

ABSTRAK

Gani Abdullah Shidiq 1218010069 : “ Evaluasi Kebijakan Sistem Informasi Pelayanan Administrasi Kewilayahan Terpadu di Kecamatan Panyileukan Kota Bandung “

Penelitian ini dilatarbelakangi oleh belum optimalnya implementasi Sistem Informasi Pelayanan Administrasi Kewilayahan Terpadu (SIPAKU) di Kecamatan Panyileukan, Kota Bandung. SIPAKU dirancang sebagai inovasi digital pelayanan publik yang bertujuan meningkatkan efektivitas, efisiensi, transparansi, dan akuntabilitas. Namun, dalam praktiknya, sistem ini menghadapi berbagai tantangan seperti rendahnya literasi teknologi aparatur, minimnya integrasi sistem antara pemerintah pusat dan daerah, serta kurangnya sosialisasi kepada masyarakat.

Penelitian ini bertujuan mengevaluasi kebijakan SIPAKU dengan pendekatan evaluasi kebijakan publik model Charles O. Jones, yang mencakup pengkhususan, pengukuran, analisis, dan rekomendasi. Metode yang digunakan adalah pendekatan kualitatif dengan desain studi kasus, melalui wawancara mendalam, observasi lapangan, dan analisis dokumentasi.

Hasil penelitian menunjukkan bahwa pelaksanaan SIPAKU belum efektif. Keterbatasan kompetensi teknis aparatur, kurangnya pelatihan, kendala teknis, serta lemahnya koordinasi antarinstansi menjadi faktor utama penghambat keberhasilan kebijakan ini. Partisipasi masyarakat juga rendah akibat sosialisasi yang terbatas.

Rekomendasi mencakup peningkatan kapasitas SDM melalui pelatihan teknis, penguatan integrasi sistem, perbaikan infrastruktur digital, serta intensifikasi sosialisasi berbasis komunitas. Koordinasi lintas instansi antara pemerintah pusat dan daerah juga perlu diperkuat untuk menjamin keberlanjutan kebijakan secara menyeluruh.

Kata kunci: pelayanan administrasi digital, evaluasi kebijakan publik, integrasi sistem, literasi teknologi aparatur

Gani Abdullah Shidiq 1218010069: "Evaluation of the Integrated Regional Administration Service Information System Policy in Panyileukan District, Bandung City"

Abstract

This study is motivated by the suboptimal implementation of the Integrated Regional Administrative Service Information System (SIPAKU) in Panyileukan District, Bandung City. SIPAKU was designed as a digital public service innovation aimed at improving the effectiveness, efficiency, transparency, and accountability of regional administration services. However, in practice, the system faces several challenges such as low technological literacy among civil servants, weak system integration between central and local governments, and limited public outreach and socialization.

The objective of this research is to evaluate the SIPAKU policy using the public policy evaluation framework proposed by Charles O. Jones, which includes the dimensions of specification, measurement, analysis, and recommendation. The study employs a qualitative approach with a case study design, utilizing in-depth interviews, field observations, and document analysis.

The findings indicate that the implementation of SIPAKU has not yet been effective. The main obstacles include limited technical competence of the apparatus, lack of training, technical disruptions, and poor inter-agency coordination. Public participation is also low due to insufficient information dissemination.

The study recommends strengthening human resource capacity through technical training, improving system integration, upgrading digital infrastructure, and enhancing community-based outreach strategies. Strengthened coordination between central and local government agencies is also essential to ensure the sustainability of the policy.

Keywords: *digital administrative services, public policy evaluation, system integration, technological literacy.*