

**ANALYSIS OF THE QUALITY OF LICENSING SERVICES AT THE
INVESTMENT AND ONE-DOOR INTEGRATED SERVICE OF
SIDOARJO REGENCY**

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ABSTRACT

The purpose of this study is to describe and analyze the quality of licensing services at the Sidoarjo District Investment and One-Stop Services Office. The techniques used in this study were observation and interviews. This study uses qualitative research with a descriptive approach. This study focuses on a survey of community satisfaction based on the *Peraturan Menteri Reformasi Administrasi dan Birokras Nomor 14 Tahun 2017* which includes 9 indicators, namely, requirements, systems, mechanisms and procedures, service time, fees or rates, product specifications, type of service, competence of implementers, implementing behavior, handling complaints, suggestions, and input, facilities and infrastructure. The results obtained in this study indicate that the quality of licensing services at the Investment and One-Stop Services Office is good. It's just that it needs to be improved again on several indicators, namely service time and handling of complaints, suggestions and input. It is hoped that in the future this can be improved, because community satisfaction can determine the excellent quality of public services.

Keyword: *service, licensing, quality, community satisfaction survey*

A. INTRODUCTION

One of the benchmarks of progress and success of a government agency is the realization of public-oriented services, meaning that services should be in the interests of the community so that bureaucracy that seems complicated and convoluted is no longer the image of the government in providing services to the

community. Public organizations in providing good services are required to be able to keep up with the times so that they can act quickly and accurately. Basically, every human being needs services, it can even be said that services cannot be separated from human life. According to Dwiyanto (2005:141) said that public services can be defined as a series of activities provided by the public bureaucracy to meet the needs of the community. Public services can be said to be good if the services provided are oriented towards the interests of the community. Quality public services or what are commonly called excellent services are the best services that meet service quality standards. The implementation of public services cannot be separated from their service standards. This standard is the benchmark for services that function as guidelines for the implementation of public services. According to the *Peraturan Menteri Pemberdayaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 15 Tahun 2014*, the components of service standards related to the service delivery process include requirements, procedures, service periods, costs, service products, and complaint handling. If a government agency and other institutions are able to implement these quality standards, then it can be said that the government agency and institution have provided good service quality.

According to the Ombudsman of the Republic of Indonesia, public services provided by public sector organizations have been known to be complicated and the process is long. According to Hardiansyah (2011:86) the main problem in public services is related to improving the quality of public services themselves. The demand for improving the quality of public services is not only in simplifying the service process, but also in the service process, speed of service, and utilization of information technology. The improvement of public services is currently the hope of the entire community, because in the current era of globalization, society demands the development of a more advanced country and one of the characteristics of an advanced country is the quality of effective and efficient public services.

Various problems that arise in public services, one of which is the licensing problem. In the *Peraturan Pemerintah Nomor 96 Tahun 2012*, it is stated that one-stop integrated services are licensing and non-licensing activities whose management process combines several types of services to organize services in an integrated manner in one unified process. The main objective to be achieved is to provide wider access to the community to obtain public services transparently, both in terms of time, cost, requirements and procedures that must be taken. In this case, the One-Stop Integrated Licensing Service is still experiencing a large number of complaints from the public.

Based on the table below, the agencies that rank third most reported are land affairs with 1,228, personnel with 878, and the Police with 681. This report shows that there are still shortcomings in the government in providing public services. In addition, public services complained about by the public are licensing issues (*PTSP*). According to the 2021 Indonesian Ombudsman annual report, licensing (*PTSP*) had 156 complaints.

