

ABSTRACT

This study was aimed to analyze the change management and strategy applied, that purportedly remake the system to be more agile by the formation of new bureau, Planning and Finance Department in the Regional Secretariat of Tulungagung Regency.

The research used descriptive/qualitative method using interview, observation, and literature study. The interview invited seven participants having correlated to planning, budgeting, and financing roles in the current designation in Regional Secretariat of Tulungagung Regency, including internal and external members of Planning and Finance Department that has been purposively sampled. The primary data obtained by observation and interview, collected, and reduced before analyzed using Ishikawa diagram for root cause analysis. Models of change management were then studied onto the case and proposed a SWOT analysis and preferable model for the department to achieve Agile Government.

The result of the study showed that the formation of Planning and Finance Department has positively impact on the communication, collaboration, and services outputs. They had been successfully implemented an ADKAR model of change management, however, the department cannot be considered as being an Agile Government yet, but rather implying an Adaptive Government model. Through the SWOT analysis, we found that the department is very likely to adopt the Agile Government if they put service as a product: business-like, customer-centric and apply ICT into the system more.

Key words: Adaptive government, agile government strategy, agile public administration, change management, planning and finance bureau.

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