ABSTRACT

FACTORS CONTRIBUTING TO THE SUCCESS OF THE POST-MERGER OF THE REGIONAL GOVERNMENT ORGANIZATIONS OF THE ENVIRONMENT AND FORESTRY AGENCY OF WEST SULAWESI PROVINCE

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This study aims to identify the success factors following the merger of the Environmental Agency and the Forestry Agency into the Environmental and Forestry Agency (DLHK) of West Sulawesi Province. This merger of regional government agencies is part of an institutional restructuring effort intended to enhance resource-use efficiency, strengthen coordination, and improve both staff performance and the quality of public services. The study employs Simanjuntak's (2011) theory on local government success factors, examining five key aspects: human resources, facilities and infrastructure, information technology, organizational culture, and the organizational environment.

A qualitative approach with a descriptive method was used. Data were collected through interviews, observations, and document analysis, involving 13 informants, including members of the leadership, structural officials, staff, and service recipients. The findings indicate that the merger of the DLHK has yielded several positive outcomes, such as increased interaction and knowledge exchange among employees, as well as improved staff attendance. Furthermore, the realignment of duties, the execution of joint activities, the fostering of social relationships among staff, and the provision of a secure work environment have supported the fulfillment of the organization's mandates.

Overall, the merger of the Environmental Agency and the Forestry Agency into the DLHK of West Sulawesi Province has not yet been fully successful. Challenges persist, including limited facilities and infrastructure, damaged equipment, a shortage of workspace and document storage, and suboptimal access to digital services—partly due to the continued reliance on manual processes and unstable internet connectivity. Additionally, service innovation and budgetary constraints remain areas requiring attention. Consequently, it is essential to provide adequate facilities and infrastructure, enhance the integration of information technology, and adjust budgetary allocations to ensure that the objectives of this organizational merger are optimally achieved.

Keywords: *Success factors, organizational merger, regional government agency, DLHK, West Sulawesi.*