

Analisis Manajemen Perubahan dalam Proses Penyederhanaan Birokrasi di Ombudsman Republik Indonesia = Analysis of Change Management in Simplifying Bureaucratic Process at the Ombudsman of the Republic of Indonesia

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Abstrak

Skripsi ini membahas mengenai manajemen perubahan dalam proses penyederhanaan birokrasi di Ombudsman Republik Indonesia. Peneliti menggunakan konsep manajemen perubahan (increase urgency, build the guiding team, get the vision right, communicate for buy in, empower action, create short term wins, don't let up, make change stick) dalam melakukan analisis perubahan penyederhanaan birokrasi di Ombudsman RI. Manajemen perubahan merupakan suatu proses yang dibutuhkan untuk mengelola perubahan dalam reformasi birokrasi. Peneliti menggunakan pendekatan post-positivist dimana teori Kotter menjadi dasar analisis temuan penelitian. Peneliti menggunakan teknik pengumpulan data kualitatif melalui wawancara mendalam dan studi kepustakaan. Kemudian, analisis dari hasil penelitian ini disajikan secara deskriptif yang menghasilkan temuan bahwa dari delapan tahapan manajemen perubahan, tahapan increase urgency dan get the vision right berbeda penerapannya dengan konsep yang dikemukakan Kotter, namun tidak memengaruhi jalannya penyederhanaan birokrasi. Sementara itu, pada tahapan don't let up dan make change stick masih belum optimal. Oleh karena itu, salah satu saran yang diberikan adalah melakukan evaluasi pasca penyederhanaan birokrasi untuk memastikan bahwa perubahan ini berdampak terhadap kinerjanya organisasi.

.....This thesis discusses the management of change in the process of simplifying employees at the Ombudsman of the Republic of Indonesia. Researchers use the concept of change management (increasing urgency, building a guiding team, getting the right vision, communicating to buy, empowering action, creating short-term wins, building change, making a change stick) to analyze changes in bureaucratic trimming in the Ombudsman of the Republic of Indonesia. Change management is a process that needed to manage change in bureaucratic reform. Researcher used a post-positivist approach used qualitative data collection techniques through in-depth interviews and literature study. Then, the analysis of the results presented in a descriptively which results in the finding that of the eight stages of change management, the stages of increase urgency and get the vision right different in their application to the concept proposed by Kotter, but do not affect the course of bureaucratic simplification. Meanwhile, the don't let up and make change stick stages are still not optimal. Therefore, one of the suggestions given is to conduct a post-simplification evaluation of the bureaucracy to ensure that these changes have an impact on organizational performance.