This condition can be proven through the number of complaints received by the Indonesian Ombudsman as follows:

Table 1: Public Reports Based on Complaint Substance

| No | Aspect | Quantity |
|----|--|----------|
| 1 | Land | 1.228 |
| 2 | Employment | 878 |
| 3 | Police | 681 |
| 4 | Education | 547 |
| 5 | Rural | 428 |
| 6 | Judiciary | 309 |
| 7 | Transportation and Infrastructure | 293 |
| 8 | Civil and Political Rights | 242 |
| 9 | Banking | 238 |
| 10 | Health | 218 |
| 11 | Population Administration | 206 |
| 12 | Employment | 199 |
| 13 | Energy and Electricity | 183 |
| 14 | Licensing (PTSP) | 156 |
| 15 | Social Welfare | 154 |
| 16 | Mining | 153 |
| 17 | Water | 133 |
| 18 | Procurement of Goods, Services, and Auctions | 118 |
| 19 | Social Security | 114 |
| 20 | Tax | 100 |
| 21 | Prosecutor's Office | 86 |
| 22 | Environment | 84 |
| 23 | Trade, Industry, and Logistics | 65 |
| 24 | Telecommunications and Informatics | 55 |
| 25 | Insurance | 38 |
| 26 | Religious | 26 |
| 27 | Community Institutions | 18 |
| 28 | Immigration | 15 |
| 29 | Cooperatives | 15 |
| 30 | Forestry | 14 |
| 31 | Agriculture and Food | 14 |
| 32 | Defense | 13 |
| 33 | Intellectual Property Rights | 9 |
| 34 | Fisheries | 7 |
| 35 | Customs and Excise | 6 |
| 36 | Emergency | 4 |
| 37 | Pawnshops | 2 |

Source: Ombudsman of the Republic of Indonesia 2021

Based on online media news, the Ombudsman in East Java admitted that public service complaints were still high. In 2019, the complaints with the most reported locations were in Surabaya City, namely 90 reports, Sidoarjo Regency

with 15 reports, and Malang City with 12 reports. Based on this news, it can be seen that the Regency area with the largest number of complaints is Sidoarjo Regency. In fact, based on the information on the Sidoarjo Regency *DPMPSTP* website, it is stated that Sidoarjo Regency is the first region in Indonesia to pioneer the innovation of excellent service as the establishment of the first Licensing and Investment Service in Indonesia.

B. LITERATURE REVIEW

Public Organization

According to (Stephen P. Robbin), a public organization is a consciously coordinated social unit, with a relatively identifiable boundary, which works on a relatively continuous basis to achieve a common goal or group of goals. The definition of a public organization is related to the organizing process. According to Handoko (2011:167) organizing is the process of compiling an organizational structure that is in accordance with the goals of the organization, the resources it has and the environment that surrounds it. Thus the result of organizing is the organizational structure, regarding the suitability of the bureaucratic organization that is the organizer of the implementation of public policy. Based on this explanation, it can be concluded that a public organization is one of the containers that guarantees the provision of public services in accordance with the general principles of good governance and corporations and to provide protection for every citizen and resident from abuse of authority in the implementation of public services.

Public Service Quality

According to Wahyuni (2016), service quality can be defined as how far the difference is between reality and consumer expectations of the services they receive. Service quality can be determined by comparing customer perceptions of the services they actually receive.

According to Lewis & Hoom in (Lubis, 2013) service quality is a measure of how well the level of service provided is in accordance with customer expectations. According to Triguno, service quality refers to the concept of serving at all times quickly and satisfactorily, being polite, friendly, and helping professionally.

It can be concluded that public service quality is how good the level of service provided by service providers is so that it meets customer expectations and even exceeds customer expectations so that customers feel satisfied.

Service can be said to be of quality or satisfactory if the service can meet the needs and expectations of the community. If the community is not satisfied with a service provided, then the service can be ascertained to be of poor quality or inefficient, therefore service quality is very important and always focuses on customer satisfaction.

