

ABSTRACT

PUBLIC SERVICE LICENSING IN THE OFFICE OF INVESTMENT AND ONE SHOP SERVICES IN METRO CITY

By

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The public service of licenses supply is an old bureaucratic procedure that incorporates a lot of complexities. If the situation remains as it is currently, it would push individuals to neglect the importance of licensing. For that reason, in 2012, the Office of Investment and One Shop Services in Metro City made a change by implementing a wide range innovations and new policies in order to improve the quality of service.

This study aims at looking into the implementation of the licensing service by the Office of Investment and One Shop Services in Metro City and specifically the Building Permit. This research is based on descriptive analysis of quantitative and qualitative data.

The results showed that the Office of Investment and One Shop Services in Metro City has an unsatisfactory degree of public service. The reason of that lies in the low level of professionalism of the employees. In fact, there has been no change in the management since October 2013. Another point is that, the dissemination of information services could not increase the awareness of the society on using the information itself. To add, there has still been complains about delays in registration processes. Furthermore, the bureaucratic complexities are driving a high number of illegal levies. The main cause of the lack of maximum implementation of the public service is that an evaluation has never been done. If the Office of Investment and One Shop Services in Metro City does not achieve a transformation, it will not be able to provide public services well.

Keyword: Public Service, License, One Shop Service