

IMPLEMENTASI KEBIJAKAN PELAYANAN ADMINSTRASI TERPADU KECAMATAN (PATEN) PADA KANTOR CAMAT BANJARMASIN UTARA KOTA BANJARMASIN

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ABSTRACT

The purpose of the study was to find out and analyze the implementation of the District Integrated Administrative Service Policy (PATEN), to find out and identify the obstacles faced in the implementation of the District Integrated Administrative Service Policy, and to determine the meaning of the Integrated Administrative Service Policy in the North Banjarmasin District, Banjarmasin City.

The research method uses a qualitative approach. This type of qualitative research aims to explore PATEN in the North Banjarmasin District Office, Banjarmasin City. The data analysis technique used is examining all data, reducing data, presenting data, checking data validity, and drawing conclusions and verification.

The results showed that the implementation of the PATEN policy on licensing services in the District of North Banjarmasin in the field of implementation of the policy was still not satisfactory or met the expectations of the community because it still seemed slow, and cost a lot of money and was not in accordance with the Minimum Service Standards that had been set. The obstacles in implementing the PATEN policy in the District of North Banjarmasin are viewed from 4 variables, including: Communication: There is no socialization by gathering the community to be given an understanding of the importance of obtaining permits and explanations about the requirements and procedures for obtaining permits through the Integrated Administration Service. Resources/resources: Lack of human resources/employees both in quantity and quality, lack of supporting infrastructure such as computers and printers, limited authority delegated to sub-districts from the Mayor and no delegation of authority to sign a permit from the sub-district head to the sub-district secretary. Disposition: Attitudes and work patterns of PATEN officers who are less disciplined and professional, less friendly and patient in serving the community. Bureaucratic Structure: The length of the bureaucracy for the issuance of licensing documents and seems rigid, inflexible and the lack of coordination with relevant agencies in the issuance of licensing documents

Keywords: District Integrated Administrative Service Policy (PATEN)

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