Public Service Quality Indicators

According to Zeithaml, Parasuraman and Berry to find out the quality of service that is actually felt by consumers there are indicators of service quality that are located in five dimensions of service quality, namely:

- 1) Physical evidence (tangible), service quality in the form of physical office facilities, waiting rooms, information places. The indicators are:
 - a. Appearance of officers or apparatus in serving customers;
 - b. Comfort of place in providing services;
 - c. Ease of service process.
- 2) Reliability, namely the ability to provide services according to what is promised accurately and reliably. The performance of employees must be in accordance with customer expectations which means punctuality, not discriminating against customers, and being friendly;
- 3) Responsiveness, namely the ability to help and provide fast and accurate service to customers with clear information delivery
- 4) Assurance, including knowledge, courtesy and employee ability to foster customer trust. Where this guarantee consists of several components, namely communication, credibility, security, competence, and courtesy;
- 5) Empathy, giving sincere and individual or personal attention given to customers by trying to understand consumer desires. An organization is expected to understand customer needs specifically, and have operating hours that are convenient for customers.

Public Satisfaction Survey

Customer satisfaction measurement is an important element in providing better, more efficient and more effective services. If customers are dissatisfied with a service provided, then it is certain that the service is not effective and efficient. However, vice versa, if customers are satisfied, then it can be said that the service is effective and efficient. Based on the decision of the *Peraturan Menteri Pemberdayaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 14 Tahun 2017* concerning guidelines for public satisfaction surveys to determine the quality of service that is actually felt by consumers. The scope that is the focus in implementing the public satisfaction survey consists of 9 scopes, namely:

1. Requirements

Requirements are requirements that must be met in managing a type of service, both technical and administrative requirements;

2. Systems, Mechanisms, and Procedures

Systems, Mechanisms, and Procedures are service procedures carried out for service providers and recipients, including complaints;

3. Service Time

Service time is the period of time required to complete the entire service process of each type of service;

1) Cost or Tariff

Cost or tariff is the cost charged to the service recipient in managing and obtaining services from the organizer, the amount of which is determined based on an agreement between the organizer and the community;

2) Product Specification of Service Type

Product specification of service type is the result of the service provided and received in accordance with the provisions that have been set. This service product is the result of each type of service specification;

3) Implementer Competence

Implementer competence is the ability that must be possessed by the implementer including knowledge, expertise, skills, and experience;

4) Implementer Behavior

Implementer behavior is the attitude of the officer in providing services;

5) Handling Complaints, Suggestions, and Input

Handling complaints, suggestions, and input is the procedure for implementing complaint handling and follow-up;

6) Facilities and Infrastructure

Facilities are everything that can be used as a tool in achieving the intent and purpose. Infrastructure is everything that is the main support for the implementation of a business process, development, project. Facilities are used for moving objects such as computers and machines. Infrastructure for non-moving objects such as buildings.

C. RESEARCH METHOD

Type of Research

The research entitled Improving the Quality of Licensing Services at the Investment and One-Stop Integrated Service Office of Sidoarjo Regency uses a qualitative method with a descriptive approach. Where researchers will produce descriptive data in the form of written or spoken words from the behavior to be observed. Qualitative research has been widely conducted by previous researchers and descriptive research is able to describe the condition of the subject or object to be studied as it is based on facts in the field by involving various methods, namely interviews, observations, and documentation.

Research Focus

1. The existence of a focus in research with a qualitative method is very important, because the focus of the research is the basis for data collection so that the data taken can limit what will be studied. The focus in this study is:
2. Public satisfaction survey according to the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 14 of 2017 can be measured from 9 scopes, namely:
 - a. Requirements, namely, including the requirements that must be met in using a service, technical and administrative requirements;
 - b. Systems, mechanisms, and procedures, namely, including procedures for providing services for service providers and recipients;
 - c. Service time, namely, including the time period required to complete the service;
 - d. Costs or rates, namely, including the costs charged to service recipients in managing and obtaining services from the organizer, the amount of which is determined based on an agreement between the organizer and the community;
 - e. Product specifications for the type of service, namely, including the results of services provided and received in accordance with the provisions that have been set;

- f. Implementer competence, namely, including the abilities that must be possessed by the implementer such as knowledge, expertise, skills, and experience;
- g. Implementer behavior, namely, including the attitude of officers in providing services;
- h. Handling complaints, suggestions, and input, namely, including procedures for implementing complaint handling.
- i. Facilities and infrastructure, namely, facilities are everything that can be used as a tool in achieving the intent and purpose. Infrastructure is everything that is the main support for the implementation of a business process, development, project.

