

Abstrak

Tesis ini bertujuan untuk menganalisis proses kolaborasi *stakeholder* dalam program *Public Safety Center (PSC)* di Kabupaten Tulungagung melalui perspektif *Collaborative Governance*. Tulungagung berhasil mengembangkan sistem manajemen darurat terpadu berbasis teknologi yang disebut PSC 119. Keberhasilan ini membawa Kabupaten Tulungagung menerima berbagai penghargaan dan menjadi model bagi kabupaten lain karena dianggap berhasil dalam menerapkan Sistem Penanggulangan Gawat Darurat Terpadu (SPGDT). Inovasi ini secara signifikan mampu mengurangi angka kematian dan mempercepat waktu respon dalam keadaan darurat. PSC merupakan kolaborasi dari beberapa lembaga yaitu Rumah Sakit, Puskesmas, Polisi, Pemadam Kebakaran, Badan Penanggulangan Bencana Daerah, Kodim, Satuan Polisi Pamong Praja. Kolaborasi adalah salah satu tantangan dalam mewujudkan PSC karena melibatkan multi sektor dan multi yurisdiksi yang rentan konflik sehingga banyak daerah yang belum mampu mewujudkan PSC meskipun teknologi dapat diduplikasi dan sumberdaya tersedia.

Penelitian ini menggunakan metode penelitian kualitatif deskriptif, pengumpulan data melalui wawancara, observasi, tinjauan pustaka, media dan data dari hasil Monev PSC. Temuan dalam penelitian ini menunjukkan bahwa PSC Tulungagung dimulai dengan kolaborasi yang kondusif antar *stakeholder* yang dimotori oleh *leading sector* yaitu RSUD dr. Iskak dan Pemda Tulungagung. Analisis kolaborasi menggunakan teori *Collaborative Governance* dari Ansell dan Gash yang menunjukkan bahwa keberhasilan PSC karena latar belakang para aktor yang tidak memiliki beban masa lalu, tercapainya komitmen bersama yang kuat, *leader* yang inovatif dan fasilitatif, tahapan inovasi yang benar, serta SDM yang berkompeten di bidang *emergency management system*. Rekomendasi dari penelitian ini adalah pentingnya *Collaboration Design* atau desain kolaborasi bagi daerah yang ingin mewujudkan PSC, selain pengembangan di bidang teknologi.

Kata kunci — *Public Safety Center*, *Kolaborasi Stakeholder*, Sistem Penanggulangan Gawat Darurat Terpadu, *Collaborative Governance*

Abstract

This thesis aims to analyze the stakeholder collaboration process in the Public Safety Center (PSC) program in Tulungagung Regency through the Collaborative Governance perspective. Tulungagung succeeded in developing a technology-based integrated Emergency Management System (EMS) called PSC 119. This success brought Tulungagung District to receive various awards and become a model for other districts because it was considered successful in implementing the Integrated EMS. This innovation can significantly reduce mortality and speed up response time in emergencies. PSC is a collaboration of several institutions namely Hospitals, Puskesmas, Police, Fire Department, Regional Disaster Management Agency, Kodim, Civil Service Police Unit. Collaboration is one of the challenges in realizing PSC because it involves multi-sector and multi-jurisdictions that are vulnerable to conflict so that many regions are not yet able to realize PSC even though technology can be duplicated and resources available.

This research uses descriptive qualitative research methods, data collection through interviews, observations, literature reviews, media and data from the Monev PSC results. The findings in this study indicate that the PSC Tulungagung began with a conducive collaboration between stakeholders driven by the leading sector namely RSUD dr. Iskak and Pemerintahan Daerah Tulungagung. Using Collaborative Governance theory from Ansell and Gash to understand collaboration process which shows that the success of the PSC is due to the background of the actors who have no past burdens, the achievement of strong joint commitments, innovative and facilitative leaders, the right stages of innovation, and competent human resources in the field emergency management system. The recommendation of this research is the importance of Collaboration Design for areas that want to realize the PSC, in addition to developing technology.

Key words—Public Safety Center, Collaboration, Emergency Management System, Collaborative Governance