

ABSTRACT

THE IMPLEMENTATION OF INTEGRATED ADMINISTRATION SERVICE POLICY IN NATAR SUB DISTRICT OF SOUTH LAMPUNG

By

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To facilitate and ease public service by regional government according to Regulation of minister of Domestic Affairs Number 4 in 2010, South Lampung government provisioned Natar sub ditrict to be a pilot project in Sub-district Integrated Administration Service (PATEN) along with Decree of South Lampung Regent Number B/645/I.01/HK/2013 about provision of Natar sub district as a pilot project in Sub-district Integrated Administration Service in 2013. The problem statements in this research were: 1. how did the sub-district integrated administration service (PATEN implementation in Natar sub district; and 2. what were inhibiting factors in implementing sub-district integrated administration service in Natar sub district. This research used empirical jurisdiction approach. The research results showed that the PATEN implementation in Natar sub district had been in accordance with provisions by regional government. Process of publishing permission and non-permission services could be conducted in determined period of time (7 work days). The inhibiting factors of PATEN implementation in Natar sub district were: a. public factor, where some of people submit permission documents but they did not understand that permission requirements to publish; b. technical factor, where computer system ran slow; and c. human resource factor, where there were limited human resource in handling PATEN affairs. The researcher recommends: 1. improving more socialization about PATEN to public; 2. Improving quality of computer system; and 3. adding more personnel for PATEN affairs.

***Keywords* : Policy, Sub-District Integrated Administration Service (PATEN),
Sub District**