

A B S T R A K

ANALISIS PELAYANAN PERIZINAN PADA DINAS PENANAMAN MODAL DAN PELAYANAN PERIZINAN TERPADU SATU PINTU KABUPATEN DAIRI

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Peraturan Presiden Republik Indonesia Nomor 97 Tahun 2014 tentang Penyelenggaraan Pelayanan Terpadu Satu Pintu bertujuan untuk mendekatkan dan meningkatkan pelayanan kepada masyarakat serta memperpendek proses pelayanan guna mewujudkan pelayanan yang cepat, mudah, murah, transparan, pasti, dan terjangkau dilaksanakan suatu pelayanan terpadu satu pintu. Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Dairi merupakan salah satu penyelenggara pelayanan terpadu satu pintu yang dimaksud dalam peraturan perundang-undangan diatas. Tetapi dalam penyelenggaraannya Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Dairi belum maksimal dan produktif dalam melaksanakan tugas dan fungsinya dalam pelayanan perizinan karena terdapat permasalahan dalam proses perizinan dimana rekomendasi teknis dari tim teknis yang menjadi dasar penerbitan izin lama diterima oleh Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Dairi. Adapun rumusan masalah dalam penelitian ini adalah “bagaimana pelaksanaan pelayanan perizinan pada Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Dairi”. Secara umum penelitian ini bertujuan untuk menganalisis pelayanan perizinan sehingga tercipta pelayanan perizinan yang prima di Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Dairi. Dalam penelitian ini penulis menggunakan metode penelitian deskriptif kualitatif dengan teknik pengumpulan data adalah observasi, wawancara, dan telaah dokumen yang dilakukan selama satu bulan. Setelah dikaji berdasarkan keadaan di Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Dairi dapat diketahui bahwa pelayanan perizinan belum dilakukan secara maksimal, belum sesuai dengan mekanisme pelayanan perizinan serta Standar Pelayanan dan Standar Operasional Prosedur. Hasil penelitian menyimpulkan bahwa mekanisme pelayanan perizinan belum dilaksanakan dengan maksimal dimana Tim Teknik belum melaksanakan tugasnya sesuai dengan Standar Operasional Prosedur yang telah ditetapkan, tidak ada petugas *front office* dalam penerima berkas, jadwal/waktu penerbitan izin tidak sesuai dengan Standar Operasional Prosedur, biaya/tarif retribusi yang ditetapkan oleh peraturan daerah sangat memberatkan masyarakat khususnya untuk Izin Mendirikan Bangunan fungsi bangunan usaha. Diharapkan Dinas Penanaman Modal dan Pelayanan Perizinan Terpadu Satu Pintu Kabupaten Dairi dapat berbenah untuk meningkatkan pelayanan perizinan yang maksimal sehingga terciptanya pelayanan yang prima.

Kata Kunci: Pelayanan Publik, Pelayanan Terpadu Satu Pintu, Standar Pelayanan, Pelayanan Prima

ABSTRACT

ANALYSIS OF LICENSING SERVICES AT THE DEPARTMENT OF INVESTMENT AND INTEGRATED LICENSING ONE-STOP SERVICES DAIRI REGENCY

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The regulation of the President of the Republic of Indonesia number 97 of 2014 on the implementation of one-stop integrated services, aims to bring closer and improve service to the community and shorten the process Services in order to realize the services of fast, easy, cheap, transparent, certain and affordable implemented a one-door integrated service. the Department of Investment and Integrated Licensing One-Stop Services Dairi Regency is one of the provider of integrated one-stop service referred to in the above legislation. But in the implementation of the Department of Investment and Integrated Licensing One-Stop Services Dairi Regency has not been maximal and productive in carrying out its duties and functions in licensing services because there are problems in the licensing process where the technical recommendations of the technical team on which the issuance of the old license are received by the Dairi District Investment and Licensing Service Office. The formulation of the problem in this study is "how the implementation of licensing services at the Department of Investment and Integrated Licensing One-Stop Services Dairi Regency." In general this study aims to analyze the licensing service so as to create a prime licensing service in the Department of Investment and Integrated Licensing One-Stop Services Dairi Regency. In this study the authors use descriptive qualitative research methods with data collection techniques are observations, interviews and document review conducted for one month. After being studied based on the situation in the Department of Investment and Integrated Licensing One-Stop Services Dairi Regency can be seen that the licensing service has not been done maximally, not in accordance with the mechanism of licensing services as well Service Standards and Operational Standards of Procedures. The results of the study conclude that the licensing mechanism has not been implemented maximally where the technical team has not performed its duties in accordance with the predefined Operational Standards of Procedures , there is no front office staff in the receipt of the file, schedule / time of issuance of permit not in accordance with Operational Standards of Procedures, Local regulations are very burdensome to the public especially for building permit business building functions. Expected the Department of Investment and Integrated Licensing One-Stop Services Dairi Regency can clean up to improve service of maximal permission so that the existence of excellent service

Keywords: Public Service, One Stop Service, Service Standard, Excellent Service