

# **Penyelenggaraan Pelayanan Perizinan Dan Non Perizinan Di Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu Provinsi Lampung**

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## **Abstrak**

Tujuan Penelitian Ini adalah untuk mengetahui penyelenggara pelayanan perizinan dan non perizinan di DPMPTSP Provinsi Lampung.; dan untuk mengetahui langkah DPMPTSP Provinsi Lampung dalam meningkatkan pelayanan Perizinan dan Non Perizinan. Penelitian ini menggunakan metode penelitian yuridis normatif dan yuridis empiris. Data diperoleh melalui kepustakaan dan hasil wawancara dengan informan di DPMPTSP Pemerintah Provinsi Lampung. Hasil penelitian menunjukkan bahwa keorganisasian Penyelenggara Perizinan di DPMPTSP Provinsi Lampung diatur berdasarkan Peraturan Gubernur Lampung Nomor 77 Tahun 2016 yaitu (1) Kepala Dinas;(2) Bidang Pelayanan Perizinan dan Non Perizinan A; (3) Bidang Pelayanan Perizinan dan Non Perizinan B; dan (4) Bidang Pengaduan Kebijakan dan Pelaporan Layanan. Sedangkan Penyelenggaraan Pelayanan diatur dalam Peraturan Gubernur Nomor 27 Tahun 2017 Tentang SOP DPMPTSP Provinsi Lampung yang memuat 156 jenis izin. Dalam meningkatkan Pelayanan DPMPTSP Provinsi Lampung menyusun Program Kerja yang telah disusun dalam rencana kerja DPMPTSP 2019 yang memuat (1) Penyelenggaraan Informasi Pelayanan Perizinan;(2) Pengelolaan Manajemen Pelayanan Perizinan;(3) Inovasi Sektor Perizinan dan Non Perizinan; (4)Penguatan pelayanan penerbitan pada bidang A;(5) Pembinaan,verifikasi dan validasi izin bidang penyelenggaraan perizinan dan non perizinan B;(6) Peningkatan Standar Pelayanan; (7) Pemantauan dan pelaksanaan pelaporan PTSP di bidang penanaman modal; (8) Pembinaan dan sinkronisasi pelayanan perizinan penanaman modal;(9) Pelayanan perizinan secara elektronik;(10) Forum Komunikasi lintas sektoral di bidang perizinan dan non perizinan; dan (11)workshop pelayanan perizinan dan non perizinan PTSP.Kesimpulan dan saran menyarankan Perlunya peningkatan Informasi Pelayanan Perizinan dan Non Perizinan berupa Standar Operasional Prosedur, Kemudahan Pelayanan, Maklumat pelayanan guna menunjang peningkatan pelayanan yang cepat, mudah dan murah.

**Kata Kunci** : Penyelenggaraan; Perizinan; Non Perizinan.

# **The Implementation Of Licensing And Non Licensing Services At Lampung Provincial Investment And One Stop Service Office**

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## **Abstract**

The Purpose Of These Research are to find out the organizer of licensing and non licensing services; and to find out the steps are taken by DPMPTSP Lampung Province to Improving licensing and non licensing services. The research method used by the researcher is juridic normative and juridic empirical approach, the data obtained from library research and interview results from Informans in DPMPTSP lampung Province. From the results of the research, it can be concluded that, (1) Organizational structure, task, functions and organization are regulated in Lampung governor regulations number 77 of 2017 contain (1) Head of department; (2) Sector A Licensing and Non-Licensing Services Division; (3) Sector B Licensing and Non-Licensing Services Division; (4) Policy Complaints and Reporting Services Division, meanwhile the service organizer are regulated in Lampung Governor Regulations Number 27 of 2017 about Standard Operational Procedure DPMPTSP Lampung Province those are contain 152 types of Licence. To increase the performance, DPMPTSP develops annual work programs that have been prepared in working plan 2019 Those are contain (1) Providing Licensing Service Information; (2) Management of Licensing Services; (3) inovation in Licensing and non licensing sectors; (4) Strengthening publishing services in Sector A; (5) Guidience, verification, and validation in licensing and non licensing at sector B; (6) Improve Standard Services; (7) Implementation and monitoring investment report at one stop service system; (8) Guidience and Synchronizaation Of investment Licensing; (9) Online Service Licencing; (10) Cross Sectoral Communication Forum for licensing and non licensing sectors; (11) Workshop about licensing and non licensing services. for the conclusion, it is suggested that Needed to increase for Informtion in licensing and non licensing those are containts Standard Operational Procedure, ease of services, and notice of service to support fast, easy and cheap services

**Keywords : Implementation; Licensing; Non Licensing**