

ABSTRACT

ANALYSIS OF PUBLIC SERVICES QUALITY POST THE IMPLEMENTATION OF THE DISTRICT INTEGRATED ADMINISTRATION SERVICES (PATEN) (a Study Natar District, 2014)

By

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Bureaucratic reform is a change in which there is an attempt, one of the government's efforts of improving the quality of public services. So that was created Minister of Home Affairs Regulation No. 04 Year 2010 About the District Integrated Administrative Service (PATEN). PATEN is an innovative public service district level aimed at improving the quality of public services in the district. This research was conducted in the Natar District, South Lampung regency PATEN who have applied since 2014.

The purpose of this study is as picture quality public services after the implementation of the District Integrated Administrative Service (PATEN) in District Natar. This type of research is descriptive research type with qualitative approach. While data collection techniques done with the interview, documentation and observation.

In the implementation of PATEN in Natar District , public interest, equal rights, rights and obligations, equality of treatment, transparency, and accountability already well underway. There are six indicators inhibiting PATEN quality of public services that is legal certainty, professionalism, participatory, facilities and legal treatment for vulnerable groups, timeliness, speed, ease and affordability. The quality of public services in the district after the application PATEN Natar not optimal, because the time service is still often retreat from the specified time.

Keywords: Reforms, Public Service, PATEN