**PENGARUH IMPLEMENTASI KEBIJAKAN PUBLIK DAN ASET LEMBAGA TERHADAP KEMITRAAN DAN SISTEM OPERASI JASA SERTA IMPLIKASINYA PADA KINERJA OPERASI SAMSAT**

**DI PROVINSI JAWA BARAT**

**SINOPSIS**

Untuk Memperoleh Gelar Doktor dalam Ilmu Manajemen

Pada Program Pascasarjana Universitas Pasundan



**Oleh:**

**MUKTI SUBAGJA**

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# ABSTRAK

Peneliti melakukan penelitian dengan judul **“ Pengaruh Implementasi Kebijakan Publik Dan Aset Lembaga Terhadap Kemitraan Dan Sistem Operasi Jasa Serta Implikasinya Pada Kinerja Operasi SAMSAT Di Provinsi Jawa Barat “.**Tujuan penelitian untuk mengetahui dan menganalisis Pengaruh Implementasi Kebijakan Publik SAMSAT, Aset Lembaga terhadap Kemitraan SAMSAT di Jawa Barat secara parsial dan simultan, Pengaruh Implementasi Kebijakan Publik SAMSAT dan Aset Lembaga SAMSAT terhadap Sistem Operasi Jasa SAMSAT di Jawa Barat secara parsial dan simultan., Pengaruh Kemitraan SAMSAT dan Sistem Operasi Jasa SAMSAT terhadap Kinerja Operasi SAMSAT di Jawa Barat secara parsial dan simultan.Hasil penelitian menjelaskan terdapat Pengaruh Implementasi Kebijakan Publik SAMSAT (X1) dan Aset Lembaga (X2) terhadap Kemitraan SAMSAT di Jawa Barat (Y1) secara parsial dan simultan dengan persamaan Y1 = ρy1x1X1+ ρy1x2X2 +ε1 atau Y1 = 0,432 X1 + 0,389 X2 + ε1 .Variabel Implementasi Kebijakan Publik SAMSAT memiliki koefisien jalur yang lebih tinggi jika dibandingkan nilai koefisien jalur dari Aset Lembaga. Terdapat Pengaruh Implementasi Kebijakan Publik SAMSAT (X1) dan Aset Lembaga SAMSAT(X2) terhadap Sistem Operasi Jasa SAMSAT di Jawa Barat secara parsial dan simultan. (Y2 ) dengan persamaan struktural sebagai berikut :Y2 = ρy2x1X1+ ρy2x2X2 +ε2. Y2 = 0,505 X1 + 0,312 X2 + ε2 Variabel Implementasi Kebijakan Publik SAMSAT memiliki koefisien jalur yang lebih tinggi jika dibandingkan nilai koefisien jalur dari Aset Lembaga.

Terdapat Pengaruh Kemitraan SAMSAT dan Sistem Operasi Jasa SAMSAT terhadap Kinerja Operasi SAMSAT di Jawa Barat secara parsial dan simultan Variabel Sistem Operasi Jasa mempunyai koefisien jalur yang lebih besar jika dibandingkan koefisien jalur dari Kemitraan dengan persamaan struktural sebagai berikut :Z = ρzy1X1+ ρzy2X2 +ε2. Z = 0,417Y1 + 0,517 Y2 + ε2 dimana Sistem Operasi (Y2) memiliki koefisien jalur yang lebih tinggi dari Kemitraan (Y1). Guna memperbaiki kinerja operasi SAMSAT, yang harus diperbaiki lebih dahulu adalah Kemitraan (Y1)karena memiliki koefisien jalur yang lebih sedikit dari Sistem Operasi. Guna memperbaiki Sistem Operasi (Y2) maka yang harus diperbaiki lebih dahulu adalah Aset Lembaga karena memiliki nilai koefisien jalur yang lebih kecil dari Implementasi Kebijakan Publik. Guna memperbaiki Kemitraan (Y1) maka yang harus diperbaiki lebih dahulu adalah Aset Lembaga karena memiliki nilai koefisien jalur yang lebih kecil dari Implementasi Kebijakan Publik.

Kata kunci :

Implementasi Kebijakan Publik, Aset Lembaga, Kemitraan, Sistem Operasi, Kinerja Operasi SAMSAT

***ABSTRACT***

***The researcher conducted a study with the title "The Effect of Public Policy Implementation and Institutional Assets on Partnerships and Service Operation Systems and Its Implications on SAMSAT Operational Performance in West Java Province".*** *Partial and simultaneous West, Effect of Implementation of SAMSAT Public Policy and SAMSAT Institution Assets on SAMSAT Service Operation System in West Java Partially and Simultaneously. Partial and Simultaneous Effect of SAMSAT Partnership and SAMSAT Service Operation System on SAMSAT Operational Performance in West Java.The results of the study explain that there is the effect of the implementation of SAMSAT Public Policy (X1) and Institutional Assets (X2) on the SAMSAT Partnership in West Java (Y1) partially and simultaneously with the equation Y1 = y1x1X1+ y1x2X2 +ε1 or Y1 = 0.432 X1 + 0.389 X2 + ε1 . The variable of SAMSAT Public Policy Implementation has a higher path coefficient than the path coefficient value of Institutional Assets. There is an effect of the implementation of the SAMSAT Public Policy (X1) and SAMSAT Institutional Assets (X2) on the SAMSAT Service Operation System in West Java partially and simultaneously. (Y2 ) with the following structural equation: Y2 = y2x1X1+ y2x2X2 +ε2. Y2 = 0.505 X1 + 0.312 X2 + 2 The variable of SAMSAT Public Policy Implementation has a higher path coefficient than the path coefficient value of Institutional Assets.There is the influence of the SAMSAT Partnership and the SAMSAT Service Operation System on the SAMSAT Operational Performance in West Java partially and simultaneously. The Service Operating System variable has a path coefficient that is greater than the path coefficient of the Partnership with the following structural equation: Z = zy1X1+ zy2X2 +ε2. Z = 0.417Y1 + 0.517 Y2 + 2 where the Operating System (Y2) has a higher path coefficient than the Partnership (Y1). In order to improve the operating performance of SAMSAT, the first thing that must be improved is the Partnership (Y1) because it has a lower path coefficient than the Operating System. In order to improve the Operating System (Y2), the first thing that must be repaired is the Institution's Assets because it has a path coefficient value that is smaller than Public Policy Implementation. In order to improve the Partnership (Y1), the first thing that must be improved is the Institution's Assets because it has a path coefficient value that is smaller than the Implementation of Public Policy.*

*Keywords :*

*Public Policy Implementation, Institutional Assets, Partnership, Operating System, SAMSAT Operational Performance*

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