Research Location

The research location is a place where researchers can capture the real conditions of the object to be studied. In this study, the location chosen was the Investment and One-Stop Integrated Service Office (DPMPTSP) of Sidoarjo Regency located at the Public Service Mall (MPP) Jl. Lingkar Timur No. 888, Rangkah Lor Hamlet, Bluru Kidul, Sidoarjo District, Sidoarjo Regency.

D. DISCUSSION

The discussion of the focus of this research aims to find out the answer to the formulation of the problem, namely how is the quality of licensing services based on a public satisfaction survey at the Investment and One-Stop Integrated Service Office of Sidoarjo Regency. In measuring the quality of licensing services, the *Peraturan Menteri Pemberdayaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia Nomor 14 Tahun 2017* is used with nine scopes, namely requirements, systems, mechanisms, and procedures, service time, costs or rates, product specifications of service types, service competence, behavior of implementers, facilities and infrastructure, handling complaints, suggestions, and input. The research data will be described based on the focus of the research, namely as follows:

Requirements

Based on the *Surat Keputusan Menteri Pemberdayaan Aparatur Negara Nomor 63 Tahun 2003* concerning general guidelines for the implementation of public services, one of the services carried out is simplicity, namely ease in providing services to the public and ease in meeting service requirements. One of the requirements for excellent service is transparency, namely service that is open, easy, and accessible to all parties who need it.

Based on the table below, it can be seen that the public's response to the requirements that must be known to process permits. The requirements element is categorized as very good with a value of 3.8226 so that the requirements element at the Investment and One-Stop Integrated Service Office is very good. It is hoped that in the future it can improve services in terms of requirements such as conducting socialization to the public about the requirements for processing business permits. Requirements are important in processing services, because by knowing what requirements are needed, it can make it easier for the public when they are going to process business permits.

Based on the results of the public satisfaction survey data, it can be seen in the following table:

Tabel 2: Unsur Persyaratan

| Elements | Elements of Service | Elements of Service Values | Service Quality |
|----------|---------------------|----------------------------|-----------------|
| U1 | Condition | 3.8226 | Very good |

Source: Report of the Sidoarjo Regency DPMPTSP Community Satisfaction Survey

Based on the results of the interviews that have been conducted, it can be concluded that the requirements element at the Investment and One-Stop Integrated Service Office of Sidoarjo Regency is good and easy to understand by the public who are going to process permits. Requirements can be found out online or offline. If online, people can find out from the website and Instagram, while if offline, people can come directly to the service booth at the Sidoarjo Regency Public Service Mall. Based on this, it can be said that the Investment and One-Stop Integrated Service Office has succeeded in providing information regarding the requirements efficiently.

System, Mechanism, and Procedure

According to Moenir (2002) the organizational factor that supports excellent service is the mechanism, the mechanism that will play a role in the smooth running of the service and this factor is related to the system, mechanism, and procedure. The system, mechanism, and procedure are standardized service procedures for service providers and recipients including complaints that contain stages of activities that are passed through in the service delivery process system.

