

Pengaruh Governansi Dinamis Terhadap Kualitas Pelayanan Publik Pada Penggunaan PAS Pelabuhan Sri Bintan Pura

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ABSTRAK

Kualitas pelayanan publik merupakan faktor penting dalam mendukung efektivitas penyelenggaraan pelayanan di sektor kepelabuhanan. Dalam perspektif *Dynamic Governance*, kualitas pelayanan publik dipengaruhi oleh berbagai dimensi governansi dinamis, yaitu *Thinking Ahead*, *Thinking Again*, dan *Thinking Across*, yang mencerminkan kemampuan organisasi dalam mengantisipasi perubahan, melakukan evaluasi kebijakan secara berkelanjutan, serta mengadopsi praktik terbaik untuk meningkatkan kualitas pelayanan. Namun, berbagai permasalahan dalam penggunaan PAS Pelabuhan Sri Bintan Pura, seperti antrian pada jam sibuk, keterlambatan proses verifikasi, serta belum optimalnya koordinasi pelayanan menunjukkan bahwa kualitas pelayanan publik masih perlu ditingkatkan. Oleh karena itu, penelitian ini bertujuan untuk menguji pengaruh *Thinking Ahead*, *Thinking Again*, dan *Thinking Across* terhadap kualitas pelayanan publik pada penggunaan PAS Pelabuhan Sri Bintan Pura. Penelitian ini menggunakan pendekatan kuantitatif dengan data yang diperoleh dari 200 pengguna layanan PAS Pelabuhan Sri Bintan Pura. Data dianalisis menggunakan IBM SPSS Statistics melalui uji validitas, uji reliabilitas, uji asumsi klasik, analisis regresi linear berganda, uji parsial (t), dan koefisien determinasi (R^2). Hasil penelitian menunjukkan bahwa *Thinking Ahead* berpengaruh positif dan signifikan terhadap kualitas pelayanan publik. Demikian pula, *Thinking Again* dan *Thinking Across* juga berpengaruh positif dan signifikan terhadap kualitas pelayanan publik. Nilai koefisien determinasi (R^2) sebesar 0,504 menunjukkan bahwa 50,4% variasi kualitas pelayanan publik dapat dijelaskan oleh variabel governansi dinamis, sedangkan 49,6% sisanya dipengaruhi oleh faktor lain di luar model penelitian. Temuan ini menunjukkan bahwa penerapan governansi dinamis memiliki peran penting dalam meningkatkan kualitas pelayanan publik melalui kemampuan organisasi untuk beradaptasi terhadap perubahan, melakukan perbaikan secara berkelanjutan, serta mengembangkan inovasi pelayanan. Penelitian ini memperkuat penerapan teori *Dynamic Governance* dalam konteks pelayanan publik di sektor kepelabuhanan serta memberikan implikasi praktis bagi pengelola Pelabuhan Sri Bintan Pura untuk meningkatkan kualitas pelayanan melalui penguatan kapasitas organisasi dan optimalisasi sistem penggunaan PAS.

Kata Kunci: *Dynamic Governance, Public Service Quality, Port Access System (PAS).*

The Influence of Dynamic Governance on Public Service Quality in the Use of the Sri Bintan Pura Port Passenger Access System (PAS)

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ABSTRACT

Public service quality is an essential factor in supporting the effectiveness of service delivery in the port sector. From the perspective of Dynamic Governance, public service quality is influenced by three dimensions of dynamic governance, namely Thinking Ahead, Thinking Again, and Thinking Across, which reflect an organization's ability to anticipate changes, continuously evaluate policies, and adopt best practices to improve service quality. However, several issues in the implementation of the Port Access System (PAS) at Sri Bintan Pura Port, such as long queues during peak hours, delays in the verification process, and suboptimal service coordination, indicate that the quality of public services still needs improvement. Therefore, this study aims to examine the influence of Thinking Ahead, Thinking Again, and Thinking Across on public service quality in the use of the Port Access System (PAS) at Sri Bintan Pura Port. This study employed a quantitative approach using data collected from 200 users of the Port Access System (PAS) at Sri Bintan Pura Port. The data were analyzed using IBM SPSS Statistics through validity testing, reliability testing, classical assumption testing, multiple linear regression analysis, partial (t) tests, and the coefficient of determination (R^2). The results indicate that Thinking Ahead has a positive and significant effect on public service quality. Likewise, Thinking Again and Thinking Across also have positive and significant effects on public service quality. The coefficient of determination (R^2) of 0.504 indicates that 50.4% of the variation in public service quality can be explained by the dynamic governance variables, while the remaining 49.6% is influenced by other factors outside the research model. These findings suggest that the implementation of Dynamic Governance plays an important role in improving public service quality through the organization's ability to adapt to changes, continuously improve its policies and practices, and develop service innovations. This study strengthens the application of Dynamic Governance Theory in the context of public services in the port sector and provides practical implications for the management of Sri Bintan Pura Port to improve public service quality by strengthening organizational capacity and optimizing the implementation of the Port Access System (PAS).

Keywords: *Dynamic Governance, Public Service Quality, Port Access System (PAS).*