

ABSTRAK

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Judul : Implementasi Pelayanan PATEN di Kecamatan Puger pada saat Pandemi Covid-19

Tujuan penelitian ini adalah untuk mengetahui tentang Implementasi Pelayanan PATEN di Kecamatan Puger pada saat pandemi Covid-19. Penelitian ini menggunakan metode penelitian kualitatif dengan jenis deskriptif. Pengumpulan data dilakukan dengan teknik observasi, wawancara dan dokumentasi. Informan penelitian ini terdiri dari tiga orang diantaranya, Sekcam Puger, Kepala seksi pelayanan, dan masyarakat. Hasil penelitian menunjukkan bahwa prediksi George Edward III terkait variabel implementasi kebijakan dapat dikatakan semua terbukti. Implementasi pelayanan PATEN di kecamatan Puger telah terimplementasi dengan baik meskipun terdapat beberapa kendala tertentu pada saat Covid-19. Lingkungan kebijakan di masa pandemi Covid -19 telah berpengaruh pada kinerja penyelesaian surat-surat seperti halnya KTP dan KK yang tergantung pada instansi di atasnya. Misalnya pengurusan KTP dan KK harus menunggu persetujuan dari Dinas Kependudukan. Akibatnya penyelesaian surat-surat tersebut membutuhkan waktu lebih panjang dari SOP yang telah ditetapkan dan dipampang di papan pengumuman. Pelayanan PATEN yang dilakukan oleh pemerintah Kecamatan berjalan kurang maksimal. Artinya teori implementasi kebijakan yang dikemukakan oleh George Edward III belum sepenuhnya bisa digunakan untuk menganalisa proses implmentasi kebijakan pada lingkungan kebijakan mengalami krisis (pandemi Covid-19).

Kata Kunci : Implementasi, Pelayanan PATEN, Pandemi Covid-19

ABSTRACT

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The purpose of this study was to find out about the implementation of PATEN services in Puger District during the Covid-19 pandemic. This research uses qualitative research method with descriptive type. Data was collected by using observation, interview and documentation techniques. The informants of this research consisted of three people including the Puger District Secretary, the Head of the Service Section, and the community. The results of the study show that George Edward III's predictions regarding the variables of policy implementation can be said to be all proven. The implementation of PATEN services in the Puger sub-district has been implemented well despite certain obstacles during the Covid-19 pandemic. The policy environment during the Covid -19 pandemic has affected the performance of completing documents such as ID cards and family cards, which depend on the agencies above them. For example, the management of ID cards and family cards must wait for approval from the Population Service. As a result, the completion of these letters takes longer than the SOPs that have been set and posted on the bulletin board. The PATEN service carried out by the sub-district government is running less than optimal. This means that the theory of policy implementation put forward by George Edward III cannot fully be used to analyze the policy implementation process in a policy environment experiencing a crisis (Covid-19 pandemic).

Keywords : Implementation, PATENT Services, Covid-19 Pandemic