**PENGARUH PARTISIPASI DAN DISKRESI**

**TERHADAP KUALITAS PELAYANAN PUBLIK**

**PADA DINAS PENANAMAN MODAL**

**DAN PELAYANAN PERIZINAN TERPADU SATU PINTU**

**KABUPATEN BANDUNG BARAT**

**(Studi Pelayanan Izin Lokasi Dan Izin Mendirikan Bangunan)**

**Bambang Subagio**

NPM: 139020009

**ABSTRAK**

Penelitian ini bertujuan mengkaji besarnya pengaruh variabel partisipasi dan diskresi terhadap kualitas pelayanan publik, hubungan antara variabel partisipasi dan diskresi terhadap kualitas pelayanan publik. Lokus penelitian pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu, Kabupaten Bandung Barat (DPMPTSP-KBB). Pendekatan penelitian, dengan metoda kuantitatif, meliputi: pengumpulan data menggunakan kuisioner, observasi, studi pustaka, dokumentasi dan *forum group discussion*. Analisis data penelitian menggunakan *Structural Equation Model-Partial Least Square* (*SEM-PLS*). Hasil penelitian, bahwa variabel partisipasi, diskresi, dan kualitas pelayanan publik, dirasakan secara rata-rata cukup baik oleh responden yang menggunakan pelayanan perizinan di DPMPTSP-KBB. Secara parsial, partisipasi dan diskresi berpengaruh signifikan terhadap kualitas pelayanan publik. Selain itu, partisipasi dan diskresi memiliki korelasi yang signifikan sebesar 61,7% dan sisanya dijelaskan oleh faktor lain. Kesimpulan penelitian, menunjukkan bahwa jika kualitas variabel partisipasi dan diskresi ditingkatkan, maka dapat berpengaruh signifikan terhadap peningkatan kualitas pelayanan publik oleh DPMPTSP-KBB.

**Kata Kunci**: **Partisipasi**, **Diskresi**, dan **Kualitas Pelayanan Publik**.

***ABSTRACT***

*This study aims to examine the effect of participation and discretion variables on the quality of public services, the relationship between participation and discretion variables on the quality of public services. Research locus at the One-Stop Integrated Investment and Services Office, West Bandung Regency (DPMPTSP-KBB). The research approach, with quantitative methods, includes: data collection using questionnaires, observations, literature studies, documentation and group discussion forums. Analysis of research data using Structural Equation Model-Partial Least Square (SEM-PLS). The results of the study, that the variables of participation, discretion, and quality of public services, were felt on average quite well by respondents who used licensing services at DPMPTSP-KBB. Partially, participation and discretion have a significant effect on the quality of public services. In addition, participation and discretion have a significant correlation of 61.7% and the rest is explained by other factors. The conclusion of the study, shows that if the quality of participation and discretion variables is improved, it can have a significant effect on improving the quality of public services by DPMPTSP-KBB.*

***Keywords****:* ***Participation****,* ***Discretion****, and* ***Quality of Public Services****.*

|  |  |  |
| --- | --- | --- |
|  |  | 1. **DAFTAR PUSTAKA**   **Buku**  Abdillah, W. Jogiyanto. 2015. *Partial Least Square (PLS), Alternatif Structural Equation Modeling (SEM) Dalam Penelitian Bisnis*. Yogyakarta: CV Andi Offset.  Adiyoso, W. 2009. *Menggugat Perencanaan Partisipatif dalam Pemberdayaan Masyarakat*. Surabaya: Putra Media Nusantara.  Basah, Sjachran. 1998. *Perlindungan Hukum Terhadap Sikap-Tindak Administrasi Negara*. Bandung: Alumni |
| Cullingworth, B. and Nadin, V. 2002. *Town and Country Planning in The UK 13th ed. London*: Routledge  Dwiyanto, Agus. 2011. *Reformasi Birokrasi Publik di Indonesia*. Yogyakarta: Pusat Studi Kependudukan dan Kebijakan. Universitas Gajah Mada.Luthfi J.K., Mustafa L. 2017. *Hukum dan Kebijakan Publik* (*Perihal Negara, Masyarakat Sipil, dan Kearifan Lokal dalam Perspektif Kesejahteraan*). Cet. II. Malang: Citra Intrans Selaras  Soehartono, Irawan. 1995. *Metode Penelitian Sosial: Suatu Teknik Penelitian Bidang Kesejahteraan Sosial dan Ilmu Sosial lainnya*. Bandung: PT. Remaja Rosda Karya  Sugiyono, 2006, Statistika Untuk Penelitian, Cetakan Ketujuh, Bandung: CV. Alfabeta  Zeithaml, Valerie A., Parasuraman, A. & Berry, Leonard L. (1990). Delivering Quality Service, The Free Press, New York, N.Y  **Jurnal**  Arnstein, Sherry R. 1969. *A Ladder Of Participation*. Journal of the American Institute of Planners. Volume 35, Issue 4 1969:216-223  Bovaird, Tony. 2007. *Beyond Engagement and Participation: User and Community Coproduction of Public Services*. University of Birmingham.  Fenwick dan Mc Millan (2012). *Research in Publik Service USA*: Pearson Education. Governance. New York: Taylor and Francis Group  Gouscos Dimitris, 2007, *e-Government Laboratory*, University of Athens, TYPA Buildings Panepistimiopolis Ilission, GR-15784, Athens, Greece  Henderson, Keith M, and Dwivedi,O.P, 1999, *Bureaucracy and The Alternatives in World Perspective,* London: Macmilland Press Ltd. |  | **Internet**  Pranala (link): https://kbbi.web.id/ sinergi. Diunduh 19.29: 23/09/2019  http://unnes.ac.id/gagasan/ mewujudkan-sinergi-organisasi/ Diunduh 19.35: 23/09/2019  https://mudahmurahbagus. wordpress.com/2016/04/23/ pengertian-sinergi-adalah-membangun-dan-memastikan -hubungan/ Diunduh 19.47 23/08/2019  https://ikhtisar.com/sinergi-membentuk-kerjasama-kreatif/ Diunduh 20.01 23/09/2019  https://www.google.com/ search?q=sinergis+adalah& oq=sinergi&aqs=chrome. 5.69i57j0l5.16148j1j4&sourceid =chrome&ie =UTF-8. Diunduh 19.28:23/09/2019  https://www.zonareferensi.com/ pengertian-komprehensif/ Diunduh 19.20:23/09/2019  https://jagokata.com/arti-kata/ kontinu. html. Diunduh 20.11 23/09/2019  https://kbbi.web.id/kontinu. Diunduh 20.16 23/09/ 2019  https://artikbbi.com/kontinu/. diunduh 20.19 23/09/2019  https://kamuslengkap.com kamus/kata-baku-bahasa-indonesia/arti-kata/kontinyu. Diunduh 20.33 23/09/2019 |