

ABSTRACT

PUBLIC SERVICE QUALITY ANALYSIS INVESTMENT IN OFFICE AND ONE -STOP SHOP CITY METRO GATE POST SURVEY INDEX INTEGRITY NATIONAL PUBLIC SERVICE IN 2011 BY THE ANTI CORRUPTION COMMISSION

(Study of Licensing Services and Building Permit Trading License)

by

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Metro City Government Performance in the public service aspect has not been well proven from the National Integrity Index Survey by the Public Service Commission in 2011 that put the Metro City as the city with the worst service from 60 cities surveyed in Indonesia .

The study was conducted to determine how the quality of public services at the One-Stop Investment Office and the post of Metro City National Integrity Index Survey on the Public Service Commission in 2011 by the obstacles and find out what is causing the service not optimal

This research is a descriptive study with a mix of quantitative and qualitative approaches with Method of Service Quality (SERVQUAL) that measures the quality of service and permit the licensing SIUP Investment Office and OSS Metro City with seeing the gap between the services expected by the public as service users with services they receive.

Based on the results of the gap analysis servqual , interviews and observations , it was concluded that the quality of service licensing and permitting

IMB SIUP the Investment Office and OSS Metro City Intregitas post- survey by the Public Service Commission in 2011 still has not / does not satisfy the public . Of the 23 sub-indicators are used as aspect kualitas measurements in this study , aspects of which received the highest satisfaction aspect of the provision contained in the waiting room , while the five aspects of the lowest satisfaction scores are the aspects of timeliness in completion of licensing , the credibility (honesty , assertiveness , appropriate appointments) officers in the service , ease of licensing procedures , such as telephone and telecommunications advice website for service activities and complaints , as well as serving officers speed permit . The main cause of the above constraints is human resource management in the Metro City Government Environmental yet either . Metro City government has been unable to regulate the utilization of human resources in Metro City Government Environmental effectively and efficiently .