

PENGUKURAN KINERJA PADA UNIT PELAKSANA TEKNIS DINAS SEBAGAI INSTRUMEN ALTERNATIF PENINGKATAN LAYANAN PEMERINTAH

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Abstract

Recently performance of governmental institution got much attention, especially in rising of democracy in governmental business. People begin to ask on the value they accepted from the service conducted by governmental institution. Although routine and developmental budget increased, it appeared the people have not been satisfied on quality of service and goods given by governmental institution. In this context, market office is a office technical unit that function as main institution to fill regional cash through market retribution. The vision and mission of market office is to make clean, save and orderly market, in order to give service to people and make the market as a main source of local original income. In the current condition, regional autonomy will require market office to do as will as possible.

This simulation is to measure performance of governmental institution in market office and to evaluate performance of governmental institution in the office. This study used hypotetis data including literature, documents, and files related to the subject studied. It also used primary and secondary data that related directly to respondent through interview and filling questioner both internal and external one.

Analytical tools used in this simulation were performance approach in perspective of financial, customer, internal process, learning and growth. The result suggest that, in quantitative and qualitative term, in the first year performance of market office achieved 101.94 percent that classified as excellent, and in the second year, it was only 80.96 percent that classified as good. Incase of respondent reply, it gave average score as 70.45 percent, that means good.

Keywords: *performance, market office, service*

PENDAHULUAN

Akuntabilitas merupakan perwujudan kewajiban untuk mempertanggung jawabkan keberhasilan atau kegagalan pelaksanaan misi suatu institusi. Apabila institusi tersebut pemerintah, ini telah diatur dalam Tap MPR-RI No.XI/MPR/1998 tentang Penyelenggaraan Negara yang Bersih dan Bebas Korupsi, Kolusi, dan Neopotisme, serta UU No. 28/1999. Sebagai tindak lanjut dari produk hukum tersebut telah diterbitkan Inpres No.7/1999 tentang Akuntabilitas Kinerja Instansi Pemerintah (LAN,2000:2).

Pelaksanaan jalannya roda pemerintahan yang baik (*good governance*) adalah *issue* yang paling mengemuka dalam pengelolaan administrasi publik saat ini. Kondisi yang demikian sebenarnya sejalan dengan meningkatnya tingkat