

INOVASI PELAYANAN SEKTOR PUBLIK DI MASA PANDEMI PADA BALAI DIKLAT KEAGAMAAN BANDUNG

Oleh :

Alfat Sahrajaz Chafshof¹, Engkus Kustyana², Husen Saeful Anwar³

Fakultas Ilmu Sosial dan Ilmu Politik UIN Sunan Gunung Djati Bandung

Email : chafshof.alfat@gmail.com¹ ekustyana16@gmail.com²

husensaefulanwar@yahoo.com³

ABSTRAK

Tujuan dari penelitian ini untuk mengkaji bagaimana kualitas inovasi pelayanan E-Learning PJJ dimasa pandemi di Balai Diklat Keagamaan Bandung. Metode penelitian mengaplikasikan pendekatan kualitatif bersifat deskriptif. Dengan Teknik pengumpulan data melalui observasi, wawancara mendalam kepada narasumber di Balai Diklat Keagamaan Bandung, dan juga studi literatur. Hasil penelitian menunjukkan bahwa Inovasi yang dilakukan di Balai Diklat Keagamaan Bandung tergolong kepada inovasi pengembangan jasa/produk yang sudah ada sebelumnya, yang bekerjasama dengan Lembaga administrasi negara (LAN)). Dimana dalam pelaksanaannya masih terdapat kendala pada teknis, sehingga masih kurang optimal.

Kata kunci : Inovasi, Pelayanan, E-Learning PJJ

ABSTRACT

The purpose of this study was to examine how the quality of PJJ's E-Learning service innovation during the pandemic at the Bandung Religious Education and Training Center. The research method applies a descriptive qualitative approach. With the technique of collecting data through observation, in-depth interviews with resource persons at the Bandung Religious Education and Training Center, and also literature studies. The results of the study indicate that the innovations carried out at the Bandung Religious Education and Training Center are classified as service/product development innovations that already exist, in collaboration with the State Administration Agency (LAN)). Where in its implementation there are still technical constraints, so it is still not optimal.

Keywords: Innovation, Service, E-Learning PJJ