

ABSTRAK

Faktor- Faktor Penghambat Implementasi Aplikasi SIORMAS (Sistem Informasi Organisasi Kemasyarakatan) & SIULA (Sistem Informasi Umum Layanan Administrasi) Pada Organisasi Kemasyarakatan : Studi di Badan Kesatuan Bangsa dan Politik Provinsi Lampung

Oleh
DELLA MEISICA

Penelitian ini dilatarbelakangi oleh belum optimalnya implementasi aplikasi SIORMAS dan SIULA dalam pelayanan administrasi organisasi kemasyarakatan di Badan Kesatuan Bangsa dan Politik Provinsi Lampung, yang terlihat dari rendahnya jumlah organisasi yang melakukan aktivasi dan perpanjangan secara digital. Penelitian ini bertujuan menganalisis faktor penghambat implementasi menggunakan model George C. Edward III yang mencakup komunikasi, sumber daya, disposisi, dan struktur birokrasi. Metode yang digunakan adalah pendekatan kualitatif deskriptif dengan teknik pengumpulan data melalui wawancara, observasi, dan dokumentasi. Analisis data dilakukan melalui reduksi, penyajian, dan penarikan kesimpulan, serta diuji dengan triangulasi dan member check. Hasil penelitian menunjukkan bahwa implementasi aplikasi telah berjalan namun belum optimal. Faktor komunikasi dan sumber daya menjadi hambatan utama, terutama pada sosialisasi yang belum berkelanjutan, keterbatasan SDM dan anggaran, serta kendala teknis server. Disposisi pelaksana sudah cukup baik dan struktur birokrasi telah memiliki SOP yang jelas, meskipun kapasitas pelaksana masih terbatas. Diperlukan penguatan komunikasi dan dukungan sumber daya untuk meningkatkan efektivitas implementasi.

Kata Kunci: Implementasi Kebijakan, SIORMAS, SIULA, Organisasi Kemasyarakatan

ABSTRACT

Inhibiting Factors in the Implementation of the SIORMAS and SIULA Applications for Community Organizations: A Study at the Regional Office of National Unity and Politics of Lampung Province

By

DELLA MEISICA

This study is motivated by the inadequate implementation of the SIORMAS and SIULA applications in administrative services for community organizations at the Regional Office of National Unity and Politics of Lampung Province, as indicated by the low number of organizations conducting activation and renewal through the digital system. This study aims to analyze the inhibiting factors of implementation using George C. Edward III's policy implementation model, which includes communication, resources, disposition, and bureaucratic structure. This research employs a descriptive qualitative approach, with data collection techniques consisting of interviews, observation, and documentation. Data analysis is conducted through data reduction, data display, and conclusion drawing, and is validated through triangulation and member checking. The results show that the implementation of the applications has been carried out but is not yet optimal. Communication and resources are the main inhibiting factors, particularly in terms of unsustained socialization, limited human resources and budget, as well as technical server issues. The disposition of implementers is generally positive, and the bureaucratic structure already has clear standard operating procedures, although the capacity of implementers remains limited. Therefore, strengthening communication and resource support is necessary to improve implementation effectiveness.

Keywords: Policy Implementation, SIORMAS, SIULA, Community Organizations