

ABSTRAK

Intan Dwi Pramesti, 1228010097, 2026: Implementasi Kebijakan Pelayanan Terpadu Satu Pintu (PTSP) Berdasarkan Keputusan Menteri Agama Nomor 90 Tahun 2018 Di Kementerian Agama Kota Bandung

Pelayanan Terpadu Satu Pintu (PTSP) merupakan salah satu bentuk reformasi birokrasi yang diterapkan oleh Kementerian Agama untuk meningkatkan kualitas pelayanan publik yang efektif, transparan, dan akuntabel. Di Kementerian Agama Kota Bandung, implementasi kebijakan PTSP berdasarkan Keputusan Menteri Agama Nomor 90 Tahun 2018 tentang Petunjuk Pelaksanaan Penyelenggaraan Pelayanan Terpadu di lingkungan Kementerian Agama masih dihadapkan pada berbagai permasalahan, seperti penyampaian informasi yang belum merata, keterbatasan fasilitas pelayanan, pemanfaatan teknologi yang belum optimal, serta koordinasi antarunit kerja yang belum sepenuhnya terintegrasi. Kondisi tersebut menyebabkan pelaksanaan pelayanan publik belum berjalan secara maksimal sesuai dengan tujuan kebijakan PTSP.

Penelitian ini bertujuan untuk menganalisis implementasi kebijakan Pelayanan Terpadu Satu Pintu (PTSP) di Kementerian Agama Kota Bandung. Fokus penelitian mencakup aspek komunikasi, sumber daya, disposisi, dan struktur birokrasi dalam pelaksanaan kebijakan PTSP. Selain itu, penelitian ini bertujuan untuk mengidentifikasi berbagai hambatan yang memengaruhi efektivitas implementasi kebijakan pelayanan publik di lingkungan Kementerian Agama Kota Bandung.

Penelitian ini menggunakan teori implementasi kebijakan George C. Edward III yang terdiri atas komunikasi (*communication*), sumber daya (*resources*), disposisi (*disposition*), dan struktur birokrasi (*bureaucratic structure*). Teori ini digunakan untuk menganalisis sejauh mana implementasi kebijakan PTSP mampu dijalankan sesuai dengan ketentuan yang telah ditetapkan dalam Keputusan Menteri Agama Nomor 90 Tahun 2018.

Metode penelitian yang digunakan adalah kualitatif deskriptif untuk menggambarkan kondisi implementasi kebijakan PTSP secara nyata di lokasi penelitian. Pengumpulan data dilakukan melalui wawancara mendalam, observasi, studi dokumentasi, dan studi kepustakaan. Validitas data diperkuat menggunakan teknik triangulasi sumber dan triangulasi teknik guna memperoleh gambaran yang komprehensif mengenai implementasi kebijakan PTSP di Kementerian Agama Kota Bandung.

Hasil penelitian menunjukkan bahwa implementasi kebijakan PTSP di Kementerian Agama Kota Bandung belum berjalan secara optimal. Pada aspek komunikasi, penyampaian informasi kepada masyarakat masih bersifat pasif dan belum sepenuhnya konsisten. Pada aspek sumber daya, fasilitas pelayanan dan pemanfaatan teknologi informasi masih terbatas. Pada aspek disposisi, komitmen aparatur dalam memberikan pelayanan sudah cukup baik, namun pemanfaatan layanan digital dan penanganan pengaduan masyarakat belum optimal. Sementara itu, pada aspek struktur birokrasi, proses pelayanan masih didominasi mekanisme manual dan koordinasi antarunit belum terintegrasi secara maksimal.

Kata kunci: Implementasi Kebijakan, Pelayanan Publik, Pelayanan Terpadu Satu Pintu (PTSP)



ABSTRACT

Intan Dwi Pramesti, 1228010097, 2026: Implementation of the One-Stop Integrated Service (PTSP) Policy Based on the Minister of Religious Affairs Decree Number 90 of 2018 at the Ministry of Religious Affairs of Bandung City

The One-Stop Integrated Service (Pelayanan Terpadu Satu Pintu/PTSP) is a form of bureaucratic reform implemented by the Ministry of Religious Affairs to improve the quality of public services that are effective, transparent, and accountable. At the Ministry of Religious Affairs of Bandung City, the implementation of the PTSP policy based on the Minister of Religious Affairs Decree Number 90 of 2018 concerning Guidelines for the Implementation of Integrated Services within the Ministry of Religious Affairs still faces various challenges, such as uneven dissemination of information, limited service facilities, suboptimal utilization of technology, and coordination among work units that has not been fully integrated. These conditions have caused public service implementation to fall short of the objectives of the PTSP policy.

This study aims to analyze the implementation of the One-Stop Integrated Service (PTSP) policy at the Ministry of Religious Affairs of Bandung City. The research focuses on the aspects of communication, resources, disposition, and bureaucratic structure in the implementation of the PTSP policy. In addition, this study seeks to identify various obstacles affecting the effectiveness of public service policy implementation within the Ministry of Religious Affairs of Bandung City.

This research employs George C. Edward III's policy implementation theory, which consists of communication, resources, disposition, and bureaucratic structure. This theory is used to analyze the extent to which the PTSP policy has been implemented in accordance with the provisions stipulated in the Minister of Religious Affairs Decree Number 90 of 2018.

The research method used is descriptive qualitative, aiming to provide a comprehensive description of the actual conditions of PTSP policy implementation at the research site. Data were collected through in-depth interviews, observation, documentation studies, and literature reviews. Data validity was strengthened through source triangulation and technique triangulation to obtain a comprehensive understanding of PTSP policy implementation at the Ministry of Religious Affairs of Bandung City.

The results indicate that the implementation of the PTSP policy at the Ministry of Religious Affairs of Bandung City has not yet been optimal. In terms of communication, information dissemination to the public remains passive and inconsistent. Regarding resources, service facilities and the utilization of information technology are still limited. In terms of disposition, the commitment of public service officers is fairly good; however, the use of digital services and the handling of public complaints have not been fully optimized. Meanwhile, concerning bureaucratic structure, service processes are still dominated by manual mechanisms, and coordination among work units has not been maximally integrated.

Keywords: Policy Implementation, Public Service, One-Stop Integrated Service (PTSP).