

ABSTRAK

KINERJA APARATUR DINAS PERDAGANGAN DALAM MELAKUKAN PENERTIBAN PEDAGANG KAKI LIMA (Studi Kasus Di Taman Merdeka Kota Metro)

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Penertiban PKL sudah diupayakan sejak tahun 2010 di Kota Metro sampai saat ini belum teratasi dengan baik. Penertiban sudah dilakukan kembali, namun pada kenyataannya PKL masih banyak yang berdagang di taman merdeka. Tujuan dari penelitian ini untuk mengetahui belum berhasilnya Aparatur Dinas Perdagangan dalam penertiban PKL di Taman Merdeka. Penelitian ini menggunakan teori Kinerja menurut Mahsun, terdapat empat indikator yaitu Input, Proses, Output, dan Outcomes. Maka penelitian ini menggunakan metode penelitian deskriptif dengan menggunakan pendekatan kualitatif. Hasil penelitian menunjukkan bahwa Kinerja Aparatur belum sepenuhnya berjalan dengan baik, karena adanya Kinerja yang kurang pada beberapa Indikator. Pada Indikator Input yaitu Indikator Input (Masukan) yang meliputi lemahnya kebijakan akibat tidak memuat sanksi terhadap PKL. Pada Indikator Process (Proses) pengawasan kegiatan penertiban hanya dilakukan sekali dalam setahun. Kemudian Indikator Output (Keluaran) yaitu hasil jumlah PKL yang tidak mengalami penurunan, justru bertambah. Hanya pada satu indikator Outcomes (Hasil) telah dilakukan sosialisasi kepada PKL walaupun belum menghasilkan kesadaran PKL untuk tidak berdagang di Taman Merdeka.

Kata Kunci : Kinerja, Penertiban, Dan Pedagang Kaki Lima

ABSTRACT

PERFORMANCE OF TRADE SERVICES' CIVIL SERVANTS OF METRO CITY GOVERNMENT IN DISCIPLINING THE STREET VENDORS AT MERDEKA PARK

By

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Street-vendors disciplining has already been attempted since 2010 in Metro City until this recent time is not resolved properly. The disciplining has been processed again, but in fact there is still a lot of street vendors that operated at Merdeka Park. The purpose of this research was to find out the ineffectiveness of trade services' civil servants in disciplining the street vendors at Merdeka Park. This research used performance theories according to Mahsun, there are four indicators; inputs, processes, outputs, and outcomes. Therefore, this research uses a descriptive research method by applying qualitative approach. The results showed that the performance of the civil servants is not worked properly yet, due to less of performance on several indicators. On the input indicator; indicator input which includes its weak policy as the result of the policy is not contained within sanctions towards the street vendors. On the indicator of indicator processes, the monitoring activities of the discipline is only done once in a year. Later on, the output indicator as the result of the number of the street vendors is not decreased, it eventually increased. There was only one of the outcomes indicators which has done, a socialization has been given to the street vendors although it was not successful yet to make them aware to not operated at Merdeka Park in any further.

Keywords: Performance, Disciplining, And Street-vendors