

ABSTRAK

Ulmi Sri Mutia, 2023. Collaborative Governance dalam Pengembangan Inovasi Pelayanan Publik Bantuka' Boss pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Barru, dibimbing oleh: Dr. Fatmawati, M.Si., dan Dr. Abdul Mahsyar, M.Si.

Inovasi pelayanan publik merupakan perihal yang sangat mendasar untuk dimana memiliki kewajiban serta tanggung jawab untuk membagi pelayanan yang baik serta professional. Salah satunya program Bersama Agen Perizinan Bantu Pelaku Usaha Bisa OSS (Bantu'ka Boss) dalam rangka memberikan akses keuangan dan pertumbuhan Usaha Kecil dan Menengah yang meningkat. Namun pemahaman masyarakat tentang akses informasi sistem OSS masih rendah serta peranan stakeholder kolaborasi pada inovasi ini. Kajian penelitian ini akan membahas collaborative governance dalam pengembangan inovasi pelayanan publik bantuka' boss pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Barru dengan menerapkan dua teori yaitu, aspek collaborative governance oleh Harahap, dkk (2022) dan faktor yang berpengaruh dalam collaborative governance oleh Schottle, dkk (2014).

Penelitian ini terlaksana selama tiga bulan di lingkup Kabupaten Barru, berfokus kepada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Barru, Bank Rakyat Indonesia Cabang Barru, tujuh agen perizinan di Desa/Kelurahan. Selain itu penelitian ini juga dilaksanakan di Yayasan Adil Sejahtera Provinsi Sulawesi Selatan. Jenis penelitian ini adalah kualitatif dengan tipe studi kasus. Informan penelitian berjumlah sebelas orang yang berasal dari instansi pemerintahan, swasta, dan masyarakat. Data penelitian ini diperoleh dengan observasi, wawancara, dokumentasi, dan media review. Pengabsahan data melalui triangulasi sumber, teknik, dan waktu, dengan proses analisis menggunakan teknik reduksi data, penyajian data, dan penarikan kesimpulan. Analisis penelitian ini menggunakan bantuan software NVivo 12 Pro.

Hasil penelitian menunjukkan aspek konsensus dilakukan dengan menjalin stakeholder terkait, kemudian aspek struktur melalui penguatan perjanjian kerjasama dan mitra pendukung antar stakeholder. Selanjutnya aspek interaksi dengan membangun komunikasi dalam rangka membangun pemahaman bersama tentang inovasi ini, dan aspek proses dengan mobilisasi sumber daya agar inovasi terus terlaksana. Selanjutnya faktor yang berpengaruh yaitu terdiri dari kesediaan berkompromi, komitmen, saling percaya, pertukaran informasi, dan berbagi pengetahuan. Dimana kesepakatan antar stakeholder sangat penting untuk menegakkan regulasi tentang Surat Keterangan Usaha, peran komunikasi didalamnya dan peranan pengawasan dan sosialisasi perlu dilaksanakan secara masif agar mewujudkan inovasi pelayanan publik yang kolaboratif dan partisipatif.

Kata Kunci : Collaborative Governance, Perizinan, OSS

ABSTRACT

Ulmi Sri Mutia, 2023. Collaborative Governance in the Development of Public Service Innovations *Bantuka' Boss* at Barru Regency Investment and One-Stop Integrated Services Service. Supervised by Fatmawati and Abdul Mashyar.

Public service innovation is a very basic matter for the obligation and responsibility to provide good and professional services. One of them is the program with Licensing Agents to Help Business Actors to Get OSS (*Bantu'ka Boss*) in order to provide financial access and increase the growth of Small and Medium Enterprises. However, public understanding of information access to OSS systems is still low and the role of collaborative stakeholders in this innovation. This research study discussed collaborative governance in developing innovative public services for *Bantuka' Boss* at the Barru Regency Investment and One-Stop Integrated Services Service by applying two theories, namely, aspects of collaborative governance by Harahap, et al (2022) and factors that influence collaborative governance by Schottle, et al (2014).

This research was carried out for three months in Barru Regency, focusing on the Barru Regency Investment and One-Stop Integrated Services Service, Bank Rakyat Indonesia Barru Branch, seven licensing agents in villages/sub-districts. Apart from that, this research was also carried out at Adil Sejahtera Foundation, South Sulawesi Province. This type of research was qualitative with a case study type. There were eleven research informants from government agencies, the private sector and the community. This research data was obtained by observation, interviews, documentation, and media review. Validation of data through triangulation of sources, techniques and time, with an analysis process using data reduction techniques, data presentation and drawing conclusions. This research analysis applied the assistance of NVivo 12 Pro software.

The research results showed that the consensus aspect was carried out by connecting with relevant stakeholders, then the structural aspect was through strengthening cooperation agreements and supporting partners between stakeholders. Furthermore, the interaction aspect by building communication in order to build a common understanding about this innovation, and the process aspect by mobilizing resources so that innovation continues to be implemented. Furthermore, the influencing factors consist of willingness to compromise, commitment, mutual trust, exchange of information, and sharing of knowledge. Where agreement between stakeholders is very important to enforce regulations regarding Business Certificates, the role of communication in it and the role of supervision and socialization need to be implemented massively in order to realize collaborative and participatory public service innovation.

Keywords: *Collaborative Governance, Licensing, OSS*



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