

ABSTRACT

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MEASURING THE SUCCESS OF ONE-STOP INTEGRATED SERVICE POLICY THROUGH THE PUBLIC SATISFACTION INDEX IN THE INVESTMENT SERVICE DEPARTMENT OF MANADO CITY

This thesis discusses the accountability of the Manado City Investment and One Stop Integrated Service Department (DPMPTSP of Manado City) in the effort to support national economic development through capital enhancement. The effort to increase capital investment is carried out through the One-Stop Integrated Service (PTSP) as a platform for simplifying permits and accelerating the resolution of various issues, particularly related to business licensing. In its implementation, PTSP is based on one of the principles of public service, namely the principle of accountability. This thesis further examines the quality of PTSP implemented by DPMPTSP of Manado City by conducting a survey of public satisfaction regarding the implementation and organization of services by DPMPTSP of Manado City. The research method used in this thesis is legal research, namely library legal research conducted by examining the secondary data. The results show that DPMPTSP of Manado City uses the Peraturan Menteri PANRB No. 14 of 2017 on Guidelines for the Preparation of Public Satisfaction Surveys for Public Service Provider as a reference in conducting public satisfaction surveys. In addition, the research also shows that the combined public satisfaction index for the year 2022 provide by DPMPTSP of Manado City falls into the “Good” category. Although the value of the public satisfaction index decreased in the second semester of 2022 due to an increase in the number of participants, it does not change the fact that the value of the public satisfaction index remains in the “Good” category.

Reference : 89 (2006-2023)

Keyword : One Stop Integrated Service, Accountability, DPMPTSP of Manado City