungan *online*, sinyal terkadang buruk, (b) Kultur hukum, banyak WBP yang tidak puas dengan kunjungan online dikarenakan belum memenuhi kepuasan batinnya.

Kata kunci: Pelayanan Publik, Kunjungan Warga Binaan, Lembaga Pemasyarakatan

SUMMARY

Penitentiary as a guiding institution aims to make prisoners target. The Narcotics Correctional Institution Class II A Nusakambangan continues to improve public service facilities in the prison area, from the arrangement of the parking area, the visiting room made more comfortable, children's playground and lactation space prepared for guests to visit. The formulation of the problem in this study are: 1) How is the effectiveness public services in Class IIA Nusakambangan narcotics prison? 2) What are the obstacles to public services during visits prisoners at the Class IIA Nusakambangan Narcotics Correctional Institution? The purpose of the study was to analyze the effectiveness and constraints of public services on visits prisoners at the Class IIA Nusakambangan Narcotics Correctional Institution. Juridical sociological approach, descriptive in nature, Research Location of Class IIA Nusakambangan Narcotics Correctional Institution. Primary data collection by interview, secondary data literature study. The data is presented in the form of a description, the data is analyzed qualitatively. Based on the results of research and discussion of the main problems in this thesis, it can be concluded that public services at the visits of prisoners at the Class IIA Nusakambangan Narcotics Correctional Institution have not been effective, public services for prisoners have generally met the principles of good public service, prisons have been able to carry out public services in accordance with the procedures and mechanisms in the laws and regulations, namely by scheduling correctional prisoners who have the right to get online visits. However, the public service provider, in this case the Class IIA Nusakambangan Narcotics Prison, has not provided adequate facilities and infrastructure to meet the needs of online visits which are the rights of the WBP. Public service constraints on visits by inmates at the Nusakambangan Class IIA Narcotics Correctional Institution, namely: (a) The legal structure, lack of officers in supervising visits and facilities are still lacking in meeting the needs of online visits, so many WBP Class IIA Nusakambangan Narcotics Prisons wait too long their turn to get online visits, the signal is sometimes bad, (b) Legal culture, many prisoners are dissatisfied with online visits because they have not fulfilled their inner satisfaction.

Keyword: Public Services, Prisoners Visit, Correctional Institution