

BUREAUCRATIC REFORM OF LICENSING SERVICE AT AGENCY ONE-STOP SERVICE INVESTMENT AND INTEGRATED LICENSING SERVICE IN MAKASSAR CITY

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ABSTRACT

This study aims to explain the implementation of bureaucratic reforms that are related to autonomy, adaptability, complexity and coherence in one-stop integrated services must be addressed for the improvement of licensing services at agency One-Stop Service investment and Integrated Licensing Service (DPMPTSP). The research method used is qualitative approach. Data collection in the field uses interview as the main technique. The results of this study indicate that the power of leaders in managing their own government affairs, especially the service of One Stop Integrated Licensing so freely provide a decision and guidance to regulate the mechanism of service based on the initiative of policy makers who have power based on the delegation of authority given. Service is still less adaptive to technological developments in supporting public service process in the field of licensing. In the aspect of complexity has formed the internal structure of the organization has been implemented is seen from the authority possessed and the desire to continue to make adjustments in order to improve service. In the aspect of coherence shows the elaboration of the duties and functions of the principal of each position adjusted to the demands of society that each time always wants quality services.

Keywords: Bureaucratic reform, service, licensing.