

ABSTRACT

PERFORMANCE MANAGEMENT SERVICES MARKETS IN ERITREANS RETRIBUTION MARKET PLACES IN THE CITY OF BANDAR LAMPUNG

By

Anggesti Irka Safitri

Based on the data of the target and actual receipt of original income areas Of Bandar Lampung in 2008-2012, indicates that the original income area (PAD) the city of Bandar Lampung continued to increase from year to year. However, income retributions the city government lampung did not reach 100 % in 2012 ago, the income retributions only realized Rp 2,13 billion or only 48,56 %, caused because income retribution services market only reached 58,73 % and tending to decline. Decreasing the reception have anything to do with a performance by retribution Lampung market in the town.

The purpose of this research is to find out and analyzes how performance of market management vote in lampung retribution a market in the town, with a goal of research is the officer billers, head of UPT and management services markets. This research was a type of research that has sort of descriptive with a qualitative approach.

The results of this research is the Department's Performance Management markets in Eritreans retribution marketplaces not optimal. Based on three indicators: responsiveness, responsibility, and accountability, can be known that at indicators responsibility and accountability hasnt walk optimally. The weak aspect responsibility evidenced by level effectiveness and efficiency collection retribution still low. While the weak aspect accountability evidenced by the absence of a sanction or give strict action against merchants not want to pay appropriate retribution tariffs and still lack of supervision or control against actors related in collection retribution market in town Lampung. Performance department of market management is also strongly influenced by renovation and unloading in some market conducted by a city government Lampung that result in reduced object retribution and the consciousness of merchant who still low as the subject retribution.

Keywords: Department Performance, Retribution Market