

ABSTRACT

In this era of bureaucratic reform, the government is required to be able to carry out services to the community quickly, fairly and transparently. Therefore, government agencies responsible for the implementation of public services must perform services as well as possible because this public service will have a broad impact, especially on the belief of the community to the government.

This study aims to provide an evaluation of the performance of the Department of Investment and Integrated Licensing Kulon Progo Regency and know the level of satisfaction of the community receiving the licensing service. The type of research used is descriptive qualitative by conducting field research, while the method of data collection by distributing questionnaires, interviews and field observation

The population of this study is the people who get services and apparatus of public service providers at the Department of Investment and Integrated Licensing Kulon Progo Regency. The number of samples of people who received services as many as 100 respondents and public service providers apparatus as many as 5 samples. Sampling of people who get service is done by convenience sampling method, while for apparatus of public service provider is done by non probability method with Purposive Sampling technique. The analysis technique used is qualitative descriptive.

Based on the results of the research, it is known that the performance of the Department of Investment and Licensing Integrated Kulon Progo Regency is good enough where the achievement of financial realization reached 97.07%, while the achievement of performance realization reached 97.21%. The quality of public service performance at the Department of Investment and Integrated Licensing of Kulon Progo Regency is categorized as B (Good), with the value of Community Satisfaction Index (IKM) of 74.69 (seventy four point sixty nine).

Kata kunci : Service, effectiveness, performance.

