

UNIVERSITAS INTERNASIONAL BATAM

*Thesis
Master of Law
Even Semester 2017/2018*

EFFECTIVENESS OF THE REGULATION OF THE MINISTER OF HOME AFFAIRS NUMBER 24 OF 2006 CONCERNING GUIDELINES FOR ORDERING INTEGRATED ONE STOP SERVICE IN AGENCY INTEGRATED LICENSING SERVICES TANJUNGPINANG CITY

NPM: 16105217

Mulyadi

ABSTRACT

One of the priorities of the current Joko Widodo administration is the public service sector, public services are the basic thing in the administration of the government to fulfill the needs of its people. The large amount of information related to public services that is less satisfactory makes the current government very concentrated to make improvements. At present the community has lived in a digital era where information can be quickly presented directly through the internet. No exception, the Integrated Licensing Service Agency of Tanjungpinang City, deeply understanding and accepting a complaint, is a tool to spur service delivery to be even better. The karnanya is very important in responding to all kinds of complaints that are conveyed by the community as a tool to provide the best service.

The method used is a quantitative approach that combines both qualitative and quantitative data input (mix method). Because in this study, the author departs from a case study that produces qualitative data input (human perception) with the help of a questionnaire. The Sociological Juridical Approach is aimed at reality by looking at the application of the law (Das Sein), namely Permendagri No. 24 of 2006 concerning Guidelines for the Implementation of PTSP This legal research was chosen because of the difference between the desired legal rules (Das Sollen) and the reality that occurred (Das Sein) which occurred in BP2T Tanjungpinang City.

The results obtained were not effective yet by Permendagri No, 24 of 2006 in the Tanjungpinang City BP2T, on the implementation of permits which were marked by the results of the Community Satisfaction Survey which was still low.

Keywords: Effectiveness, One Stop Service