

ABSTRAK

Responsivitas merupakan kemampuan pemerintah dalam memahami kebutuhan masyarakat dan menyesuaikan pelayanan serta program dengan kondisi nyata di lapangan. Dalam konteks ketenagakerjaan, responsivitas pemerintah ditunjukkan melalui upaya mengatasi pengangguran, menyediakan informasi lowongan kerja, memberikan pelatihan keterampilan, serta menciptakan kesempatan kerja sesuai kebutuhan masyarakat dan pasar kerja. Responsivitas Dinas Tenaga Kerja Kota Lhokseumawe dalam penanggulangan pengangguran masih belum optimal karena penanganan keluhan belum sistematis, respons terhadap kebutuhan masyarakat belum konsisten, serta koordinasi dengan dunia usaha dan lembaga pelatihan masih terbatas. Penelitian ini bertujuan untuk mengetahui responsivitas Dinas Penanaman Modal, Pelayanan Terpadu Satu Pintu dan Tenaga Kerja Kota Lhokseumawe dalam penanggulangan pengangguran diukur dengan indikator meliputi, terdapat tidaknya keluhan Masyarakat, sikap aparat birokrasi dalam merespon keluhan dari masyarakat dan tindakan aparat birokrasi untuk memberikan kepuasan pelayanan kepada Masyarakat serta hambatan yang dihadapi. Metode penelitian memakai metode kualitatif dengan pendekatan deskriptif. Teknik pengumpulan data menggunakan observasi, wawancara dan dokumentasi. Analisis data digunakan Pengumpulan Data, Reduksi data, Penyajian data serta Penarikan Kesimpulan. Hasil penelitian menunjukkan bahwa responsivitas DPMPTSPK Kota Lhokseumawe dalam penanggulangan pengangguran belum optimal. Pada indikator keluhan masyarakat, masih ditemukan keluhan terkait keterbatasan informasi lowongan kerja, sosialisasi, dan akses pelatihan. Pada indikator sikap aparat, aparatur telah bersikap ramah, terbuka, dan memberikan arahan, tetapi respons yang diberikan belum sepenuhnya menyelesaikan permasalahan masyarakat. Pada indikator tindakan aparat, telah dilakukan pelayanan kartu AK1, penyediaan informasi lowongan, dan pelatihan kerja, tetapi belum memberikan dampak signifikan terhadap penyerapan tenaga kerja. Hambatan utama meliputi keterbatasan regulasi, anggaran, sarana prasarana, instruktur, serta program pelatihan yang belum sepenuhnya sesuai dengan kebutuhan pasar kerja. Disarankan dilakukan perbaikan pengelolaan keluhan, penguatan regulasi, pengembangan pelatihan, dan integrasi informasi agar pelayanan lebih efektif dan penyerapan tenaga kerja meningkat sehingga dapat menekan naiknya angka pengangguran terjadi.

Kata Kunci : Responsivitas, Penanggulangan, Pengangguran dan Pelayanan Terpadu.

ABSTRACT

Responsiveness refers to the government's ability to understand public needs and adapt services and programs to actual conditions on the ground. In the context of employment, government responsiveness is demonstrated through efforts to tackle unemployment, provide job vacancy information, offer skills training, and create job opportunities that align with the needs of the community and the labor market. The responsiveness of the Lhokseumawe City Manpower Agency in addressing unemployment remains suboptimal due to unsystematic complaint handling, inconsistent responses to public needs, and limited coordination with the business sector and training institutions. This study aims to assess the responsiveness of the Lhokseumawe City Investment, One-Stop Integrated Service, and Manpower Agency (DPMPTSPK) regarding unemployment mitigation, measured by indicators such as the presence of public complaints, the attitude of bureaucratic staff in responding to complaints, actions taken to ensure service satisfaction, and the obstacles encountered. A qualitative method with a descriptive approach was employed. Data collection techniques included observation, interviews, and documentation review, while data analysis involved data collection, reduction, presentation, and conclusion drawing. The results indicate that the responsiveness of the Lhokseumawe City DPMPTSPK in addressing unemployment is not yet optimal. Regarding public complaints, issues persist concerning limited information on job vacancies, outreach/dissemination, and access to training. Regarding staff attitude, officials are friendly, open, and provide guidance, yet their responses do not fully resolve the public's problems. Regarding staff actions, services such as AK1 card issuance, vacancy information provision, and job training are implemented, but they have not yielded a significant impact on labor absorption. Key obstacles include limitations in regulations, budget, facilities, and instructors, as well as training programs that do not fully align with labor market needs. Recommendations include improving complaint management, strengthening regulations, developing training programs, and integrating information systems to enhance service effectiveness and increase labor absorption, thereby curbing the rise in unemployment.

Keywords: Responsiveness, Mitigation, Unemployment, and Integrated Services