

RINGKASAN

Kinerja Aparatur Dalam Pengembangan Institusi Pelayanan Perijinan di Kabupaten Sidoarjo

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Penyelenggaraan pelayanan publik yang merupakan gambaran nyata kinerja pemerintah dalam memberikan pelayanan kepada masyarakat belum berjalan secara optimal sehingga mutu pelayanan aparatur masih menjadi sorotan, terutama menyangkut prosedur, waktu penyelesaian, persyaratan, biaya dan serta keterbukaan informasi dalam pelayanan.

Era otonomi daerah memberikan peluang bagi upaya peningkatan kualitas pelayanan, karena dapat terselenggara tanpa harus melalui jalur hirarkhi yang panjang, dan terbukanya peluang bagi daerah untuk melakukan inovasi-inovasi dalam pemberian pelayanan publik.

Sejak tahun 2001 Pemerintah Kabupaten Sidoarjo membentuk Dinas Perijinan dan Penanaman Modal Kabupaten Sidoarjo yang mendapat apresiasi positif dari berbagai pihak. Hal ini ditandai dengan penghargaan yang telah diterima, menjadi tujuan studi banding pemerintah kabupaten/kota dan diraihnya sertifikat internasional ISO 9001:2000.

Kerangka pemikiran yang diikembangkan adalah bahwa kinerja aparatur dalam pengembangan institusi pelayanan diharapkan dapat diterapkannya asas-asas prinsip-prinsip dan standar pelayanan publik sebagai indikator kualitas pelayanan publik yang pada akhirnya memberikan kepuasan kepada yang dilayani.

Penelitian ini adalah kualitatif dengan tujuan dapat mendeskripsikan kinerja aparatur dalam pengembangan institusi pelayanan perijinan. Adapun sebagai informan adalah Tim Teknis Otonomi Daerah dan Kepala Dinas Perijinan dan Penanaman Modal Kabupaten Sidoarjo.

Hasil penelitian ini mendeskripsikan kinerja aparatur dalam pengembangan institusi pelayanan perijinan dan penanaman modal, baik dimensi kelembagaan maupun ketatalaksanaan. Dimensi kelembagaan, pelayanan terpadu satu atap yang sebelumnya berbentuk Unit Pelayanan Terpadu (UPT) dengan 11 ijin kewenangan menjadi Dinas Daerah dengan 14 ijin kewenangan. Dimensi ketatalaksanaan, telah melahirkan reformulasi kebijakan berupa penyederhanaan prosedur, percepatan waktu penyelesaian dan adanya standar mutu layanan.

Kesimpulan dari penelitian ini adalah kinerja aparatur pemerintah dalam pengembangan institusi pelayanan perijinan telah dapat meningkatkan kualitas pelayanan administrasi publik dan tingkat kepuasan pelanggan.

Disarankan bahwa kinerja aparatur dalam membangun birokrasi tidak hanya melalui pengembangan institusi/model alternatif, namun perlu diimbangi performance aparatur yang memiliki pengetahuan, ketrampilan, sikap dan perilaku (KSA) sebagai pelayan publik.

SUMMARY

The Performance of Government Official in Developing Licensing Service Institution in Sidoarjo Regency

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The conducting of public service, which is the concrete picture of the government's performance, has not work optimal yet in giving service to society so that the quality of government official is still highlighted especially related to procedures, duration of the service, requirements, charges and the widely open information of the service itself.

Regional autonomy era gives opportunity for efforts in increasing the service quality because it can be conducted without passing a long hierarchy line, and also to the open opportunity for local government to construct innovations in providing public service.

Since 2001, The Government of Sidoarjo Regency establishes *Dinas Perijinan dan Penanaman Modal Kabupaten Sidoarjo* which accepted positively by many parts. This is indicated with an award achieved by this institution, being the object of comparative study by the government coming from some cities/regencies and the accomplishment of international certificate of ISO 9001:2000.

The idea's framework that is developed is that the performance of government official in expanding service institution is expected to be able to apply bases, principles and standards of public service as the indicator of public service quality which finally delivers satisfaction to customer.

This is a qualitative research aiming to describe the performance of licensing service institution. The informants of the study are *Tim Teknis Otonomi Daerah* and *Kepala Dinas Perijinan dan Penanaman Modal Kabupaten Sidoarjo*.

As a result, this research describes the performance of government official in developing institution of licensing and capital investment either in organizational and operational dimension. In organizational dimension, one roof service system which is formerly in form of *Unit Pelayanan Terpadu (UPT)* handling 11 licensing sector becomes *Dinas Daerah* handling 14 licensing sector. While in operational dimension, it has established reformulation in policy in form of procedure simplifying, making the duration of licensing sooner, and there is the standard of service quality also.

The conclusion of this research is that the performance of government official in developing licensing service institution has been able to increase the public administrative service quality and the level of customer satisfaction.

It is suggested that the performance of government official in developing bureaucracy is not only through the development of alternative model/institution, but also need to be equalized with the government official performance that own knowledge, skill, behavior and attitude as a public service provider.

ABSTRACT

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This research intended to describing performance of Governmental Officer Sidoarjo Second Regency in developing license service institution. In order to describing officer performance, focusing on performa management system phases included : performa planning phase, performance apply phase, performance assessment phase, performance review phase, and performance improving phase. Whereas institution developing, focusing on institutional layout and conducting layout.

To describing officers performance in development license service institution, this research had done qualitative research with initial informant are Tim Tekniks Otonomi Daerah Kabupaten Sidoarjo and Kepala Dinas Perijinan dan Penanaman Modal Kabupaten Sidoarjo . To obtain accurately data on the side carry out interview with informants, also sustained by documentation and direct observation in Dinas Perijinan dan Penanaman Modal Kabupaten Sidoarjo.

The result of this research indicating : Based on performance management system phases which passed in presentation officers performance reached in institution improving. It is marked by license service institutional status changes from UPT into Dinas Daerah with authority numbers that managed from 11 licenses to 14 licenses. While conducting layout aspect signed by simplify procedure and acceleration time of license completion. Even service quality standard that applied is international quality standard that is ISO 9001: 2000.

Along with officer performance in license service institution developing either in institutional dimension and conducting layout aspect eventually able to increasing public administration service quality toward excellence service.

Keyword : performance, institution developing, excellence service