Based on the results of the public satisfaction survey data, it can be seen in the following table:

Table 3: Elements of Systems, Mechanisms, and Procedures

| Elements | Elements of Service | Elements of Service Values | Service Quality |
|----------|-------------------------------------|----------------------------|-----------------|
| U2 | Systems, Mechanisms, and Procedures | 3.8039 | Very good |

Source: Report of the Sidoarjo Regency DPMPTSP Community Satisfaction Survey

Based on the table above, it can be seen the public's response to the elements of the system, mechanism, and procedures that must be carried out by the public to process permits. The elements of the system, mechanism, and procedure are included in the very good category with a value of 3.8039 so that the elements of the system, mechanism, and procedure are very good. There is a difference during the interview with the results of the public satisfaction survey. During the interview, there were still some people who complained, because when submitting, they sometimes experienced network connection problems. So that in the future the Investment and One-Stop Integrated Service Office of Sidoarjo Regency can overcome this problem. Based on the results of the interviews that

have been conducted, it can be concluded that the elements of the system, mechanism, and procedure at the Investment and One-Stop Integrated Service Office of Sidoarjo Regency are quite well understood by the public, because all mechanisms in processing permits are online. The procedures carried out by the Investment and One-Stop Integrated Service Office are in accordance with the *Peraturan Pemerintah Nomor 5 Tahun 2021* concerning the implementation of risk-based business licensing. With the online system, there are still obstacles such as people who lack the initiative to check their accounts regarding revisions given by employees and there are obstacles to the network system that make people wait. Based on this, it can be concluded that the system, mechanism, and procedures at the Sidoarjo Regency Investment and One-Stop Integrated Service Office are still not good, due to the lack of public knowledge and online disruptions when processing.

Service Time

Service time is the time period required to complete the entire service process for each type of service. According to Sinambela (2006) service that is in accordance with the conditions and capabilities of the service provider and recipient by adhering to the principles of efficiency and effectiveness.

Based on the results of the public satisfaction survey data, it can be seen in the following table:

Table 4: Service Time Elements

| Elements | Elements of Service | Elements of Service Values | Service Quality |
|----------|---------------------|----------------------------|-----------------|
| U3 | Service Time | 3.7591 | Very good |

Source: Report of the Sidoarjo Regency DPMPTSP Community Satisfaction Survey

Based on the table above, it can be seen the public's response to the service time element that must be carried out by the public to obtain licensing services. The service time element is included in the very good category with a value of 3.7591 so that the service time element is very good. It is hoped that the Investment and One-Stop Integrated Service Office can conduct socialization to the public regarding the time required to process licensing.

Based on the results of the interviews that have been conducted, it can be concluded that the service time element at the Investment and One-Stop Integrated Service Office of Sidoarjo Regency is sufficient, because the completion time depends on how the community is. If there is no revision to the community's administration, the licensing administration can be completed in accordance with the applicable SOP. However, there are several community administrations whose completion time is not in accordance with the SOP, because the community lacks initiative to check their accounts. When their licensing administration experiences a revision, it will appear and the community must immediately complete their deficiencies during the administration, otherwise their licensing administration will take longer than the specified time.

Fees or Tariffs

Fees or tariffs are costs imposed on service recipients in managing or obtaining services from the organizer, the nominal amount of which is determined based on an agreement between the organizer and the community. Based on the Decree of the Minister of State Apparatus Empowerment Number 63 of 2003, service costs including their details are determined in the service provision process.

Based on the results of the community satisfaction survey data, it can be seen in the following table:

Table 5: Cost or Tariff Elements

| Elements | Elements of Service | Elements of Service Values | Service Quality |
|----------|---------------------|----------------------------|-----------------|
| U4 | Cost or Tariff | 3.8263 | Very good |

Source: Report of the Sidoarjo Regency DPMPTSP Community Satisfaction Survey

Based on the table above, it can be seen the public's response to the cost or tariff elements that must be paid to obtain licensing services. The cost or tariff element is categorized as very good with a value of 3.8263 so that the cost or tariff element is very good. The results of the satisfaction survey data are in accordance with the interviews that have been conducted that the public is satisfied with the costs or tariffs, because they are not charged at all except for the processing of Building Permits (IMB).

