

RINGKASAN

Penelitian ini dilatarbelakangi oleh lemahnya penerapan *good corporate governance* pada badan-badan privat/swasta maupun BUMN yang menyebabkan timbulnya krisis ekonomi di Indonesia dan di berbagai negara. Adanya layanan digital *Taspen One-hour Online Service (TOOS)* pada PT Taspen (Persero) bertujuan untuk memberikan kemudahan aksesibilitas, efisiensi waktu proses pengajuan klaim dan adanya transparansi yang jelas mengenai klaim yang diajukan. Perwujudan *Good Corporate Governance* pada PT Taspen yang didukung oleh Layanan Digital *Taspen One-hour Online Service (TOOS)* dapat menciptakan pelayanan publik yang baik dan dapat memuaskan semua pihak yang terkait.

Tujuan penelitian ini yaitu untuk menganalisis pelaksanaan prinsip-prinsip *Good Corporate Governance* dalam Pelayanan Pengajuan Klaim dan Non-Klaim pada Layanan Digital *Taspen One-hour Online Service (TOOS)* PT Taspen (Persero) Kantor Cabang Purwokerto. Penelitian ini menggunakan teori *Good Corporate Governance* menurut *Organization for Economic Corporation and Development (OECD)* dengan indikatornya yaitu Transparansi (*Transparency*), Akuntabilitas (*Accountability*), Pertanggungjawaban (*Responsibility*), Kemandirian (*Independency*), dan Kesetaraan (*Fairness*). Metode yang digunakan dalam penelitian ini adalah metode kualitatif deskriptif. Teknik pemilihan informan dalam pemilihan informan ini menggunakan Teknik *purposive sampling*. Pengumpulan data digunakan dengan wawancara mendalam, observasi dan dokumentasi. Metode analisis data yang digunakan adalah metode analisis interaktif.

Hasil penelitian ini menunjukkan bahwa pelaksanaan *Good Corporate Governance* pada PT Taspen (Persero) Kantor Cabang Purwokerto telah dilaksanakan sesuai dengan prinsip-prinsip *Good Corporate Governance* yang berlandaskan transparansi, akuntabilitas, responsibilitas, kemandirian dan kesetaraan. Namun pada pelaksanaannya layanan *Taspen One-hour Online Service (TOOS)* belum maksimal karena masih banyak peserta taspen yang belum mengetahui informasi mengenai layanan digital ini, sehingga masih banyak peserta yang harus jauh-jauh datang ke kantor taspen untuk dapat mengajukan klaim, sistem pengendalian internal perusahaan juga masih belum baik karena adanya karyawan tertentu yang menunda proses pelayanan pengajuan klaim melalui layanan *Taspen One-hour Online Service (TOOS)*.

Kata Kunci: *Good Corporate Governance, Stakeholder, Layanan Digital Taspen One-hour Online Service (TOOS)*

SUMMARY

This research is motivated by the weak quality of the implementation of good corporate governance in private/private entities and BUMNs which caused the economic crisis in Indonesia and in various countries. The existence of the Taspen One-hour Online Service (TOOS) digital service at PT Taspen (Persero) aims to provide easy accessibility, efficiency of the claim submission process and clear transparency regarding the claims submitted. The realization of Good Corporate Governance at PT Taspen supported by the Taspen One-hour Online Service (TOOS) Digital Service can create good public services and can satisfy all parties involved.

The purpose of this research is to analyze the implementation of the principles of Good Corporate Governance in Claims and Non-Claims Submission Services at the Digital Taspen One-hour Online Service (TOOS) PT Taspen (Persero) Purwokerto Branch Office. This study uses the theory of Good Corporate Governance according to the Organization for Economic Corporation and Development (OECD) with indicators, namely Transparency, Accountability, Responsibility, Independence, and Fairness. The method used in this research is descriptive qualitative method. The technique of selecting informants in the selection of informants used purposive sampling technique. Data collection is used with in-depth interviews, observation and documentation. The data analysis method used is the interactive analysis method.

The results of this study indicate that the implementation of Good Corporate Governance at PT Taspen (Persero) Purwokerto Branch Office has been implemented in accordance with the principles of Good Corporate Governance based on transparency, accountability, responsibility, independence and equality. However, in its implementation, the Taspen One-hour Online Service (TOOS) service has not been maximized because there are still many Taspen participants who do not know information about this digital service, so there are still many participants who have to come all the way to the Taspen office to be able to submit claims, the company's internal control system is also still not good because there are certain employees who delay the process of claim submission services through the Taspen One-hour Online Service (TOOS) service.

Keywords: Good Corporate Governance, Stakeholders, Taspen One-hour Online Service (TOOS).