

## **ABSTRACT**

### ***SERVICE STANDARDS OF ADMINISTRATIVE BUILDING PERMITS (IMB) ANALYSIS IN BANDAR LAMPUNG YEAR 2013***

*By  
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*One of the efforts made by the Agency for Investment and Licensing (CEW) Bandar Lampung is constantly intensifying socialization licensing. One of them is the awareness of the public to submit IMB (Building Permit). IMB is a building permit issued to conduct building. The aim of research to identify and explain the implementation of administrative service standards Building Permit (IMB) in Bandar Lampung in 2013.*

*This study uses a process approach that is both deductive thinking. While the approach is based on a paradigm of research is qualitative descriptive. Data analysis method is used to descriptive qualitative.*

*The results showed that the implementation of the administrative service standards Building Permit (IMB) in Bandar Lampung in 2013 conducted by the Agency for Investment and Licensing (CEW) has not fully accountable in providing services. It is based on that reference has not been fully oriented services to service users. It is seen from the process to obtain Building Permit (IMB) seen in terms of both requirements and in terms of procedure is quite clear and conformity with the rules established by the Regulation, namely the Mayor. However, in terms of processing time or settlement permit still frequent delays in the sense of time, such as the processing time of more than 12 days in accordance with the Standards in both operational (SOP) that apply, as well as the persistence of the extra costs to be incurred service users, ease of service is still discriminatory, and priority interests of service users has not fully prioritized, because the service users sometimes wait because the officer in question was not in place. Bureaucracy ability to prioritize service users Building Permit (IMB) have not been met, but with the complaints of public service users shows the growing awareness of the public to demand their rights as consumers to get the best service.*

*Keywords: service standards, administrative, Building Permit (IMB)*