

## **ABSTRAK**

### **TATA KELOLA PELAYANAN ADMINISTRASI DI BADAN PENGEMBANGAN SUMBER DAYA MANUSIA PROVINSI LAMPUNG**

**Oleh**

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Penelitian ini berjudul “Tata Kelola Pelayanan Administrasi di BPSDM Provinsi Lampung”. Permasalahan utama penelitian adalah belum optimalnya penerapan prinsip tata kelola pelayanan administrasi di instansi tersebut. Latar belakang penelitian didasarkan pada pentingnya tata kelola pelayanan publik yang transparan, akuntabel, bertanggung jawab, independen, serta menjunjung kewajaran dan kesetaraan. Penelitian ini bertujuan menganalisis sejauh mana prinsip-prinsip tersebut diterapkan dalam pelayanan administrasi di BPSDM Provinsi Lampung.

Metode yang digunakan adalah kualitatif dengan pendekatan deskriptif. Data dikumpulkan melalui wawancara, observasi, dan dokumentasi, kemudian dianalisis menggunakan tahapan reduksi data, penyajian data, dan penarikan kesimpulan. Landasan teori yang dipakai adalah teori tata kelola pelayanan administrasi menurut Wa Ode Aina (2024) yang mencakup lima indikator utama, yaitu keterbukaan, akuntabilitas, tanggung jawab, independensi, serta kewajaran dan kesetaraan.

Hasil penelitian menunjukkan bahwa indikator independensi serta kewajaran dan kesetaraan telah berjalan baik. Hal ini tercermin dari sikap netral aparatur, pelayanan yang tidak berpihak, serta pemberian kesempatan yang sama bagi seluruh pengguna layanan tanpa diskriminasi. Namun, indikator keterbukaan, akuntabilitas, dan tanggung jawab belum sepenuhnya optimal. Standar pelayanan, prosedur, biaya, dan jangka waktu belum dipublikasikan secara terbuka, pelaporan kinerja masih sebatas administratif tanpa evaluasi substantif, sementara mekanisme sanksi belum konsisten. Selain itu, tanggung jawab pelayanan masih terbatas karena kritik dan saran belum terdokumentasi serta ditindaklanjuti secara sistematis. Penelitian ini menyimpulkan bahwa tata kelola pelayanan administrasi di BPSDM Provinsi Lampung sudah memiliki pondasi cukup baik, namun memerlukan

penguatan pada aspek keterbukaan, akuntabilitas, dan tanggung jawab untuk mewujudkan pelayanan yang lebih transparan, akuntabel, dan responsif terhadap kebutuhan masyarakat.

Kata kunci: Tata Kelola, Pelayanan Administrasi, BPSDM

## **ABSTRACT**

### **GOVERNANCE OF ADMINISTRATIVE SERVICES AT THE BADAN PENGEMBANGAN SUMBER DAYA MANUSIA PROVINCE LAMPUNG**

**By**

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This research, entitled “Governance of Administrative Services at BPSDM Lampung Province”, addresses the suboptimal implementation of governance principles in administrative services. The study is grounded in the importance of public service governance that is transparent, accountable, responsible, independent, and fair. The purpose of this research is to analyze the extent to which these principles are applied in administrative services at BPSDM Lampung Province. The study used a qualitative method with a descriptive approach. Data were collected through interviews, observations, and documentation, then analyzed through data reduction, data display, and conclusion drawing. The theoretical framework applied is Wa Ode Aina’s (2024) governance model, consisting of five indicators: transparency, accountability, responsibility, independency, and fairness. The findings reveal that independency and fairness have been well implemented. Services are delivered neutrally, free from intervention, and equally accessible to all users without discrimination. However, transparency, accountability, and responsibility have not been fully achieved. Service standards, procedures, costs, and timelines are not sufficiently published, performance reporting remains administrative rather than substantive, and sanction mechanisms are inconsistently applied. In addition, responsibility is limited since user feedback and suggestions are not systematically documented or followed up. In conclusion, administrative service governance at BPSDM Lampung Province has a solid foundation, particularly in independency and fairness. Nevertheless, improvements are required in transparency, accountability, and responsibility to create services that are more transparent, accountable, and responsive to public needs.

**Key words:** Governance, Administrative Services, BPSDM