

MANAJEMEN PELAYANAN PUBLIK PADA MASA NON TAHAPAN PEMILIHAN UMUM DI BAWASLU KABUPATEN PASURUAN

Dosen Pembimbing Utama : Roro Merry C. Wulandary, S.Pd., M.AP
Dosen Pembimbing Pendamping : Firman Firdausi, S.H., M.H

RINGKASAN

Laporan Tugas Akhir ini mengkaji manajemen pelayanan publik pada masa non tahapan pemilihan umum di Bawaslu Kabupaten Pasuruan. Penelitian ini dilatarbelakangi oleh rendahnya perhatian publik terhadap peran Bawaslu di luar tahapan pemilu, meskipun lembaga ini tetap memiliki kewenangan dalam pengawasan berkelanjutan, pelayanan informasi publik, dan penguatan pengawasan partisipatif masyarakat.

Penelitian ini bertujuan untuk mendeskripsikan pelaksanaan manajemen pelayanan publik pada masa non tahapan pemilu, menganalisis penerapan fungsi-fungsi manajemen, serta mengidentifikasi faktor pendukung dan penghambatnya. Metode penelitian yang digunakan adalah kualitatif dengan pendekatan deskriptif. Data dikumpulkan melalui observasi, wawancara, dan dokumentasi dengan informan dari pimpinan dan jajaran sekretariat Bawaslu Kabupaten Pasuruan.

Hasil penelitian menunjukkan bahwa manajemen pelayanan publik pada masa non tahapan telah dilaksanakan sesuai dengan fungsi manajemen, yaitu perencanaan, pengorganisasian, pelaksanaan, pengawasan, dan evaluasi. Pelayanan publik diwujudkan melalui pengelolaan informasi publik, pemanfaatan media sosial, serta pengawasan pemutakhiran data pemilih berkelanjutan. Namun, pelaksanaannya masih menghadapi kendala berupa keterbatasan sumber daya manusia dan anggaran serta rendahnya partisipasi masyarakat, sehingga diperlukan penguatan inovasi dan strategi pelayanan publik agar lebih optimal dan berkelanjutan.

Kata Kunci: Manajemen Pelayanan Publik, Masa Non Tahapan Pemilu, Bawaslu Kabupaten Pasuruan, Fungsi Manajemen, Pengawasan Partisipatif

PUBLIC SERVICES MANAGEMENT DURING THE NON-ELECTORAL PHASE: EVIDENCE FROM BAWASLU PASURUAN REGENCY

Advisor : Roro Merry C. Wulandary, S.Pd., M.AP
Co. Advisor : Firman Firdausi, S.H., M.H

SUMMARY

This final project report examines the management of public service delivery during the non electoral phase at the Election Supervisory Agency (Bawaslu) of Pasuruan Regency. The study is motivated by the limited public attention to Bawaslu's role outside the electoral stages, despite the institution's continued authority in conducting ongoing supervision, providing public information services, and strengthening participatory community-based oversight.

The objectives of this study are to describe the implementation of public service management during the non electoral phase, to analyze the application of managerial functions, and to identify the supporting and inhibiting factors affecting its implementation. A qualitative research method with a descriptive approach was employed. Data were collected through observation, in-depth interviews, and documentation involving informants from the leadership and secretariat staff of Bawaslu Pasuruan Regency.

The findings indicate that public service management during the non electoral phase has been implemented in accordance with core management functions, namely planning, organizing, implementation, supervision, and evaluation. Public services are delivered through the management of public information, the utilization of social media platforms, and the supervision of continuous voter data updating. However, the implementation continues to face challenges, including limitations in human resources and budget allocation, as well as low levels of public participation. Therefore, strengthening innovation and public service strategies is necessary to ensure more optimal and sustainable service delivery.

Keywords: Public Service Management, Non-Electoral Period, Bawaslu, Pasuruan Regency, Management Function, Participatory Monitoring