

ABSTRACT

PUBLIC SERVICE REFORM IN PT. PELABUHAN INDONESIA II (STUDY AT PT. PELINDO II PANJANG)

By

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PT. Pelabuhan Indonesia II is a state enterprise that engaged in transportation sector, especially in port service. The Law No. 17 of 2008 on a Cruise provides opportunities for the private sector to open a business in the field of port. Private companies that are also competing in the port sector providing a high impact competition. It requires PT. Pelindo II to reform the public services.

The aim of this research is a description of the implementation of public service reform in PT. Pelindo II Panjang as well as the obstacles that faced. The type of research used is descriptive research by using qualitative approach. While the data collecting technique is done by interview, documentation, and observation.

The results of the research: (1) Reforms undertaken by PT. Pelindo II was running optimally, it seen by the changes that were made, namely: (a) development of a new culture is done by the new values, such as people first, integrity, and customer centric; (b) improved the infrastructure services; (c) reward system according to employee productivity; and (d) utilization of information and communication technology. (2) Obstruction factors faced in reforming the public service; (a) internal factors, issues of human resources failed to adapt to changes and insufficient of infrastructure; (b) condition of the road infrastructure in the area and less optimal support from related agencies at the port.

Key Words: Reform, Service, State Enterprise