

ABSTRAK

Muhammad Ridwan, Kemampuan Adaptasi Birokrasi Terhadap Revitalisasi Penyelenggaraan Pelayanan Publik di Dinas Penanaman Modal Pelayanan Terpadu Satu Pintu Kabupaten Luwu (dibimbing oleh Andi Rosdianti Razak dan Nur Wahid)

Penelitian ini bertujuan untuk menganalisis kemampuan adaptasi birokrasi terhadap revitalisasi pelayanan publik di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kabupaten Luwu. Pendekatan yang digunakan adalah kualitatif deskriptif-eksploratif dengan teknik pengumpulan data melalui wawancara mendalam, observasi dan dokumentasi. Hasil penelitian menunjukkan bahwa adaptasi birokrasi diukur melalui tiga indikator utama, yaitu: penyederhanaan struktur birokrasi, peningkatan kompetensi aparatur, dan penerapan teknologi informasi. Temuan mengungkapkan bahwa struktur organisasi yang lebih ramping, pelatihan kompetensi yang berkelanjutan, serta implementasi aplikasi seperti SIPemandu berdampak positif terhadap efektivitas pelayanan. Meskipun dihadapkan pada tantangan internal seperti resistensi perubahan, birokrasi DPMPTSP mampu menyesuaikan diri dengan dinamika pelayanan modern. Penelitian ini memberikan kontribusi konseptual dan praktis dalam mendukung reformasi birokrasi daerah berbasis inovasi, teknologi, dan responsivitas publik.

Kata kunci: Adaptasi Birokrasi, Revitalisasi, Pelayanan Publik, DPMPTSP Kabupaten Luwu.

ABSTRACT

Muhammad Ridwan, Bureaucratic Adaptability to the Revitalization of Public Service Delivery at the One-Stop Integrated Investment and Services Office of Luwu Regency (supervised by Andi Rosdianti Razak and Nur Wahid)

This study aims to analyze the bureaucracy's adaptability to the revitalization of public services at the Investment and One-Stop Integrated Services Agency (DPMPTSP) of Luwu Regency. The approach used was a qualitative, descriptive-exploratory approach, with data collection techniques including in-depth interviews, observation, and documentation. The results indicate that bureaucratic adaptation is measured through three main indicators: simplification of the bureaucratic structure, improvement of staff competency, and application of information technology. The findings reveal that a leaner organizational structure, ongoing competency training, and the implementation of applications such as SIPemandu have a positive impact on service effectiveness. Despite facing internal challenges such as resistance to change, the DPMPTSP bureaucracy is able to adapt to the dynamics of modern service delivery. This study provides conceptual and practical contributions in supporting regional bureaucratic reform based on innovation, technology, and public responsiveness.

Keywords: Bureaucratic Adaptation, Revitalization, Public Services, DPMPTSP Luwu Regency.

