

## ABSTRACT

This study analyzes the implementation of public service risk mitigation governance in facing the potential risks and impacts of the development of Yogyakarta International Airport. This study is qualitative research with an instrumental case study methodology. The data was collected by studying secondary data and primary data through in-depth interviews and observations. The analysis was carried out using triangulation techniques, policy adoption, comparison, tracing of data explanations and inductive reasoning, and FGD. Collective evidence is used to predict similar results or examine conflicting results but for theoretical predictive reasons. The study finds that risk mitigation governance can help public service providers to face potential risks due to crises and shocks in the region based on the success of handling potential risks due to disasters as well as social, economic, and environmental imbalances. The stakeholders include service users, the private sector, representatives of universities, media, and NGOs with a participatory, collaborative, and adaptable approach. Then the process follows with a choice of continuous corrective action. The most important factors forming public service risk mitigation are compliance and synergy among stakeholders starting from assessments of vulnerability, threats, and potential risks to the impact of YIA, as well as the implementation of mitigation activities by utilizing the participation and collaboration of multi stakeholders on an ongoing basis. The adaptive risk mitigation management policies have not been integrated into the formation of local sector regulation. A good adjustment can address public aspirations and complaints, also increase the capabilities of public service providers. Meanwhile, the priority areas of service include citizen rights protection, preparedness for natural disasters, and preparedness for emergency and health disease outbreaks, social resilience, the livelihoods of farmers, and the environment in the YIA area. Further research should study the results of risk mitigation that utilize data on aspirations and public complaints, their integration in the mechanism for formulating public service policy improvements.

**Keywords:** governance, risk mitigation, public services, Yogyakarta International Airport.

## INTISARI

Studi ini menganalisis penerapan tata kelola mitigasi risiko pelayanan publik dalam menghadapi potensi risiko dan dampak pembangunan Bandara Internasional Yogyakarta. Penelitian ini merupakan penelitian kualitatif dengan metodologi studi kasus instrumental. Pengumpulan data dilakukan dengan mempelajari data sekunder dan data primer melalui wawancara mendalam dan observasi. Analisis dilakukan dengan menggunakan teknik triangulasi, adopsi kebijakan, perbandingan, penelusuran penjelasan data dan penalaran induktif, serta FGD. Bukti kolektif digunakan memprediksikan hasil yang mirip atau menelaah hasil yang bertentangan, tetapi untuk alasan bersifat prediksi teoretis. Temuan studi menunjukkan tata kelola mitigasi risiko dapat membentuk penyelenggara pelayanan publik menghadapi potensi risiko akibat krisis maupun guncangan di kawasan berdasar keberhasilan penanganan potensi risiko akibat bencana maupun ketimpangan sosial, ekonomi dan lingkungan. Proses tata kelola mitigasi risiko berjalan karena komitmen pimpinan daerah, harmonisasi regulasi, pemetaan para pemangku kepentingan yang melibatkan warga pengguna pelayanan, swasta, serta wakil universitas, media massa, dan LSM, dengan pendekatan partisipasi, kolaborasi, dan adaptasi. Kemudian prosesnya diikuti dengan pilihan tindakan perbaikan secara terus-menerus. Adapun faktor pembentuk mitigasi risiko pelayanan publik yang terpenting adalah kepatuhan dan sinergitas di antara para pemangku kepentingan mulai dari penilaian kerentanan, beragam ancaman dan potensi risiko dampak pembangunan bandara YIA, serta pelaksanaan aktivitas mitigasi dengan mendayagunakan peran serta dan kolaborasi multi pihak pemangku kepentingan. Adapun kebijakan adaptif penatakelolaan mitigasi risiko belum diintegrasikan dalam pembentukan kebijakan daerah meskipun penyesuaiannya dapat menangani aspirasi dan pengaduan masyarakat, serta peningkatan kapabilitas penyelenggara pelayanan. Sementara itu, bidang layanan yang diutamakan mencakup perlindungan warga, kesiapsiagaan menghadapi bencana alam, kesiapsiagaan darurat dan menghadapi wabah penyakit kesehatan, ketahanan sosial, sumber penghidupan petani, dan lingkungan di kawasan YIA. Saran penelitian selanjutnya adalah kajian hasil mitigasi risiko memanfaatkan data aspirasi dan pengaduan publik, dan integrasinya pada mekanisme penyusunan perbaikan kebijakan pelayanan publik.

Kata kunci: tata kelola, mitigasi risiko, pelayanan publik, Yogyakarta International Airport.