

RINGKASAN

Rabithah Maha Sukma. 2017. **Pelaksanaan Prinsip-Prinsip *Good Corporate Governance* di PT TELEKOMUNIKASI INDONESIA Tbk (Studi pada PT Telkom Unit Pelayanan dan Perbaikan Kabupaten Jombang)**. Pembimbing Prof. Dr. Sumartono, MS.

Seiring semakin pesatnya perkembangan dan dinamika lingkungan mengakibatkan setiap organisasi menghadapi tantangan yang meningkat. Badan Usaha Milik Negara sebagai salah satu pemain dalam dunia usaha dituntut untuk meningkatkan kinerjanya dalam pengelolaannya dengan menerapkan *Good Corporate Governance*. PT Telekomunikasi Indonesia Tbk, merupakan salah satu Badan Usaha Milik Negara yang secara konsisten melaksanakan *Good Corporate Governance* dalam meningkatkan kinerjanya. Penelitian ini mempunyai tujuan untuk menganalisis dan mendiskripsikan penerapan *Good Corporate Governance* pada Telkom Jombang. Jenis penelitian yang digunakan adalah deskriptif dengan pendekatan kualitatif. Analisis data menggunakan model analisis interaktif Miles dan Huberman 2014.

Hasil penelitian menunjukkan bahwa penerapan *Good Corporate Governance* pada Telkom Jombang sudah berjalan dengann baik melalui prinsip transparansi dalam bentuk keterbukaan informasi, melalui prinsip akuntabilitas, dalam bentuk kejelasan tugas dan tanggung jawab kepala unit kerja dan pegawai, melalui prinsip kesetaraan dan kewajaran dalam bentuk keadilan kesetaraan terhadap pegawai dan pelanggan, melalui prinsip independensi secara mandiri mengelola perusahaan tanpa adanya intervensi. Tetapi melalui prinsip responsibilitas perlu ditingkatkan dalam bentuk pengelolaan perusahaan secara profesional melalui program *Corporate Social Responsibility* (CSR). Dengan penerapan prinsip *Good Corporate Governance* yang telah diterapkan dapat memberikan manfaat bagi perusahaan tersebut seperti kualitas pelayanan yang baik, citra perusahaan yang baik, dan meningkatkan kinerja perusahaan. Dalam penerapan GCG terdapat beberapa faktor pendukung seperti komitmen perusahaan, undang-undang yang jelas, serta adanya lembaga pengawas independen perusahaan, sedangkan faktor penghambatnya adalah undang-undang yang bersifat lunak dan kurang tegas, serta kurangnya pemahaman para pegawai terhadap program GCG PT Telkom Jombang.

Berdasarkan hasil penelitian dan pembahasan yang telah diuraikan penulis tentang penerapan *Good Corporate Governance* pada PT Telkom Unit Pelayanan dan Perbaikan Kabupaten Jombang sudah diterapkan sehingga memberi manfaat bagi perusahaan tetapi masih terdapat kendala yang di hadapi sehingga peneliti berusaha memberikan saran seperti memberikan sosialisasi yang lebih intensif serta pengelolaan perusahaan secara profesional.dan berkelanjutan.

Kata Kunci: Pelaksanaan, *Good Corporate Governance*, PT Telekomunikasi Indonesia Tbk

SUMMARY

Rabithah Maha Sukma, 2017. **The Implementation of Principles Good Corporate Governance at PT TELEKOMUNIKASI INDONESIA Tbk (Studies at the PT Telkom Unit Service and Repair Jombang Regency).** Supervisor Prof. Dr. Sumartono, MS

As the rapid development and environmental dynamics lead to each organization facing an increasing challenge. Indonesian State Owned Enterprises as one of the actor in business world are demanded to improve its performance in management by implementing good corporate governance PT Telkom Unit Service and Repair Jombang Regency is one of Indonesian State Owned Enterprises that consistently implementing good corporate governance to improving the performance of Indonesian State Owned Enterprises. This study aims to analyze and describe the implementation of good corporate governance at the PT Telkom Unit Service and Repair Jombang Regency in improving the performance of Indonesian State Owned Enterprises. The research is using descriptive type with qualitative approach. Analysis of the data is using interactive model Miles and Huberman 2014.

The result showed that the implementation of principles of good corporate governance at the PT Telkom Unit Service and Repair Jombang Regency is already running well through the principle of transparency in the disclosure of information form, through the accountability principle, in the form of clarity duties and responsibilities of the head unit of work and the employees, through the principle of equivalence and fairness in the form of justice and equality to the employees and customers, through the principle of independence in the form of independently manage the company without any intervention. Yet, through the principle of responsibility need to be improved in the form of a professional management company through a program Corporate Social Responsibility (CSR). With the implementation of good corporate governance principles that have been applied could gave benefits to the company such as a good service quality, good corporate image, and rise up the company performance. In the application of GCG there are several contributing factors such as the company's commitment, the clear acts, and also the presence of an independent monitors company, meanwhile the inhibiting factor is a legislation which is soft and less firm, as well as a lack of the employees in understanding GCG program at PT Telkom Jombang.

Based on the results of research and discussion that has been described by the author about Good Corporate Governance at PT Telkom Unit Service and Repair Jombang that has been implemented so as to give the company benefits but there are still obstacles encountered so that researchers tried to give some advices such as more intensive sosialisasi and also a sustainable professional corporate management.

Key Word: Implementation, Good Corporate Governance, PT Telekomunikasi Indonesia Tbk