

## INTISARI

Lapor Gub merupakan instrumen *complaint handling* agar masyarakat bisa memberikan mengontrol dan mengevaluasi jalannya pemerintahan. Tesis ini bertujuan untuk mengetahui sejauh mana Lapor Gub berpengaruh terhadap pengambilan keputusan Gubernur dalam menentukan arah kebijakan pembangunan Jawa Tengah dan mengetahui dinamika birokrasi yang terjadi ketika Lapor Gub turut serta menentukan arah kebijakan pembangunan Jawa Tengah. Hal tersebut menjadi dasar penulis mengambil judul “**LAPOR GUB SEBAGAI COMPLAINT HANDLING MASYARAKAT DALAM KEBIJAKAN PEMBANGUNAN JAWA TENGAH**”.

Penelitian yang dilakukan merupakan penelitian kualitatif berlandaskan postpositivisme atau secara induktif. Penelitian ini dirancang sesuai dengan rancangan fenomenologi karena melalui serangkaian wawancara mendalam terhadap para informan. Analisis data dilakukan melalui teknik reduksi data, penyajian data, dan penarikan kesimpulan.

Berdasarkan penarikan kesimpulan atas analisis dan kajian yang telah dilakukan didapatkan hasil bahwa Lapor Gub berpengaruh terhadap pengambilan keputusan Gubernur dalam menentukan arah kebijakan pembangunan Jawa Tengah. Lapor Gub digagas sebagai instrumen kontrol dan evaluasi atas kinerja pelayanan publik pemerintah agar dilakukan peningkatan kualitas layanan. Dalam penerapannya pun dinamika birokrasi mewarnai. Paradigma birokrasi lama dituntut untuk berubah menjadi mudah, murah, dan cepat. Pada awalnya terjadi gegar budaya dalam birokrasi Pemerintah Provinsi Jawa Tengah. Hingga akhirnya Lapor Gub berhasil melembaga di Jawa Tengah.

Kata kunci: *Lapor Gub, Keputusan Gubernur, Dinamika Birokrasi.*

## ***ABSTRACT***

Lapor Gub is a complaint handling instrument so that the community can give control and evaluate the government. This thesis aims to determine the extent to which the Lapor Gub influences the Governor's decision making in determining the direction of Central Java's development policy and knows the bureaucratic dynamics that occurred when the Lapor Gub participated in determining the direction of development policy in Central Java. This becomes the basis of the author taking the title "**LAPOR GUB AS COMPLAINT HANDLING OF THE PEOPLE IN DEVELOPMENT POLICY OF CENTRAL JAVA**".

The research conducted is qualitative research based on postpositivism or inductively. This research was designed in accordance with the phenomenology design, because through a series of in-depth interviews with informants. Data analysis is done through data reduction techniques, data presentation, and conclusion drawing.

Based on the conclusions of the analysis and studies that have been carried out, it was found that the Lapor Gub had an effect on the Governor's decision making in determining the direction of Central Java's development policy. Lapor Gub was conceived as a control instrument and evaluation of the government's public service performance in order to improve service quality. In its application even the dynamics of bureaucracy are coloring. The old paradigm of bureaucracy is demanded to change to be easy, cheap, and fast. Initially there was a culture shock in the Central Java Provincial Government bureaucracy. And finally Lapor Gub managed to institutionalize in Central Java.

*Keywords: Lapor Gub, Governor's Decree, Dynamics of Bureaucracy*