

INTISARI

Menggunakan metode kualitatif, tesis ini bertujuan untuk mendeskripsikan dan menganalisis pengaruh elemen inovasi terhadap kualitas pelayanan publik dengan memanfaatkan teknologi informasi di Unit Pelaksana Pengujian Kendaraan Bermotor Dinas Perhubungan Kabupaten Tegal dengan pendekatan *good governance*. Elemen yang digunakan pada tesis ini antara lain Sumber Daya Manusia, Sarana dan prasarana, komitmen pimpinan dan kemauan untuk berubah dari seluruh anggota organisasi. Data dikumpulkan melalui wawancara mendalam, *focus group discussion*, observasi dan dokumentasi.

Penelitian ini menyimpulkan bahwa pelayanan uji kendaraan bermotor di UPPKB Kabupaten Tegal berjalan dengan baik. Meskipun demikian, pelayanan jasa uji kendaraan bermotor di UPPKB Kabupaten Tegal masih membutuhkan beberapa perbaikan dan peningkatan kualitas pelayanan khususnya pada aspek sarana dan prasarana pendukung bagi pengguna layanan, serta meningkatkan kualitas Sumber Daya Manusia khususnya bagi petugas teknis penguji kendaraan bermotor.

Key words: public service, public service quality, innovation, service innovation based on information technology

ABSTRACT

Using qualitative methods, this thesis aims to describe and analyze the influence of innovation elements on the quality of public services by utilizing information technology at Vehicle Inspection Unit of Tegal Regency Departement of Transportation with a good governance approach. The elements used in this thesis include Human Resources, Facilities and infrastructure, leadership commitment and willingness to change from all members of the organization. Data was collected through in-depth interviews, focus group discussions, observations and documentation.

This thesis concluded that the vehicle inspection service at UPPKB Tegal Regency was running well. However, motor vehicle inspection services at UPPKB Tegal Regency still need some improvements and improvements in service quality, especially in the aspects of supporting facilities and infrastructure for users, as well as improving the quality of Human Resources, especially for vehicles inspector.

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