

RINGKASAN

Penelitian ini berjudul Kinerja Dinas Perhubungan Kabupaten Purbalingga (Studi Kasus pada Pemberian Pelayanan Retribusi Parkir). Judul tersebut dilatarbelakangi oleh kurangnya kontrol dari Dinas Perhubungan Kabupaten Purbalingga yang mengakibatkan belum tergalinya seluruh potensi parkir tepi jalan umum di wilayah perkotaan Kabupaten Purbalingga, maraknya jual beli lahan parkir dan parkir ilegal, rendahnya ketegasan petugas penarik retribusi parkir menjadi permasalahan lain yang mengakibatkan lemahnya kinerja Dinas Perhubungan Kabupaten Purbalingga. Ketidaktegasan tersebut mengakibatkan timbulnya berbagai pelanggaran yang dilakukan oleh juru parkir, seperti keterlambatan penyeteroran retribusi parkir dan banyaknya juru parkir yang belum mendaftarkan diri sesuai dengan SOP Dinas Perhubungan Kabupaten Purbalingga.

Tujuan dalam penelitian ini yaitu mendeskripsikan kinerja Dinas Perhubungan Kabupaten Purbalingga dalam memberikan pelayanan retribusi parkir. Metode penelitian yang digunakan dalam penelitian ini adalah metode kualitatif. Informan peneliti dipilih menggunakan teknik *purposive sampling*. Pengumpulan data dilakukan melalui wawancara mendalam, observasi dan dokumentasi. Sementara metode analisis data yang digunakan adalah metode analisis interaktif.

Hasil penelitian menunjukkan bahwa kinerja Dinas Perhubungan Kabupaten Purbalingga dalam pemberian pelayanan retribusi parkir masih membutuhkan berbagai perbaikan, seperti peningkatan kualitas sumber daya manusia melalui pelatihan dan pendidikan, kurangnya control petugas Dinas Perhubungan Kabupaten Purbalingga yang mengakibatkan timbulnya berbagai permasalahan.

Kata Kunci : Kinerja, Pelayanan Publik, Retribusi Parkir.

SUMMARY

The title of this research is the Performance of the Purbalingga Regency Transportation Service (Case Study on the Provision of Parking Retribution Services). The title is motivated by the lack of control from the Transportation Service of Purbalingga Regency which has resulted in the unexplored all potential of public roadside parking in the urban area of Purbalingga Regency, rampant buying and selling of parking lots and illegal parking, The low firmness of the parking retribution collection officer is another problem that results in the weak performance of the Purbalingga Regency Transportation Service. This indecision has resulted in various violations committed by parking attendants, such as delays in depositing parking fees and many parking attendants who have not registered themselves in accordance with the SOP of the Purbalingga Regency Transportation Service.

The purpose of this study is to describe the performance of the Department of Transportation of Purbalingga Regency in providing parking retribution services. The research method used in this study is a qualitative method. Research informants were selected using purposive sampling technique. Data was collected through in-depth interviews, observation and documentation. While the data analysis method used is an interactive analysis method.

The results showed that the performance of the Purbalingga Regency Transportation Service in providing retribution services still needed various improvements, such as improving the quality of human resources through education and the lack of control of the Purbalingga Regency Transportation Service officers which resulted in various problems.

Keywords: Performance, Public Service, Parking Retribution.