

COLLABORATIVE GOVERNANCE DALAM PELAYANAN TRANSPORTASI PUBLIK (STUDI KASUS BUS TRANS BANYUMAS)

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Abstrak

Penelitian ini bertujuan untuk menjelaskan mengenai *collaborative governance* dalam pelayanan transportasi publik pada bus Trans Banyumas. Teori yang digunakan dalam penelitian ini adalah teori *collaborative governance* menurut Ansell & Gash dengan empat aspek yaitu kondisi awal, kepemimpinan fasilitatif, desain kelembagaan, dan proses kolaboratif. Metode yang digunakan dalam penelitian yaitu menggunakan metode kualitatif. Teknik Pemilihan informan menggunakan *purposive sampling*. Teknik pengumpulan data menggunakan observasi, wawancara, dan dokumentasi. Sumber data yang digunakan dalam penelitian ini berupa data primer dan data sekunder. Teknik analisis data menggunakan model Miles & Huberman. Hasil penelitian antara lain: (a) aspek kondisi awal sudah menunjukkan respon yang baik, meskipun masih terdapat ketidakseimbangan sumber daya di antara pemangku kepentingan, (b) aspek kepemimpinan fasilitatif masih adanya otoritas dari pemerintah, (c) aspek desain kelembagaan sudah teredainya aturan dasar yang jelas melalui dasar hukum, MoU, dan kontrak kerja sama bus Trans Banyumas, dan (d) aspek proses kolaboratif telah menghasilkan capaian sementara melalui dialog tatap muka, membangun kepercayaan, komitmen terhadap proses, pemahaman bersama, meskipun masih menghadapi tantangan terkait keberlanjutan Trans Banyumas.

Kata Kunci: *Bus Rapid Transit, Buy The Service, Collaborative Governance, Pelayanan Publik, Transportasi Publik*

Abstract

This research aims to explain collaborative governance in public transportation services on the Trans Banyumas bus. The theory used in this research is the theory of collaborative governance according to Ansell & Gash with four aspects, namely starting condition, facilitative leadership, institutional design, and collaborative process. The method used in the research is using qualitative methods. Informant selection technique using purposive sampling. Data collection techniques use observation, interviews, and documentation. The data source used in this research are primary data and secondary data. The data analysis technique uses the Miles & Huberman model. The result of research include: (a) the starting condition aspect has shown a good response, although there is still an imbalance of resources among stakeholders, (b) the facilitative leadership aspect is still the authority of the government, (c) the institutional design aspect has the availability of the clear basic rules through the legal basis, MoU, and Trans Banyumas bus cooperation contract, and (d) the collaborative process aspect has produced temporary achievement through face-to-face dialogue, building trust, commitment to the process, shared understanding, although still facing challenges related to the sustainability of Trans Banyumas.

Keywords: *Bus Rapid Transit, Buy The Service, Collaborative Governance, Public Service, Public Transportation*

