

ABSTRAK

IMPLEMENTASI PRINSIP *EQUITY* DALAM MENINGKATKAN PELAYANAN ADMINISTRATIF DI DESA BRAJA ASRI (Studi Perda Kabupaten Lampung Timur Nomor 03 Tahun 2015 tentang Penyelenggaraan Pelayanan Publik)

Oleh

AYU NADILA NURSABRINA

Pelayanan publik yang adil merupakan salah satu indikator penting dalam mewujudkan tata kelola pemerintahan yang responsif dan inklusif, termasuk di tingkat desa. Penelitian ini bertujuan untuk menganalisis implementasi prinsip *equity* dalam meningkatkan pelayanan administratif di Desa Braja Asri, Kabupaten Lampung Timur, berdasarkan Peraturan Daerah Nomor 03 Tahun 2015. Penelitian ini menggunakan metode kualitatif dengan pendekatan deskriptif, serta berlandaskan teori *Social Equity* George Frederickson yang menekankan empat indikator utama, yaitu keadilan prosedural, akses yang setara, kualitas layanan yang merata, dan hasil pelayanan yang adil. Data penelitian diperoleh melalui wawancara, observasi, dan dokumentasi terhadap aparatur desa, BPD, serta masyarakat sebagai penerima layanan. Hasil penelitian menunjukkan bahwa penerapan prinsip *equity* belum berjalan optimal; prosedur pelayanan formalnya sama bagi seluruh warga, namun praktiknya masih dipengaruhi kedekatan personal, kedisiplinan aparatur, serta lemahnya pengawasan. Kesetaraan akses relatif baik, tetapi kelompok rentan seperti lansia dan penyandang disabilitas belum sepenuhnya terlayani. Kualitas layanan belum merata karena masih terdapat diskriminasi, sementara hasil pelayanan tidak konsisten. Faktor penghambat meliputi keterbatasan sarana prasarana, lemahnya mekanisme pengawasan, serta budaya diskriminatif. Oleh karena itu, diperlukan peningkatan kapasitas aparatur, inovasi pelayanan inklusif, serta penguatan pengawasan agar prinsip *equity* benar-benar terwujud dalam pelayanan publik di desa.

Kata Kunci: Kesetaraan Keadilan, Pelayanan Publik, Administrasi Kependudukan, Desa Braja Asri

ABSTRACT

IMPLEMENTATION OF THE PRINCIPLE OF EQUITY IN IMPROVING ADMINISTRATIVE SERVICES IN BRAJA ASRI VILLAGE (*A Study of East Lampung Regency Regional Regulation Number 03 of 2015 on the Provision of Public Services*)

By

AYU NADILA NURSABRINA

Equitable public service is one of the key indicators in realizing responsive and inclusive governance, particularly at the village level. This study aims to analyze the implementation of the principle of equity in improving population administrative services in Braja Asri Village, East Lampung Regency, based on Regional Regulation Number 03 of 2015. This research employed a qualitative method with a descriptive approach, using George Frederickson's Social Equity theory, which emphasizes four main indicators: procedural fairness, equal access, equal quality of services, and equitable outcomes. Data were collected through interviews, observations, and documentation involving village officials, the Village Consultative Body (BPD), and the community as service recipients. The findings indicate that the implementation of the equity principle has not been fully optimal. Although service procedures are formally standardized for all residents, in practice they are still influenced by personal closeness, lack of discipline among officials, and weak supervision. Equal access is relatively adequate, yet vulnerable groups such as the elderly and persons with disabilities are not fully served. The quality of services is uneven due to discriminatory practices, and service outcomes remain inconsistent. The main obstacles include limited infrastructure, weak monitoring mechanisms, and discriminatory cultural practices. Therefore, strengthening the capacity of village officials, developing inclusive service innovations, and reinforcing supervision are necessary to ensure that the principle of equity is truly realized in public services at the village level.

Keywords: *Equity, Public Service, Population Administration, Braja Asri Village Development*