

**EVALUATION OF PUBLIC SERVICE IN DINAS OF INVESTMENT
AND SERVICE INTEGRATED ONE DOOR
DUMAI CITY
(STUDY LICENSING CATERING)**

ABSTRACT

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Keywords : evaluation, public service, dinas of investment and service integrated one door

This study aims to know and analyze the evaluation of public service in dinas of investment and service integrated one door dumai city with indicators 1) effectiveness; 2) efficiency; 3) adequacy; 4) similarity or leveling; 5) responsiveness; 6) provision. This type of research is descriptive survey. The method used is quantitative method, which is prioritize the list of questionnaires, observation, interviews as a means of data collection. Population and sample in this research is intended for head of department in DPMPTSP, secretary of DPMPTSP, head of licensing, and employee of carries out in the field of licensing. The sampling technique used is purposive sampling. Primary data include data on evaluation of public service in dinas of investment and service integrated one door dumai city, collected by questionnaire questionnaire technique, observation, interview. Data that can be obtained, processed by means of frequency table. Based on the analysis, the researcher concludes that the evaluation of public service in dinas of investment and service integrated one door dumai city, which is seen from the above indicator of the percentage number of 73,3 % with good category evaluation of the implementation of public services, it can be proven from six indicators of effectiveness, efficiency, adequacy, similarity or leveling, responsiveness, and provision, almost all of the indicators are in fairly good category. Recommendations to consider in order to improve the implementation of public services need to be trained for DPMPTSP employees for the socialization team or conselling in the novice voter community so that the employees have a good and creative strategy. Need socialization and supervision of SOP to be followed and followed. Commitment of DPMPTSP employees to rule management is required.