Based on the results of the interviews that have been conducted, it can be concluded that the cost or tariff element at the Sidoarjo Regency Investment and Integrated One-Stop Service Office is good, because the processing of permits is free of charge at all, only there is a fee when processing the Building Permit (IMB). The fees set when processing the IMB are also in accordance with the Sidoarjo Mayor's Regulation. Based on this, it can be concluded that the costs or tariffs for licensing services are in accordance with public service regulations that make it easier for the public when processing licensing services, they are not charged a single cent except for the Building Permit (IMB).

Product Specification Type of Service

Product specification type of service is the result of service provided and received in accordance with the provisions set. Service products can be in the form of procurement of goods, services and administrative products provided and received by the community in accordance with the provisions of the laws and regulations that have been set.

Based on the table below, it can be seen the public response to the product specification element of the type of service that the public gets when processing permits. The element of the specification of the type of service is included in the very good category with a value of 3.7627 so that the element of the product specification of the type of service is very good. It is hoped that in the future the Investment and One-Stop Integrated Service Office can maintain its service results in accordance with the applicable SOP.

Based on the results of the community satisfaction survey data, it can be seen in the following table:

Table 6: Product Elements Service Type Specifications

| Elements | Elements of Service | Elements of Service Values | Service Quality |
|----------|-------------------------------------|----------------------------|-----------------|
| U5 | Product Service Type Specifications | 3.7627 | Very good |

Source: Report of the Sidoarjo Regency DPMPTSP Community Satisfaction Survey

Based on the results of the interviews that have been conducted, it can be concluded that the element of the product specification of the type of service at the Investment and One-Stop Integrated Service Office of Sidoarjo Regency is in accordance with the format provided, because employees also provide in accordance with the applicable SOP.

Implementer Competence

Service competence is the ability that must be possessed by the implementer including knowledge, expertise, skills, and experience. The compilation of the implementer competency component to provide an overview of the support for the ability of service employees including knowledge, expertise, skills, and experience that must be possessed by each implementer or employee in carrying out service delivery tasks.

Based on the results of the public satisfaction survey data, it can be seen in the following table:

Table 7: Elements of Implementer Competence

| Elements | Elements of Service | Elements of Service Values | Service Quality |
|----------|------------------------|----------------------------|-----------------|
| U6 | Implementer Competence | 3.8111 | Very good |

Source: Report of the Sidoarjo Regency DPMPTSP Community Satisfaction Survey

Based on the table above, it can be seen that the public's response to the elements of the implementing competence that must be possessed by employees when providing services to the public. The implementing competence element is categorized as very good with a value of 3.8111 so that the implementing competence element is very good. The public is quite satisfied with the abilities possessed by the employees.

Based on the results of the interviews that have been conducted, it can be concluded that the elements of service competence at the Investment and One-Stop Integrated Service Office of Sidoarjo Regency are good. In this case, the employees at the Investment and One-Stop Integrated Service Office can be said to be competent in their respective fields. Employees have provided information that is quite clear and easy to understand even though employees have never participated in training activities such as training. However, they can learn

independently to understand every change that exists. Based on this, it can be concluded that service competence is good, it's just that there is a lack of training for its employees.

Implementer Behavior

The behavior of the implementer in this case is such as politeness, friendliness, and discipline regarding the attitude and behavior of officers in providing services to the public.

Based on the results of the public satisfaction survey data, it can be seen in the following table:

Table 8: Elements of Implementer Behavior

| Elements | Elements of Service | Elements of Service Values | Service Quality |
|----------|----------------------|----------------------------|-----------------|
| U7 | Implementer Behavior | 3.7987 | Very good |

Source: Report of the Sidoarjo Regency DPMPTSP Community Satisfaction Survey

Based on the table above, it can be seen the public response to the elements of the implementer's behavior when providing services to the public. The element of the implementer's behavior is categorized as very good with a value of 3.7987 so that the element of the implementer's behavior is very good.

