

ABSTRAK

NABILAH RAFIFAH (1228010144): AKUNTABILITAS PELAYANAN PUBLIK APARATUR PERADILAN DALAM MENINGKATKAN ZONA INTEGRITAS PADA PENGADILAN TINGGI AGAMA BANDUNG

Reformasi birokrasi di Indonesia terus diarahkan pada terwujudnya tata kelola pemerintahan yang bersih, transparan, dan akuntabel, salah satu melalui kebijakan pembungan Zona Integritas (ZI) menuju Wilayah Bebas Korupsi (WBK) dan Wilayah Birokrasi Bersih dan Melayani (WBBM). Pengadilan Tinggi Agama Bandung telah belum berhasil mencapai predikat WBK pada tahun 2024 dan tengah berproses mengupayakan menuju WBBM, namun capaian administratif tersebut belum sepenuhnya menjamin terwujudnya akuntabilitas pelayanan publik yang dirasakan langsung oleh masyarakat. Masih ditemukan kesenjangan antara keberhasilan kualitas pelayanan yang dialami oleh pengguna layanan, khususnya terkait orientasi proses pelayanan, tanggung jawab aparatur, dan orientasi kepentingan publik.

Penelitian ini bertujuan untuk menganalisis orientasi proses pelayanan, tanggung jawab aparatur dalam menangani masyarakat pengguna jasa yang tidak memenuhi persyaratan pelayanan, dan orientasi kepentingan publik sebagai bagian dari implementasi Zona Integritas di Pengadilan Tinggi Agama Bandung.

Kerangka berpikir peneliti ini mengacu pada teori akuntabilitas pelayanan publik dari Dwiyanto (2018), yang menyatakan bahwa akuntabilitas pelayanan publik berkaitan dengan orientasi aparatur birokrasi dalam proses pelayanan, tanggung jawab aparatur dalam menjalankan tugas pelayanan, serta prioritas kepentingan pengguna jasa. Teori tersebut digunakan sebagai mana dasar untuk mengukur sejauh mana akuntabilitas pelayanan publik dalam meningkatkan Zona Integritas di Pengadilan Tinggi Agama Bandung.

Metode penelitian yang digunakan adalah metode kualitatif dengan pendekatan deskriptif. Teknik pengumpulan data dilakukan melalui observasi, wawancara, dan dokumentasi. Informan peneliti terdiri dari aparatur pengadilan tinggi agama Bandung dan masyarakat pengguna layanan. Teknik analisis data menggunakan reduksi data, penyajian data, serta penarikan kesimpulan.

Akuntabilitas pelayanan publik di Pengadilan Tinggi Agama Bandung secara umum sudah baik dan mendukung pelaksanaan Zona Integritas. Hal ini terlihat dari pelayanan yang sesuai prosedur, aparatur yang bertanggung jawab, serta perhatian terhadap kebutuhan dan kepuasan masyarakat. Meski demikian, perbaikan sistem informasi, koordinasi, dan inovasi pelayanan tetap diperlukan agar kualitas pelayanan semakin efektif dan akuntabel.

Kata Kunci: Akuntabilitas Pelayanan Publik, Zona Integritas, Pelayanan Publik

ABSTRACT

NABILAH RAFIFAH (1228010144): PUBLIC SERVICE ACCOUNTABILITY OF JUDICIAL OFFICERS IN IMPROVING THE INTEGRITY ZONE AT THE BANDUNG HIGH RELIGIOUS COURT

Bureaucratic reform in Indonesia continues to be directed toward the realization of clean, transparent, and accountable governance, one of which is through the implementation of the Integrity Zone (IZ) policy toward achieving a Corruption-Free Area (WBK) and a Clean and Serving Bureaucratic Area (WBBM). The Bandung Religious High Court has not yet achieved WBK status as of 2024 and is currently in the process of pursuing it toward WBBM. However, these administrative achievements do not fully guarantee the realization of public service accountability as perceived directly by the community. There are still gaps between the achievements in service quality and the actual experiences of service users, particularly regarding service process orientation, the responsibility of public officials, and public interest orientation.

This study aims to analyze service process orientation, the responsibility of public officials in handling service users who do not meet service requirements, and public interest orientation as part of the implementation of the Integrity Zone at the Bandung Religious High Court.

The conceptual framework of this study refers to Dwiyanto's (2018) theory of public service accountability, which states that public service accountability is related to the orientation of bureaucratic officials in the service process, the responsibility of public officials in carrying out their service duties, and the prioritization of service users' interests. This theory serves as the analytical framework for measuring the extent to which public service accountability contributes to enhancing the implementation of the Integrity Zone at the Bandung Religious High Court.

This study employed a qualitative research method with a descriptive approach. Data were collected through observation, interviews, and documentation. The research informants consisted of officials of the Bandung Religious High Court and members of the public as service users. Data were analyzed using data reduction, data presentation, and conclusion drawing techniques.

In general, public service accountability at the Bandung High Religious Court has been implemented well and supports the implementation of the Integrity Zone. This is reflected in services that follow established procedures, responsible staff, and attention to the needs and satisfaction of the public. However, improvements in information systems, coordination, and service innovation are still needed to make public services more effective, transparent, and accountable.

Keywords: Public Service Accountability, Integrity Zone, Public Service.