

## RINGKASAN

Penelitian ini dilatarbelakangi dengan masih banyaknya pedagang kaki lima di Kabupaten Purbalingga. Keberadaan pedagang kaki lima hampir di setiap sudut kota seperti di Purbalingga dianggap cukup mengganggu keindahan kota maupun ketertiban umum karena tidak memperhatikan tata ruang kota sehingga perlu di tangani oleh pemerintah melalui pemerintah daerah yaitu Satuan Polisi Pamong Praja Kabupaten Purbalingga. Penelitian ini dilakukan untuk mengetahui kinerja Satuan Polisi Pamong Praja Kabupaten Purbalingga dalam penertiban dan pemberdayaan pedagang kaki lima dengan menggunakan aspek produktivitas, kualitas layanan, responsivitas, responsibilitas dan akuntabilitas.

Penelitian ini dilakukan di kantor Satuan Polisi Pamong Praja Kabupaten Purbalingga, kantor Dinas Perindustrian dan Perdagangan Kabupaten Purbalingga, dan beberapa titik kota khususnya Kecamatan Purbalingga. Metode yang digunakan dalam penelitian adalah metode kualitatif deskriptif. Pengumpulan data dengan cara wawancara, observasi, dan dokumentasi. Teknik analisis data menggunakan teknik analisis data dari Miles, Huberman, dan Saldana (2014) yaitu pengumpulan data, kondensasi data, penyajian data dan penarikan kesimpulan. Pengujian keabsahan data menggunakan teknik triangulasi sumber.

Hasil penelitian menunjukkan bahwa kinerja Satuan Polisi Pamong Praja Kabupaten Purbalingga dalam penertiban dan pemberdayaan pedagang kaki lima belum optimal, hal tersebut dilihat melalui lima aspek yaitu; 1) produktivitas, Satuan Polisi Pamong Praja, Dinas Perindustrian dan Perdagangan sudah mampu melakukan penertiban dan pemberdayaan pedagang kaki lima, 2) kualitas layanan yang diberikan dengan pembinaan, melakukan kerjasama dengan instansi lain, menyediakan ruang untuk berjualan di Purbalingga Food Center dan memberikan bantuan, 3) responsivitas dengan adanya Website Matur Bupati Purbalingga untuk menampung keluhan dan aspirasi masyarakat, 4) responsibilitas tindakan dijalankan sesuai dengan pedoman berupa Perda Nomor 9 Tahun 2016 Tentang Ketertiban Umum dan Ketentraman Masyarakat, Perbup Nomor 94 Tahun 2019 Tentang Penataan dan Penunjukan Lokasi Pedagang Kaki Lima di Wilayah Kecamatan Purbalingga, dan 5) akuntabilitas dilakukan dengan membuat laporan kegiatan dan dilaporkannya di akhir tahun. Terlepas dari itu masih terdapat kendala dalam penertiban dan pemberdayaan pedagang kaki lima yaitu terkait dengan kurangnya jumlah sumber daya manusia, keterbatasan sarana dan prasarana dan kesadaran pedagang kaki lima masih kurang dalam menaati aturan. Oleh karena itu perlu dilakukan peningkatan jumlah sumber daya manusia agar mampu merealisasikan seluruh program yang ada dan membuat program baru yang lebih baik lagi, serta mampu menambah sarana prasarana dalam penertiban dan pemberdayaan pedagang kaki lima.

Kata kunci: Kinerja, Satpol PP, Pedagang Kaki Lima.

## SUMARRY

The background of this research is that there are still many street vendors in Purbalingga Regency. The existence of street vendors in almost every corner of the city such as in Purbalingga is considered quite disturbing the beauty of the city and public order because it does not pay attention to city spatial planning so that it needs to be handled by the government through the local government, namely the Civil Service Police Unit of Purbalingga Regency. This study was conducted to determine the performance of the Civil Service Police Unit of Purbalingga Regency in controlling and empowering street vendors by using aspects of productivity, service quality, responsiveness, responsibility and accountability.

This research was conducted at the Office of the Civil Service Police Unit of Purbalingga Regency, the Office of the Industry and Trade Office of Purbalingga Regency, and several city points, especially Purbalingga District. The method used in this research is descriptive qualitative method. Collecting data by means of interviews, observation, and documentation. The data analysis technique uses data analysis techniques from Miles, Huberman, and Saldana (2014) namely data collection, data condensation, data presentation and drawing conclusions. Testing the validity of the data using source triangulation techniques.

The results showed that the performance of the Civil Service Police Unit of Purbalingga Regency in controlling and empowering street vendors was not optimal, it was seen through five aspects, namely; 1) productivity, the Civil Service Police Unit, the Industry and Trade Service have been able to control and empower street vendors, 2) the quality of services provided by coaching, collaborating with other agencies, providing space to sell at the Purbalingga Food Center and providing assistance, 3) responsiveness with the Purbalingga Regent's Matur Website to accommodate community complaints and aspirations, 4) responsiveness of actions carried out in accordance with guidelines in the form of Regional Regulation Number 9 of 2016 concerning Public Order and Public Peace, Perbup Number 94 of 2019 concerning Structuring and Designating Street Vendor Locations in the Purbalingga District, and 5) accountability is carried out by making activity reports at the end of the year. Apart from that, there are still obstacles in controlling and empowering street vendors, which are related to the lack of human resources, limited facilities and infrastructure and awareness of street vendors who are still lacking in obeying the rules. Therefore, it is necessary to increase the number of human resources in order to be able to realize all existing programs and create new and better programs, and to be able to add infrastructure for controlling and empowering street vendors.

Keywords: Performance, Civil Service Police Unit Service , Street Vendors.