

ABSTRAK

Fenomena yang terjadi didalam organisasi Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kabupaten Sidoarjo dimana adanya benturan budaya didalam organisasi yakni generasi *baby boomer* lebih kaku didalam birokrasi, kurang mengikuti perkembangan teknologi informasi dan komunikasi (TIK). Generasi milenial sangat familiar dengan TIK, serba instan dan menginginkan kemudahan dalam bekerja di organisasi, kurang suka atau bosan dengan rutinitas, dan lebih suka bekerja dibalik layar. Tujuan penelitian ini untuk mengungkap motif, tindakan sosial, dan konstruksi sosial kemandirian, kompetensi, inovasi generasi milenial dalam pelaksanaan pelayanan publik berbasis elektronik.

Metode penelitian yang digunakan adalah kualitatif. Informan adalah pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Kabupaten Sidoarjo yang berusia kurang dari 37 tahun (generasi milenial) sebanyak 8 informan.

Hasil penelitian ini bahwa motif kemandirian, kompetensi, dan inovasi generasi milenial dalam pelaksanaan pelayanan publik berbasis elektronik didapatkan pegawai generasi milenial ingin bekerja sesuai dengan aturan dan sistem yang berlaku serta ingin mengembangkan kemampuan yang dimiliki agar lebih profesional dibidang pelayanan publik. Tindakan sosial dalam kemandirian, kompetensi dan inovasi generasi milenial, didapatkan bahwa dalam tindakan rasional instrumental ada semangat meningkatkan kinerja pegawai yakni generasi milenial dalam menanggapi kondisi penilaian kinerja di lingkungan kerja secara objektif. Kemandirian, kompetensi, inovasi generasi milenial dikonstruksikan untuk mencapai visi, misi dan tujuan organisasi yaitu konstruksi sosial generasi milenial yang mandiri dalam pelayanan publik berbasis elektronik menunjukkan sikap untuk tidak bergantung kepada orang lain, melayani dengan baik meskipun berbeda karakter, bekerja sesuai dengan tupoksi dan bekerjasama dalam tim. Konstruksi sosial generasi milenial yang kompeten dalam pelayanan publik berbasis elektronik menunjukkan sikap berwawasan luas dan selalu terbuka akan adanya perubahan yang ada. Konstruksi sosial generasi milenial yang inovatif menunjukkan sikap memberikan pelayanan yang prima serta adopsi inovasi terjadi karena adanya faktor pendidikan, pembelajaran serta pengalaman kerja.

Kata kunci: Kemandirian, Kompetensi, Inovasi, Generasi Milenial

ABSTRACT

The phenomenon that occurs in the Sidoarjo Regency Integrated Services and Integrated Services Office where there is a cultural clash within the organization, namely the baby boomer generation is more rigid in the bureaucracy, less following the development of ICT. Millennials are very familiar with ICT, are instantaneous and want the ease of working in an organization, lacking or being bored with routines, and preferring to work behind the scenes. The purpose of this study is to reveal the motives, social actions, and social construction of independence, competence, millennial generation innovation in the implementation of electronic-based public services.

The research method used is qualitative. Informants are employees of the One Stop Investment and Integrated Services Office of Sidoarjo Regency who are less than 37 years old (millennial generation) as many as 8 informants.

The results of this study shows that the motives of independence, competence, and innovation of the millennial generation in the implementation of electronic-based public services obtained millennial generation employees want to work under the applicable rules and systems and want to develop their capabilities to be more professional in the field of public services. Social actions in the independence, competence, and innovation of the millennial generation, it was found that in instrumental rational actions there was a spirit of improving employee performance, namely the millennial generation in responding to the conditions of performance assessment in the work environment objectively. Independence, competence, millennial generation innovation are constructed to achieve the vision, mission, and goals of the organization, namely millennial generation social construction that is independent in electronic-based public services showing an attitude of not relying on others, serving well despite different characters, working in main tasks and functions, also collaborating in the team. Millennial generation social construction that is competent in electronic-based public services shows a broad-minded attitude and open to changes. Innovative millennial social construction shows the attitude of providing excellent service and the adoption of innovation occurs according to the factors of education, learning and work experience.

Keywords: Independence, Competence, Innovation, Millennial Generation