

Pelayanan Publik Pengurusan Surat Keterangan Izin Toko Obat di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru

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Abstrak

Penelitian dilatarbelakangi oleh pelayanan publik pengurusan surat keterangan izin toko obat di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) kota Pekanbaru berikut ini: (1) Masih banyak toko obat yang belum memiliki izin dari Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) kota Pekanbaru, (2) Peraturan daerah tentang peizinan toko obat sudah ada, tetapi tidak diimplementasikan sesuai dengan isi kebijakan, (3) Kurangnya pengawasan dari petugas dalam menindak penjualan obat di toko obat yang tidak memiliki izin. Penelitian ini bertujuan untuk: untuk mengetahui pelayanan publik pengurusan surat keterangan izin toko obat di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru. Penelitian ini adalah penelitian deskriptif dengan pendekatan kuantitatif. Hasil penelitian diketahui bahwa: 1) Responsivitas pelayanan pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru adalah cukup baik 2) Responsibilitas pelayanan pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru adalah cukup baik. 3) Akuntabilitas pelayanan pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru adalah cukup baik. 4) Keadilan pelayanan pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru adalah cukup baik. 5) Efisien Pelayanan pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru adalah cukup baik, 6) Kesederhanaan pelayanan pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru adalah cukup baik, 7) Keterbukaan pelayanan pegawai Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru adalah cukup baik. Sehingga dapat disimpulkan bahwa Pelayanan Publik Pengurusan Surat Keterangan Izin Toko Obat Di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Pekanbaru adalah cukup baik.

Kata Kunci : Pelayanan, Pelayanan Publik, dan Apotek dan Toko Obat.

***Public Service Management of Drug Store Permit Certificate in Pekanbaru City
Investment and One Stop Service (DPMPTSP) Service***

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Abstract

The research was motivated by the public service of obtaining the following drug store permit documents in the Pekanbaru Investment and One Stop Service (DPMPTSP): (1) There are still many drug stores that do not have permission from the Investment Service and One Stop Services (DPMPTSP) the city of Pekanbaru, (2) Local regulations concerning licensing of drug stores already exist, but are not implemented in accordance with the contents of the policy, (3) Lack of supervision from officers in cracking down on drug sales at drug stores that do not have permits. This study aims to: to find out the public service of handling a drug store permit certificate in the Pekanbaru City Investment and One-Stop Service (DPMPTSP). This research is a descriptive study with a quantitative approach. The results of the study revealed that: 1) Responsiveness of the service of the Investment Office and the One Stop Services (DPMPTSP) of Pekanbaru City is pretty good. 2) Responsibility of the service of employees of the Investment Services and One Stop Services (DPMPTSP) of Pekanbaru City is pretty good. 3) Accountability of the service of employees of the Investment and One Stop Services (DPMPTSP) of Pekanbaru City is pretty good. 4) Fairness of the service of employees of the Investment and One-Stop Services (DPMPTSP) of Pekanbaru City is pretty good. 5) Efficient Employee Service of the Investment Service and One Stop Services (DPMPTSP) of Pekanbaru City is pretty good, 6) Simplicity of service of staff of the Investment Service and One Stop Services (DPMPTSP) of Pekanbaru City is pretty good, 7) The transparency of the service of employees of the Investment and One-Stop Services (DPMPTSP) of Pekanbaru City is pretty good. So that it can be concluded that the Public Service Management of the Certificate of Drug Store Permit at the One Stop Integrated Service and Investment Services (DPMPTSP) of Kota Pekanbaru is pretty good.

Keywords: *Services, Public Services, and Pharmacies and Drug Stores*