

RINGKASAN

Penerapan Pelayanan Terpadu Satu Pintu (PTSP) di Pengadilan Negeri Purwokerto merupakan langkah positif dalam meningkatkan kualitas pelayanan yang prima. Namun pada praktiknya, masih terdapat kendala seperti waktu pelayanan yang lambat, sulitnya pemahaman alur prosedur layanan, dan ketersediaan informasi yang belum memenuhi kebutuhan masyarakat. Masalah tersebut menunjukkan bahwa penerapan prinsip *good governance* seperti transparansi, partisipasi, responsivitas, akuntabilitas, dan *rule of law* belum dijalankan dengan baik. Oleh karena itu, penelitian ini bertujuan untuk mengetahui bagaimana penerapan prinsip *good governance* dalam Pelayanan Terpadu Satu Pintu Pengadilan di Pengadilan Negeri Purwokerto.

Penelitian menggunakan lima indikator *good governance* oleh United Nation Development Program. Pertama, transparansi yang memuat keterbukaan informasi dan kemudahan mengakses informasi. Kedua, partisipasi yang memuat keterlibatan masyarakat, tindak lanjut masukan dan kritikan, serta sosialisasi dan konsultasi publik. Ketiga, responsivitas yang terdiri dari daya tanggap serta waktu pelayanan. Keempat, akuntabilitas yang memuat kesesuaian pelayanan serta tanggung jawab pelayanan, serta *rule of law* menjadi indikator terakhir yang memuat kesamaan dalam pelayanan serta prosedur untuk kelompok khusus.

Penelitian dilakukan di Pelayanan Terpadu Satu Pintu Pengadilan Negeri Purwokerto dengan melibatkan hakim pengawas PTSP, petugas PTSP, pegawai informasi, pegawai kepaniteraan hukum, serta masyarakat sebagai sasaran penelitian. Metode yang digunakan adalah metode kualitatif deskriptif dengan pendekatan studi kasus, serta dengan teknik *purposive sampling* sebagai teknik pengambilan sampel. Data dikumpulkan melalui wawancara, observasi, dan dokumentasi yang kemudian diolah dengan metode analisis data Miles, et al. Hasil penelitian menunjukkan bahwa pada aspek akuntabilitas, Pengadilan Negeri Purwokerto sudah menjalankan layanan sesuai dengan standar operasional yang berlaku dan senantiasa melakukan evaluasi untuk meningkatkan kualitas layanan yang dijalankan. Sedangkan pada aspek *rule of law*, Pengadilan Negeri Purwokerto menyediakan layanan yang ramah bagi kaum rentan dan tidak memberikan diskriminasi terhadap kelompok masyarakat tertentu. Akan tetapi, pada tiga prinsip yaitu transparansi, partisipasi, dan responsivitas terdapat beberapa kendala seperti kurang dimanfaatkannya *website* dan sosial media sebagai sumber informasi, kurang intensifnya sosialisasi yang dilakukan sebagai bahan masukan, serta masalah berkaitan dengan waktu layanan.

Kesimpulan penelitian ini yaitu Pengadilan Negeri Purwokerto telah menerapkan prinsip akuntabilitas dan *rule of law* dengan baik. Akan tetapi masih terdapat kendala dalam penerapan prinsip transparansi, partisipasi, dan responsivitas terutama berkaitan dengan pemberian kelengkapan informasi, sosialisasi, dan waktu pelayanan. Oleh karena itu, perlu dilakukan perbaikan agar penerapan prinsip *good governance* lebih maksimal sehingga kualitas layanan semakin meningkat.

Kata Kunci: Good Governance, Kualitas Pelayanan, Pelayanan Publik, PTSP

SUMMARY

The application of One Stop Integrated Service (PTSP) in Purwokerto District Court is a positive step in improving the quality of excellent service. However, in practice, there are still obstacles such as slow service times, difficulty in understanding the flow of service procedures, and the availability of information that does not meet the needs of the community. The problem shows that the application of good governance principles such as transparency, participation, responsiveness, accountability, and rule of law has not been carried out properly. Therefore, this study aims how to determine the application of good governance principles in One Stop Court Services at Purwokerto District Court.

The research used five indicators of good governance by the United Nations Development Program. First, transparency which includes information openness and easy access to information. Second, participation which includes community involvement, follow up on feedback and criticism, as well as socialization and public consultation. Third, responsiveness which consists of response and service time. Fourth, accountability which includes service suitability and service accountability, and rule of law is the last indicator which includes equality in services and procedures for special groups.

The research was conducted at the One Stop Integrated Service of Purwokerto District Court by involving PTSP supervisory judges, PTSP officers, information officers, law officers, and the society as research targets. The method used was descriptive qualitative method with a case study approach, and with purposive sampling technique as a sampling technique. Data were collected through interviews, observations, and documentation which were then processed using the data analysis method of Miles, et al. The results showed that in the aspect of accountability, Purwokerto District Court has carried out services in accordance with applicable operational standards and always conducts evaluations to improve the quality of services carried out. While in the aspect of rule of law, Purwokerto District Court provides services that are friendly to vulnerable people and does not discriminate against certain groups of society. However, in the three principles of transparency, participation, and responsiveness there are several obstacles such as the lack of utilization of websites and social media as a source of information, less intensive socialization that is carried out as input, and problems related to service time.

The conclusion of this research is that Purwokerto District Court has applied the principles of accountability and rule of law well. However, there are still obstacles in the application of the principles of transparency, participation, and responsiveness, especially with regard to providing complete information, socialization, and service time. Therefore, improvements need to be made so that the application of the principles of good governance is maximized so that the quality of service will increase.

Keywords: Good Governance, Public Service, PTSP, Service Quality