

**INTEGRATED SUB DISTRICT ADMINISTRATION SERVICES ANALYSIS
(PATENT) ON RUMBAI SUB DISTRICT IN PEKANBARU
(Study on Housing Referral Permit or Boarding House)**

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Modern government is essentially a service to the public, the government is not held to serve itself. One of the government agencies in charge of implementing the public service is the Sub District. In order to accelerate accomplishment Sub District Integrated Administrative Service, it also reinforced by Minister of Internal Affairs policy No. 138-270 Year 2010 on Technical Guidelines for the Sub District Integrated Administrative Service. Through a sub districts integrated administrative service, the public can obtain fast service, easy, transparent and accountable. This study uses a qualitative method with descriptive type. There are several problems phenomena related to public services, namely in terms of employee attitudes, the length of time of its completion, the lack of adequate facilities and lack of information. Focusing problems in this study is limited to the Sub District Integrated Administrative Service in granting Housing Referral Permit or Boarding House. The researchers' goal is to observe the Sub District Integrated Administrative Service (PATENT) on Rumbai Sub District in Pekanbaru (Study on Housing Referral Permit or Boarding House) and to identify the obstacles to taking care of service. Based on head of Sub District Policy Number: Kpts / 23 / KR / IX / 2014, concerning PATENT in Sub District Rumbai. Therefore the service which is organized by the Sub District Rumbai Pekanbaru in organizing PATENT must be in accordance with the delegation of authority to the sub district from Pekanbaru Mayor. The survey results revealed that the result of the measurement indicators above can be said that the Sub District Integrated Administrative Service in the Rumbai Sub District Office on Pekanbaru (Study on Housing Referral Permit or Boarding House) has been going pretty well, although in terms of procedures, time and cost of services there is still a shortage. Factors obstacle is still the employees who are not fair, yet the ease of every stage of the service provided to the public can be seen from the terms of service, timeliness, facilities for employees and Conformity between the fees paid to the cost that has been specified in the standard.

Keywords: *Integrated Sub District Administrative Services, Housing Referral Permit or Boarding House*