

ABSTRACT

THE PERFORMANCE OF INVESTMENT BOARD AND INTEGRATED LICENSING SERVICES IN THE INTEGRATED INVESTMENT LICENSING IN PROVINCE OF LAMPUNG

**By
AIDILA PUTRI YAZIR**

This research based on the disparity of performance appraisal licensing services investments, because based on Performance Accountability Report of Investment Board and Integrated Licensing Services of Lampung Province stated that the agency has been providing licensing services very well, but on the contrary is based on survey results Corruption Eradication Commission, service performance at Lampung province was included in the second worst category in Indonesia after Medan City.

Research question of this research is : “How is the performance of Investment Board And Integrated Licensing Services in the investment licensing in Lampung Province?”. The objective of this research is to understand the performance of Investment Board And Integrated Licensing Services in the investment licensing in Lampung Province.

Type of this research is qualitative approaching. The informant consisted of the body of the Investment and Integrated Licensing Services and the Indonesian Young Entrepreneurs Association. Collecting technique is done through

interviews and documentation. The data were then analyzed through the stages of data reduction, data presentation and conclusion.

This research shows that the performance of Investment Board and Integrated Licensing Services in Licensing Investment in Lampung Province is in good condition. This circumstance is based on the answers of stakeholders that provided positive mark to several performance indicators such as : (1) Input, 55 of 105 employees are in bachelor degree and work in the field of licensing services in licensing investment. The facilities are adequate in order to support the performance. (2) Process, has been done according to the procedure of License Procedure as a guidance for officer and people in the services of investment, and punctuality has appropriated to SOP. (3) Output, is appropriate to the investment permission planning which has 41 investment licensing. (4) Outcome, is users (industrialist) get gratified service by fast service, precision service with friendly servant. (5) Benefit has been completed by Investment Licensing Letter for Lampung entrepreneur that use as a requirement put their investment and fulfill legality aspect. (6) impact, has been completed by economic growth and entrepreneur has bigger capital.

Key words: Performance, Investment Board and Integrated Licensing Services, Investment Licensing

ABSTRAK

KINERJA BADAN PENANAMAN MODAL DAN PELAYANAN PERIZINAN TERPADU DALAM PERIZINAN INVESTASI DI PROVINSI LAMPUNG

Oleh
AIDILA PUTRI YAZIR

Penelitian ini didasarkan pada adanya kesenjangan penilaian kinerja pelayanan perizinan investasi, sebab berdasarkan Laporan Akuntabilitas Kinerja Instansi Pemerintah Badan Penanaman Modal dan Pelayanan Perizinan Terpadu (BPMPPPT) Provinsi Lampung dinyatakan bahwa badan ini telah memberikan pelayanan perizinan dengan sangat baik, tetapi sebaliknya berdasarkan hasil survey KPK, kinerja pelayanan BPMPPPT Provinsi Lampung termasuk dalam kategori terburuk kedua se-Indonesia setelah Kota Medan.

Rumusan masalah penelitian ini adalah: “Bagaimana Kinerja Badan Penanaman Modal dan Pelayanan Perizinan Terpadu dalam Perizinan Investasi di Provinsi Lampung?” Tujuan penelitian ini adalah untuk mengetahui Kinerja Badan Penanaman Modal dan Pelayanan Perizinan Terpadu dalam Perizinan Investasi di Provinsi Lampung

Tipe penelitian yang digunakan adalah pendekatan kualitatif. Informan terdiri dari pihak Badan Penanaman Modal dan Pelayanan Perizinan Terpadu dan Himpunan Pengusaha Muda Indonesia. Teknik pengumpulan data dilakukan dengan wawancara dan dokumentasi. Data selanjutnya dianalisis melalui tahapan reduksi data, penyajian data dan penarikan kesimpulan.

Hasil penelitian ini menunjukkan bahwa kinerja Badan Penanaman Modal dan Pelayanan Perizinan Terpadu dalam perizinan investasi di Provinsi Lampung masuk dalam kategori baik, yang ditunjukkan oleh enam indikator yang diajukan, sebanyak 4 indikator masuk dalam kategori baik (jawaban positif) dan 2 indikator masuk dalam kategori cukup baik (ada jawaban positif dan negatif). Adapun rincian penilaian positif terhadap indikator-indikator kinerja sebagai berikut: (1) Masukan (input) yaitu dari 105 pegawai terdapat 55 pegawai yang memiliki kompetensi pendidikan S1, para pegawai melaksanakan kinerja di bidang pelayanan perizinan investasi. Sarana prasarana cukup memadai dalam melaksanakan kinerja (2) Proses (Process), yaitu sudah terlaksananya proses sesuai dengan Prosedur Tetap Penerbitan Perizinan sebagai panduan bagi petugas dan masyarakat dalam pelayanan perizinan investasi, dan ketepatan waktu sudah sesuai SOP. (3) Keluaran (output), yaitu sudah sesuai dengan rencana izin investasi yaitu sebanyak 41 izin investasi (4) Hasil (*outcome*), adalah pihak pengguna (pengusaha) mendapatkan pelayanan yang memuaskan dengan kecepatan pelayanan, ketepatan pelayanan dan sikap pelayanan yang ramah (5) Manfaat (*benefit*), telah dicapai dengan adanya Surat Izin Investasi bagi pengusaha di Provinsi Lampung yang dimanfaatkan sebagai persyaratan menanamkan investasinya dan pemenuhan aspel legalitas usaha.(6) Dampak (*Impact*), telah dicapai dengan pertumbuhan ekonomi yang meningkat dan pengusaha memiliki modal yang semakin besar.

Kata Kunci: Kinerja, BPMPP, Perizinan Investasi