

ABSTRAK

**RESPONSIVITAS DPRD DALAM MENAMPUNG ASPIRASI
MASYARAKAT BIDANG PENDIDIKAN DI KABUPATEN PRINGSEWU**

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Sektor pendidikan merupakan pilar strategis dalam pembangunan daerah yang menuntut formulasi kebijakan responsif terhadap dinamika kebutuhan masyarakat. Dalam kerangka otonomi daerah, Dewan Perwakilan Rakyat Daerah (DPRD) mengemban fungsi representasi fundamental untuk mengartikulasikan dan mengagregasikan aspirasi publik. Namun, dalam praktiknya masih terdapat kesenjangan antara aspirasi yang disampaikan masyarakat dengan realisasi kebijakan yang dihasilkan. Penelitian ini bertujuan untuk menganalisis responsivitas DPRD Kabupaten Pringsewu, khususnya Komisi IV, dalam menampung aspirasi masyarakat di bidang pendidikan tahun 2024. Metode penelitian yang digunakan adalah penelitian kualitatif dengan pendekatan deskriptif. Analisis dilakukan dengan menggunakan indikator responsivitas menurut Zeithaml dalam Hardiansyah (2011) meliputi kemampuan merespon masyarakat, kecepatan melayani, ketepatan melayani, kecermatan melayani, ketepatan waktu pelayanan (*punctuality*), serta kemampuan menanggapi keluhan. Hasil penelitian menunjukkan bahwa responsivitas DPRD dalam menindaklanjuti aspirasi masyarakat tergolong cukup baik, terutama dalam aspek kecermatan dan kesesuaian prosedur. Namun, masih terdapat kendala pada aspek ketepatan waktu, transparansi, serta belum optimalnya tindak lanjut aspirasi sehingga belum sepenuhnya mampu menjawab kebutuhan masyarakat secara menyeluruh. Oleh karena itu, diperlukan peningkatan dalam hal keterbukaan informasi, kejelasan waktu pelayanan, serta penguatan koordinasi agar penanganan aspirasi dapat lebih tepat sasaran dan sesuai dengan kebutuhan masyarakat.

Kata Kunci: Responsivitas, DPRD, *Good Governance*, Aspirasi Masyarakat, Pendidikan

ABSTRACT

THE RESPONSIVENESS OF THE REGIONAL HOUSE OF REPRESENTATIVES (DPRD) IN RESPONDING TO PUBLIC ASPIRATIONS IN THE EDUCATION SECTOR IN PRINGSEWU REGENCY

By

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The education sector is a strategic pillar in regional development that requires responsive policy formulation to address the dynamic needs of society. Within the framework of regional autonomy, the Regional House of Representatives (DPRD) holds a fundamental representative function in articulating and aggregating public aspirations. However, in practice, there is still a gap between the aspirations conveyed by the community and the realization of the resulting policies. This study aims to analyze the responsiveness of the Regional House of Representatives of Pringsewu Regency, particularly Commission IV, in accommodating public aspirations in the education sector in 2024. This research used a qualitative method with a descriptive approach. The analysis employed responsiveness indicators proposed by Zeithaml in Hardiansyah (2011), including the ability to respond to the community, service speed, service accuracy, service attentiveness, service punctuality, and the ability to respond to complaints. The research results indicate that the responsiveness of the Regional House of Representatives (DPRD) in following up on public aspirations is considered quite good, especially in terms of accuracy and procedural compliance. However, there are still obstacles in terms of timeliness, transparency, and the optimal follow-up of aspirations, so it has not fully been able to meet the needs of the community comprehensively. Therefore, improvements are needed in information transparency, clarity of service timing, and strengthening coordination so that the handling of aspirations can be more targeted and in accordance with the needs of the community.

Keywords: Responsiveness, DPRD, Good Governance, Public Aspirations, Education.