

RINGKASAN

Diskriminasi pelayanan publik yang masih kerap terjadi di Indonesia khususnya bagi masyarakat kategori kelompok rentan, menjadi hambatan penyelenggaraan pelayanan publik berbasis Ramah Hak Asasi Manusia (HAM) yang berperspektif keadilan. Upaya yang dilakukan Kantor Imigrasi Kelas I Cilacap dalam penyelenggaraan pelayanan publik ramah HAM salah satunya melalui penerapan Inovasi “Kancil Nari” (Kantor Imigrasi Cilacap Layanan Prioritas). Inovasi “Kancil Nari” juga dikenal dengan layanan prioritas merupakan pelayanan paspor khusus untuk kategori kelompok rentan seperti lansia 60+, balita (0-5 tahun), ibu hamil/ menyusui, dan penyandang disabilitas.

Tujuan penelitian untuk mengetahui sejauh mana efektivitas Inovasi “Kancil Nari” dalam pemenuhan pelayanan paspor bagi kelompok rentan. Metode penelitian menggunakan kualitatif deskriptif. Teknik penentuan informan menggunakan *purposive sampling* dan *accidental sampling*. Metode pengumpulan data penelitian menggunakan wawancara, observasi, dan dokumentasi. Adapun konsep analisis efektivitas menggunakan pendekatan sistem menurut Jogiyanto (2017) yaitu: *Input*, *Proses*, dan *Output*.

Hasil penelitian menunjukkan bahwa Inovasi “Kancil Nari” efektif dalam memenuhi pelayanan paspor kategori kelompok rentan. Pada aspek *Input*, telah terpenuhi dasar hukum layanan, petugas pelaksana khusus, fasilitas layanan, dan SOP pelayanan. Aspek proses, pelayanan yang diberikan telah berjalan sesuai ketentuan. Sedangkan pada aspek *Output*, layanan prioritas telah dimanfaatkan dengan baik serta menunjukkan kepuasan pengguna layanan.

Kata kunci: Efektivitas, Kelompok Rentan, Layanan Prioritas

SUMMARY

Continuing public service discrimination in Indonesia, especially for people of the vulnerable group category, is a barrier to public service based human rights, and has a perspective on justice. Efforts by the Kantor Imigrasi Kelas I Cilacap have been made to preserve public and human rights, one of which was through the application of “Kancil Nari” innovation (Kantor Imigrasi Layanan Prioritas). Innovation of “Kancil Nari”, also known as priority services, was a passport service for vulnerable groups such as seniors 60+, toddlers (0-5 years of age), mothers pregnant/nursing, and people with disabilities.

The purpose of the research is to determine the effectiveness of “Kancil Nari”’s innovation in fulfilling passport services for vulnerable groups. The research method uses descriptive qualitative. The technique for determining informants uses purposive sampling and accidental sampling. Research data collection methods use interviews, observation and documentation. Concept of effectiveness analysis used through system approaches by Jogiyanto (2017) : Input, Process and Output.

The research results show that the “Kancil Nari” Innovation is effective in providing passport services for vulnerable groups. In the Input aspect, the legal basis for services, special implementing officers, service facilities and service SOPs have been fulfilled. Process aspect, the services provided have been running according to the provisions. Meanwhile, in the Output aspect, priority services have been utilized well and show satisfaction with service users.

Keywords: Effectiveness, Priority Services, Vulnerable Groups