

## **ABSTRACT**

*Using a qualitative method, this paper aims to analyze how the public service integration at DKI Jakarta Provincial Public Service Mall (DKI Jakarta Provincial MPP) as been implemented towards a whole of government approach. This research is conducted by using a qualitative descriptive method. Data are collected through in-depth interview, participatory observation and literature review.*

*This paper concludes that DKI Jakarta Public Service Mall in general is a good thing and has a positive flavor in encouraging public officials to be more open and transparent in serving citizens. However, the bold program also seems to put too high expectations on the co-location of departments without sufficient investment in the supporting architecture that supports integration and sustainability.*

*Supporting architecture in this case is meant by creating designs and supporting organizational structures, fostering shared cultural values, and building a supportive data and information exchange system*

***Keywords: Joined-Up Government, Public Service Delivery, Service Integration, Whole of Government.***