

RINGKASAN

EGY RILIA HESA MAYANTI. 21105520043. *Implementasi Pelayanan Hukum oleh Seksi Perdata dan Tata Usaha Negara Kejaksaan Negeri Blitar dalam Meningkatkan Akses Keadilan bagi Masyarakat melalui Program Konsultasi Hukum Gratis.* Fakultas Ilmu Sosial dan Ilmu Politik. Program Studi Ilmu Administrasi Negara. 2025. Di bawah bimbingan 1. Novita Setyoningrum, S.H., M.Kn., 2. Novi Catur Muspita, S.Pd., M.Si

Penelitian ini dilatarbelakangi oleh pentingnya peran Kejaksaan Negeri, khususnya Seksi Perdata dan Tata Usaha Negara (DATUN) dalam memberikan akses keadilan kepada masyarakat luas melalui program konsultasi hukum gratis. Tujuan dari penelitian ini adalah untuk menguraikan bagaimana pelaksanaan program konsultasi hukum gratis dijalankan oleh Seksi Perdata dan Tata Usaha Negara Kejaksaan Negeri Blitar dan mengidentifikasi kendala yang dihadapi dalam pelaksanaan program tersebut.

Penelitian ini berlokasi di Seksi Perdata dan Tata Usaha Negara Kejaksaan Negeri Blitar. Waktu penelitian dilaksanakan selama bulan Maret hingga Juni tahun 2025. Penelitian ini menggunakan metode penelitian kualitatif dengan pendekatan deskriptif. Informan dalam penelitian adalah Staff Seksi Perdata dan Tata Usaha Negara. Teknik Pengumpulan data dilakukan secara triangulasi yaitu gabungan dari observasi, wawancara dan dokumentasi.

Hasil penelitian menunjukkan bahwa program konsultasi hukum gratis telah membantu membuka akses keadilan, khususnya bagi masyarakat tidak mampu. Layanan ini dinilai cukup efektif dari aspek ketersediaan dan keterjangkauan. Namun, efektivitas program masih terkendala oleh lambatnya respons layanan online, terbatasnya jumlah jaksa, serta belum adanya sistem tindak lanjut yang jelas. Sosialisasi program juga belum merata, terutama di wilayah pinggiran.

Kata kunci: Akses keadilan, pelayanan hukum, konsultasi hukum gratis, Kejaksaan Negeri, implementasi pelayanan publik.

SUMMARY

EGY RILIA HESA MAYANTI. 21105520043. *Implementation of Legal Services by the Civil and State Administration Section of the Blitar District Attorney's Office in Increasing Access to Justice for the Community through the Free Legal Consultation.* Faculty of Social and Political Sciences. Study Program of Public Administration. 2025. The advisers 1. Novita Setyoningrum, S.H., M.Kn., 2. Novi Catur Muspita, S.Pd., M.Si

This research is motivated by the importance of the role of the District Attorney's Office, especially the Civil and State Administrative Section (DATUN), in providing access to justice to the wider community through a free legal consultation program. The purpose of this study is to describe how the implementation of the free legal consultation program is carried out by the Civil and State Administrative Section of the Blitar District Attorney's Office and to identify the obstacles faced in implementing the program.

This research is located in the Civil and State Administration Section of the Blitar District Attorney's Office. The research was conducted from March to June 2025. This research uses a qualitative research method with a descriptive approach. The informants in the study were the Civil and State Administration Section Staff. Data collection techniques were carried out by triangulation, namely a combination of observation, interviews and documentation.

The results of the study indicate that the free legal consultation program has helped open access to justice, especially for the underprivileged. This service is considered quite effective in terms of availability and affordability. However, the effectiveness of the program is still constrained by the slow response of online services, the limited number of prosecutors, and the absence of a clear follow-up system. The socialization of the program is also not evenly distributed, especially in remote areas.

Keywords: *Access to justice, legal services, free legal consultation, District Attorney's Office, implementation of public services.*