

## **ABSTRAK**

### **RESPONSIVITAS LAYANAN PENGADUAN PEKERJA MIGRAN INDONESIA (PMI) DI BALAI PELAYANAN PELINDUNGAN PEKERJA MIGRAN INDONESIA (BP3MI) LAMPUNG**

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Tingginya jumlah penempatan Pekerja Migran Indonesia (PMI) asal Lampung disertai beragam permasalahan menunjukkan pentingnya layanan pengaduan yang responsif sebagai bentuk perlindungan negara. Penelitian ini bertujuan menganalisis responsivitas layanan pengaduan PMI di BP3MI Lampung. Penelitian menggunakan pendekatan kualitatif dengan tipe deskriptif. Data dikumpulkan melalui wawancara, observasi, dan dokumentasi. Analisis menggunakan dimensi responsivitas Zeithaml dkk. (dalam Hardiansyah, 2018), yaitu kemampuan merespons pengguna layanan, kecepatan, ketepatan, kecermatan, ketepatan waktu, dan kemampuan menanggapi keluhan. Hasil penelitian menunjukkan bahwa layanan pengaduan PMI di BP3MI Lampung secara umum telah berjalan cukup baik. Hal ini terlihat dari tersedianya berbagai kanal layanan, respon awal petugas yang cepat, tindakan yang sesuai dengan jenis permasalahan, ketelitian dalam verifikasi data, serta tindak lanjut melalui koordinasi, mediasi, pendampingan, dan komunikasi lanjutan. Namun, kepastian waktu penyelesaian belum selalu seragam karena dipengaruhi kompleksitas kasus, koordinasi lintas instansi, lokasi PMI, dan keterbatasan kewenangan. Dengan demikian, responsivitas layanan pengaduan PMI di BP3MI Lampung bersifat dinamis dan menuntut aparatur tetap adaptif serta berorientasi pada kebutuhan pengguna layanan.

**Kata kunci: Responsivitas Pelayanan Publik, Layanan Pengaduan, Pekerja Migran Indonesia (PMI), BP3MI Lampung, Pelindungan PMI.**

## **ABSTRACT**

### **THE RESPONSIVENESS OF COMPLAINT HANDLING SERVICES FOR INDONESIAN MIGRANT WORKERS (PMI) AT THE LAMPUNG OFFICE FOR THE PROTECTION OF INDONESIAN MIGRANT WORKERS (BP3MI) LAMPUNG**

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*The high number of Indonesian Migrant Workers (PMI) from Lampung, accompanied by various problems, highlights the importance of responsive complaint services as a form of state protection. This study aims to analyze the responsiveness of complaint handling services for PMI at BP3MI Lampung. The study employed a qualitative approach with a descriptive design. Data were collected through interviews, observation, and documentation. The analysis used Zeithaml et al.'s (in Hardiansyah, 2018) dimensions of responsiveness: the ability to respond to users, speed, accuracy, carefulness, timeliness, and the ability to respond to complaints. The findings show that complaint services at BP3MI Lampung have generally been fairly good. This is reflected in the availability of multiple service channels, prompt initial responses, appropriate actions based on case types, careful data verification, and follow-up through coordination, mediation, assistance, and continued communication. However, certainty of completion time is not always uniform due to case complexity, cross-agency coordination, the location of PMI, and limited authority in certain cases. Therefore, the responsiveness of complaint services at BP3MI Lampung is dynamic and requires officers to remain adaptive and user-oriented.*

**Keywords: Public Service Responsiveness, Complaint Handling Services, Indonesian Migrant Workers (PMI), BP3MI Lampung, Migrant Worker Protection.**