

Ringkasan

RIO DHIKA EFENDI, NIM: 202402020365. Implementasi Peraturan Menteri Dalam Negeri Nomor 59 Tahun 2021 Tentang Penerapan Standar Pelayanan Minimal. Pembimbing I: Dr. Teguh Pramono, M.Si. Pembimbing II: Dr. Imam Fachrudin, M.Si.

Tujuan penelitian ini adalah pertama, mendeskripsikan dan menganalisis Implementasi Peraturan Menteri Dalam Negeri Nomor 59 Tahun 2021 Tentang Penerapan Standar Pelayanan Minimal. Kedua, mendeskripsikan dan menganalisis faktor-faktor penghambat dan pendukung dalam Implementasi Peraturan Menteri Dalam Negeri Nomor 59 Tahun 2021 Tentang Penerapan Standar Pelayanan Minimal.

Penelitian ini menggunakan pendekatan kualitatif dengan tipe penelitian deskriptif analisis. Lokasi penelitian ditetapkan di Kabupaten Kediri dengan fokus pada pelaksanaan tugas Satpol PP sebagai pelaksana teknis perda. Informan kunci ditentukan dengan teknik purposive sampling, dan jumlah informan dikembangkan menggunakan teknik snowball sampling. Data diperoleh melalui wawancara mendalam, observasi lapangan, dan dokumentasi. Analisis data menggunakan model interaktif Miles dan Huberman yang meliputi reduksi data, penyajian data, serta penarikan kesimpulan/verifikasi.

Hasil penelitian menunjukkan bahwa implementasi SPM Satpol PP Kabupaten Kediri tergolong efektif dengan capaian rata-rata >97 % pada aplikasi e-SPM (2023–2025). Variabel komunikasi—meliputi transmisi, kejelasan, dan konsistensi—berjalan baik antar-level birokrasi, tetapi sosialisasi langsung ke masyarakat masih terbatas. Sumber daya memadai secara kuantitas (237 personel), namun kualitas SDM di posisi strategis dan distribusi sarana-prasarana masih perlu peningkatan. Disposisi pelaksana menunjukkan komitmen tinggi dan kepatuhan terhadap SOP internal, meski insentif khusus SPM belum ada. Struktur birokrasi telah menerapkan SOP fleksibel dan fragmentasi tugas, tetapi dokumentasi SOP belum terpusat dan publikasi SOP kepada masyarakat belum optimal.

Penelitian menyimpulkan bahwa kendala utama terletak pada minimnya pemahaman publik, keterbatasan pelatihan pejabat kunci, dan prioritas anggaran serta sarana-prasarana yang belum sepenuhnya mendukung kesiapan lapangan. Integrasi sosialisasi, penguatan kapasitas SDM, dan penyempurnaan infrastruktur pelaporan direkomendasikan untuk mengoptimalkan implementasi SPM.

Kata Kunci: Implementasi Kebijakan; Ketertiban Umum; Satpol PP; Peraturan Menteri Dalam Negeri.

Summary

RIO DHIKA EFENDI, NIM: 202402020365 This study examines the implementation of Minister of Home Affairs Regulation No. 59 of 2021 concerning the Application of Minimum Service Standards (SPM) by the Civil Service Police Unit (Satpol PP) of Kediri Regency. It has two objectives: first, to describe and analyze the enforcement of Regulation 59/2021; and second, to identify the supporting and inhibiting factors in its application. Coach I: Dr. Teguh Pramono, M.Si. Coach II: Dr. Imam Fachrudin, M.Si

A qualitative, descriptive-analytical approach was employed. The research was conducted in Kediri Regency, focusing on Satpol PP as the technical implementer of local regulations. Key informants were selected through purposive sampling and expanded via snowball sampling. Data were collected by means of in-depth interviews, field observations, and document review, then analyzed using Miles and Huberman's interactive model (data reduction, data display, and conclusion verification).

The findings reveal that Satpol PP's SPM implementation in Kediri Regency has been highly effective, achieving an average score above 97 percent on the e-SPM platform between 2023 and 2025. Communication—encompassing transmission, clarity, and consistency—operates smoothly across bureaucratic levels, although direct public outreach remains limited. Human resources are quantitatively sufficient (237 personnel), yet the competencies of strategic positions and the allocation of facilities and infrastructure call for enhancement. Implementing officers exhibit strong commitment and adherence to internal standard operating procedures (SOPs), despite the absence of SPM-specific incentives. The organizational structure features flexible SOPs and task fragmentation, but SOP documentation lacks centralization and public dissemination is suboptimal.

The study concludes that the principal challenges are low public awareness, insufficient training for key officials, and budgetary and infrastructure constraints that hinder operational readiness. To optimize SPM implementation, it is recommended to integrate targeted public outreach, strengthen human-resource capacity through structured training programs, and upgrade reporting infrastructure.

Keywords: Policy Implementation; Public Order; Satpol PP; Minister of Home Affairs Regulation No. 59/2021.