

## INTISARI

### PENYELENGGARAAN PERIZINAN MELALUI SISTEM PELAYANAN TERPADU SATU PINTU (*ONE STOP SERVICE*) DALAM RANGKA MENINGKATKAN INVESTASI (STUDI DI KOTA SURAKARTA)

Oleh

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Tujuan penelitian ini untuk mengetahui implementasi penyelenggaraan perizinan melalui sistem pelayanan terpadu satu pintu (*one stop service*), mengevaluasi keberhasilan penyelenggaraan perizinan melalui sistem pelayanan terpadu satu pintu (*one stop service*), dan mengetahui kendala yang dihadapi dalam implementasi penyelenggaraan perizinan melalui sistem pelayanan terpadu satu pintu (*one stop service*) dalam rangka meningkatkan investasi di Kota Surakarta.

Penelitian ini termasuk tipe yuridis empiris dengan jenis deskriptif evaluatif, dengan menggunakan pendekatan kualitatif. Data penelitian yang digunakan berupa data primer dan data sekunder, yang terdiri dari bahan hukum primer, bahan hukum sekunder dan bahan hukum tersier. Responden penelitian adalah pejabat yang berwenang menangani pelayanan perizinan terpadu, dan pemohon perizinan investasi. Penentuan responden dengan tehnik *purposive sampling*. Alat pengumpul data berupa wawancara dan studi dokumen. Analisis data secara kualitatif dengan teknik *theoretical interpretation*.

Dari hasil penelitian disimpulkan bahwa penyelenggaraan pelayanan perizinan terpadu satu pintu (*one stop service* atau OSS) di Kota Surakarta dimulai 7 Desember 2005, namun pelaksanaannya belum mantap karena Unit Pelayanan Terpadu Kota (UPT) sebagai lembaga teknis pelaksana belum masuk dalam Struktur Organisasi dan Tata Kerja Perangkat Daerah, dan operasionalisasinya hanya diatur berdasar keputusan dan peraturan eksekutif (walikota). Perda No. 6 Tahun 2008 tentang Organisasi dan Tata Kerja Perangkat Daerah Kota Surakarta, telah memberikan dasar hukum lebih mantap, dan UPT sebagai penyelenggara perizinan telah ditingkatkan menjadi Kantor Pelayanan Perizinan Terpadu (KPPT). Penerapan OSS telah berhasil meningkatkan nilai investasi yang cukup signifikan yaitu sebesar 32,70%/tahun, jauh lebih tinggi dari masa sebelumnya. Kendala dalam penyelenggaraan OSS adalah regulasi kelembagaan, koordinasi pembinaan dan pengawasan, sarana prasarana dan teknologi informasi, kualitas sumber daya manusia, dan kesadaran masyarakat.

**Kata Kunci:** Penyelenggaraan Perizinan, Pelayanan Terpadu Satu Pintu, Investasi

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## ABSTRACT

### MANAGEMENT OF PERMIT THROUGH INWROUGHT SERVICE SYSTEM (ONE STOP SERVICE) IN ORDER TO IMPROVING INVESTMENT (STUDY IN SURAKARTA)

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The aims of this research are to know implementation management of permit through one stop service, evaluating efficacy of management of permit through one stop service in order to improving investment, and know constraint faced in implementation of permit management through one stop service in order to improving investment in Surakarta

This research type is empirical juridical with descriptive evaluative, by approach qualitative. The data in the form of primary data and data of secondary, what consist of materials punish primary, materials punish tertiary law materials and secondary. Research respondent is official functionary handle service of inwrought permit, and applicant of investment permit. Determination of responder technique is purposive sampling. Data are collected by document study and interview. The method of analyze is qualitative with theoretical interpretation technique that is interpretation based on norm or regulation and theory to is later, then pulled conclusion.

From the result of research, it is concluded that management of service of inwrought permit one door (one stop or service of OSS) in Town of Surakarta started by 7 December 2005, but its execution not yet settled because Inwrought Unit Service of Town (UPT) as technical institution of executor not yet entered in Organization Chart and Administration Peripheral of Area, and its only arranged based on decision and regulation of executive. District Regulation Number 6, 2008 about Organization and Administration Peripheral Of Area Town of Surakarta, have given steadier legal fundament, and UPT as organizer of permit have been improved to become Office Service of Inwrought Permit (KPPT). Applying of one stop service have succeeded to improve investment value which enough significant that is equal to 32,70%/ year, much higher from a period of previously. The constraint in management of OSS are institute regulation, co-ordinate observation and construction, public equipment and information technology, quality of human resources, and awareness of the society.

**Key Words:** management of permit, one stop service, investment.

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