

ABSTRACT

THE REGULATION OF ONE DOOR INTEGRATED PERMIT SERVICES IN IMPROVING INVESTMENT IN LAMPUNG PROVINCE

By

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To be able to give transparent service with equal treatment which is easy, efficient, fast, fair, accountable and having legal certainty, one door integrated permit service regulation is needed. The problem in this thesis is that how does the one door integrated permit service in effort to improving investment in Lampung province and what are inhibiting factors in one door integrated permit service in effort to improving investment in Lampung province?

This research is classified as normative empirical approach. And conducted by using primary and secondary data. Data were collected by literature study and field study. These data were processed through data selection, data classification and data systematization. Finally, were analyzed data is regulated by qualitative analysis.

The results of research showed that the regulation of one door integrated service (PTSP) in Board of investment and integrated permit service (BMPPT) is Governor Regulation number 15 in 2011 Authority Endorsement in Permit Field and Non-permit Field to BMPPT Lampung province. In efforts of improving investment, BMPPT is regulating PTSP of Investment Sector by improvement facilities, human resources, structure and infrastructure. There are many factors become obstacles in developing service conductivity by PTSP such as; the lack of human resources, the difference of perspective among the officer, permit process involving sectoral unit, and last is the lack of IT facilities. Several recommendation as follow: BMPPT could be improve human resource competence in PTSP, the same perspective against the rules of PTSP service, to several unit to recommend or to place right human resources according to the relevant unit so that the permit process would not take longer time, and to provide optimum IT facilities.