Based on the results of the interviews that have been conducted, it can be concluded that the elements of the implementer's behavior at the Sidoarjo Regency Investment and One-Stop Integrated Service Office show that the politeness, friendliness, and discipline of the employees are very good. Employees behave in accordance with the employee code of ethics that has been set. Employees also do not discriminate between people who are taking care of both the upper and lower classes. Based on this, it can be concluded that the behavior of the implementer in providing services is in accordance with the rules that have been set.

Handling Complaints, Suggestions, and Input

Handling complaints, suggestions, and input is a procedure for implementing complaint management and follow-up. The complaint mechanism is input in the form of criticism, suggestions from the public as a reaction to problems that occur in the provision of services. Input from the public is important to be managed as material for correction and efforts to improve service policies in the future.

Based on the results of the public satisfaction survey data, it can be seen in the following table:

Table 9: Elements of Handling Complaints, Input, and Suggestions

| Elements | Elements of Service | Elements of Service Values | Service Quality |
|----------|---|----------------------------|-----------------|
| U9 | Handling Complaints, Input, and Suggestions | 3.7825 | Very good |

Source: Report of the Sidoarjo Regency DPMPTSP Community Satisfaction Survey

Based on the table above, it can be seen that the public response to the elements of handling complaints, suggestions, and input at the Sidoarjo Regency Investment and One-Stop Integrated Service Office received a score of 3.7825 so that the handling elements provided are very good.

Based on the results of the interviews that have been conducted, it can be concluded that the elements of handling complaints, suggestions, and input at the Sidoarjo Regency Investment and One-Stop Integrated Service Office are sufficient, because they have provided a platform to provide input to the public. However, the completion time takes several days depending on which platform they submit complaints through. The existence of a complaint platform can help the Sidoarjo Regency Investment and One-Stop Integrated Service Office to conduct evaluations based on complaints felt by the public during the processing of licensing services.

Facilities and Infrastructure

Facilities and infrastructure are facilities needed in the provision of services. Facilities are anything that can be used as a tool to achieve intent and purpose. Infrastructure is anything that is the main support for the implementation of a process.

Based on the results of the public satisfaction survey data, it can be seen in the following table:

Table 10: Elements of Facilities and Infrastructure

| Elements | Elements of Service | Elements of Service Values | Service Quality |
|----------|-------------------------------|----------------------------|-----------------|
| U8 | Facilities and Infrastructure | 3.8226 | Very good |

Source: Report of the Sidoarjo Regency DPMPTSP Community Satisfaction Survey

Based on the table above, it can be seen the public response to the elements of facilities and infrastructure provided by the Sidoarjo Regency Investment and One-Stop Integrated Service Office to the public who will be processing permits. The elements of facilities and infrastructure are included in the very good category with a value of 3.8226 so that the elements of facilities and infrastructure provided are very good. Based on the results of the interviews that have been conducted, it can be concluded that the elements of facilities and infrastructure at the Sidoarjo Regency Investment and One-Stop Integrated Service Office are quite good. The facilities provided by the Sidoarjo Regency Investment and One-Stop Integrated Service Office are very comfortable for the public who are processing permits. The Sidoarjo Regency Investment and One-Stop Integrated Service Office provides facilities such as wheelchairs and toilets for the disabled. However, there are some facilities that are still lacking, such as the lack of plugs.

E. CONCLUSION

Based on the results of the discussion that has been carried out on the quality of licensing services at the Investment and One-Stop Integrated Service Office of Sidoarjo Regency using the public satisfaction survey indicator

according to the *Peraturan Menteri Pemberdayaan Aparatur Negara dan Reformasi Birokrasi Nomor 14 Tahun 2017*, it can be concluded that based on the 9 indicators used, it can be seen that the quality of licensing services at the Investment and One-Stop Integrated Service Office of Sidoarjo Regency is good. It just needs to be improved in several indicators such as service time and handling of complaints, suggestions, and input. For other indicators, it is hoped that they can maintain their quality, because service quality can affect public satisfaction when processing services.

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