

ABSTRAK

Penelitian ini bertujuan untuk mendeskripsikan kolaborasi antar *stakeholder* dalam program *Campus Social Responsibility* di Dinas Sosial Kota Surabaya secara rinci dan utuh tentang proses kolaborasi *stakeholder*. Penelitian ini dilatarbelakangi oleh tingginya anak putus sekolah di Kota Surabaya pada tahun 2014 sehingga Pemerintah Kota Surabaya menyelenggarakan inovasi pelayanan publik yang berjudul *Campus Social Responsibility* dengan penyelenggara Dinas Sosial Kota Surabaya. Untuk menganalisis proses kolaborasi, maka peneliti menggunakan dimensi yang dijelaskan oleh Chris Ansell dan Alison Gash yang mempunyai kriteria dialog langsung (*face-to-face dialogue*), membangun kepercayaan (*trust building*), komitmen terhadap proses kolaborasi (*commitment to the process*), pemahaman bersama (*shared understanding*), dan dampak sementara (*intermediate outcomes*) dan Diego de Melo Conti dkk yaitu kepemimpinan agen politik (*leadership of political agent*), struktur profesional (*professional structure*), dan mekanisme interaksi dan partisipasi (*interaction and participation mechanism*) yang telah dielaborasi. Metode penelitian yang digunakan adalah penelitian kualitatif deskriptif, dengan ditambah analisis dokumen berupa seluruh dokumen penyelenggaraan termasuk buku profil program, nota dinas, laporan kakak pendamping, dan lain sebagainya dalam program *Campus Social Responsibility*. Hasil dari penelitian ini adalah program *Campus Social Responsibility* telah diselenggarakan dengan baik sesuai ke-delapan kriteria diatas, namun dalam pelaksanaannya ada beberapa hal yang harus diperbaiki, salah satunya adalah koordinasi dan komunikasi dari kakak pendamping serta penganggaran untuk operasional.

Kata Kunci : *Campus Social Responsibility*, kolaborasi, *stakeholder*.

ABSTRACT

This study aims to describe the collaboration between stakeholders in the Campus Social Responsibility program at the Surabaya City Social Service in detail and intact on collaboration between stakeholders. This research was motivated by the high number of school dropouts in the city of Surabaya in 2014 so that the Surabaya City Government organized a public service innovation entitled Campus Social Responsibility with the organizers of the Surabaya City Social Service. To analyze the collaboration process, the researchers used the dimensions described by Chris Ansell and Alison Gash which have the criteria for face-to-face dialogue, trust building, commitment to the collaboration process, understanding shared understanding, and intermediate outcomes and Diego de Melo Conti et al, namely leadership of political agents, professional structures, and interaction and participation mechanisms that have been elaborated. The research method used is descriptive qualitative research, with the addition of document analysis in the form of all implementation documents including program profile books, official notes, sibling reports, and so on in the Campus Social Responsibility program. The result of this research is that the Campus Social Responsibility program has been carried out well according to the eight criteria above, but in its implementation there are several things that need to be improved, one of which is coordination and communication from siblings and operational budgeting.

Keyword : Campus Social Responsibility, collaboration, stakeholder