

LAPORAN AKHIR PENELITIAN FUNDAMENTAL TAHAP LANJUTAN



**DESAIN STRUKTUR ORGANISASI
PELAYANAN PERIZINAN INVESTASI
PEMERINTAH KOTA YOGYAKARTA
(STUDI KASUS PENERAPAN KEBIJAKAN
STRUKTUR ORGANISASI BARU DAN
KINERJA PELAYANAN PUBLIK)**

Dr. Ulung Pribadi, M.Si.

UNIVERSITAS MUHAMMADIYAH YOGYAKARTA

2012

b. Halaman Pengesahan

HALAMAN PENGESAHAN (tahap/tahun ke-2)

1. Judul Penelitian : Desain Struktur Organisasi Pelayanan Perizinan Investasi Pemerintah Kota Yogyakarta (Studi Kasus Penerapan Kebijakan Struktur Organisasi Baru Dan Kinerja Pelayanan Publik)
2. Peneliti Utama
 - a. Nama lengkap : Dr. Ulung Pribadi, M.Si.
 - b. Jenis Kelamin : L
 - c. NIP/NiK : 163.020
 - d. Pangkat/Golongan : Penata/IIIC
 - e. Jabatan struktural : -
 - f. Jabatan fungsional : Lektor
 - g. Fakultas/Jurusan : Fisipol/ Ilmu Pemerintahan
 - h. Pusat Penelitian : Lembaga Penelitian UMY
 - i. Alamat : Jl. Ringroad Selatan, Tamantirto, Yogyakarta
 - j. Telpon/Faks : 0274 387 656
 - k. Alamat Rumah : Nyamplung Lor, Balaicatur, Gamping, Sleman
 - l. Telpon/Faks : 08122716241
 - m. E-mail : ulungpribadi@yahoo.com
3. Usul Jangka Waktu Penelitian : 2 tahun
4. Pembiayaan
 - a. Usul Biaya Tahun Pertama :
 - b. Usul Biaya Tahun Kedua :
 - c. Biaya dari Instansi Lain :

Mengetahui,
Dekan Fakultas Isipol UMY

Yogyakarta, 7 November 2012
Peneliti,

(Dr. Achmad Nurmandi, M.Sc.)
NIK: 163.012

(Dr. Ulung Pribadi, M.Si.)
NIK: 163.020

Menyetujui,
Ketua Lembaga Penelitian UMY

(Dr. H. Mukti Fajar, SH., M.Hum)
NIK: 153 019

DAFTAR ISI

HALAMAN JUDUL	i
HALAMAN PENGESAHAN	ii
DAFTAR ISI	iii
ABSTRAK	iv
BAB I PENDAHULUAN	1
A. Latar Belakang	1
B. Perumusan Masalah.....	2
C. Kajian Pustaka.....	2
D. Hepotesis.....	13
E. Desain dan Metode Penelitian.....	13
BAB II DESKRIPSI KEBIJAKAN STRUKTUR ORGANISASI BARU	
DINAS PERIZINAN PEMERINTAH KOTA YOGYAKARTA.....	19
A. Sejarah.....	19
B. Visi dan Misi.....	23
C. Moto.....	23
D. Kedudukan, Fungsi, dan Tugas.....	24
BAB III ANALISIS KEBIJAKAN STRUKTUR ORGANISASI DAN KUALITAS	
PELAYANAN PUBLIK DINAS PERIZINAN PEMERINTAH KOTA	
YOGYAKARTA.....	35
A. Kebijakan Struktur Organisasi Baru.....	35
B. Kualitas Pelayanan Publik.....	49
C. Hubungan Antara Kebijakan Struktur Organisasi Dengan Kualitas Pelayanan	
Publik Dinas Perizinan Pemerintah Kota Yogyakarta.....	78
D. Analisis Hubungan Antara Struktur Organisasi dan Kinerja Pelayanan Publik	79
BAB IV PENUTUP.....	81
A. Kesimpulan.....	81
B. Saran.....	81
DAFTAR PUSTAKA.....	82

ABSTRACT

*The **purpose** of this study is to examine the relationship between new organizational structure of local government and its' public services. This issue is very important because of public demand of quality services that government and nongovernment organizations must give it in the current era. Yogyakarta local government, as representation of local government that has been done bureuacratic reformation in Indonesia, has been implemented the new its organizational structure. The **research design** of this study is survey research. It gives people who get license of their business at the public intstitution some questions about implementation of the new local government organizational structure and its services to get their perception. **Academic findings** of this research are: 1) implementation of the new organizational structure of the local government overall is "good" (avarage 3,75 of 1 – 5 of the Likert scale); 2) quality of public services of the hospital overall is also "good" (avarage 3,78 of 1 – 5 of the Likert scale)); and 3) correlation between implementation of the new organizational structure and the quality of public services is positive (0,669 in the Pearson Correlation). It means that more new organizational structure are implemented, more quality of public services are realized. **Theoritical implication** of the evidence is to support some research results that there is positive correlation between organizational structure and organizational performance, especially quality of public services. **Practical implication** that can be suggested for officials of the public organization is that implementation of the new organizational structure should be increased so that the quality of public services can also be increase. **Limitation** of the research is about research data, sample is limited. **Suggestion** for futher research is that researchers have to explain about why the public organization has relatively little access and assurance for public.*

Keywords: organizational structure, public services, Yogyakarta local government