



# Digital Receipt

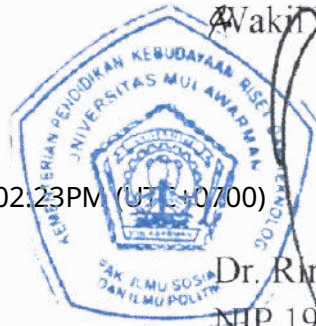
This receipt acknowledges that Turnitin received your paper. Below you will find the receipt information regarding your submission.

The first page of your submissions is displayed below.

# 21%

## SIMILARITY INDEX

Submission author: **Abdul Malik**  
 Assignment title: **JURNAL**  
 Submission title: **STUDI TENTANG IMPLEMENTASI PELAYANAN TERPADU SATU ...**  
 File name: **Jurnal\_Abdul\_Malik\_Ilmu\_Pemerintahan\_New\_1.docx**  
 File size: **101.28K**  
 Page count: **13**  
 Word count: **5,021**  
 Character count: **35,145**  
 Submission date: **19-Dec-2023 02:23PM (UTC+0700)**  
 Submission ID: **2236508815**



Wakil Dekan Bidang Akademik,

Dr. Rina Juwita, S.P., MHRIR  
NIP.198104172005012001

**Journal Ilmu Pemerintahan**  
 ISSN: 2657-2008  
 E-ISSN: 2657-2008

STUDY ON IMPLEMENTATION OF INTEGRATED SERVICES DOOR IN KUTAI KARTANEGARA DISTRICT

STUDI TENTANG IMPLEMENTASI PELAYANAN TERPADU SATU PINTU DI KABUPATEN KUTAI KARTANEGARA

Abdul Malik<sup>1</sup>, Anwar Alayats<sup>2</sup>, Balthasar<sup>3</sup>  
<sup>1,2,3</sup> Universitas Mulawarman, Samarinda, Indonesia

ARTICLE INFORMATION	ABSTRACT
Vol. XX, No. XX Page: Published: KEYWORDS: Implementasi Pelayanan Terpadu Satu Pintu di Kabupaten Kutai Kartanegara CORRESPONDENCE: Phone: +628538807444 E-mail:	<b>ABSTRACT</b> Study of the implementation of One Stop Integrated Services in Kutai Kartanegara Regency, Supervised by the Advisor Dekan, S.P., M.H., as Chair of the Advisory Commission, and Balthasar, S.P., M.Sc., as members. The purpose of this study was to identify and describe the One Stop Service in Kutai Kartanegara Regency, along with the supporting and inhibiting factors. The research location is the Office of the Investment Service and One Stop Integrated Service in the Kutai Kartanegara Regency with the address of the Regency Office Complex, Gedung Kembang II, Jl. Robert Wolter Monggoshi No.1, Tambau Village, Tenggarong, Kutai Kartanegara Regency. This type of qualitative descriptive research. Data analysis techniques using interactive models: interactive model Miles, Huberman & Saldana (2014). The results showed that the Government of Kutai Kartanegara Regency had implemented the policy of the Investment Service and Integrated Service of One Region of Kutai Kartanegara Regency, but in its implementation the delegation of permit authority occurred in continuity (gap) between service users and regulators. Aspects of supporting and inhibiting the implementation of the policy: 1) the tendency of the attitude of the local government and implementers, 2) coordination communication between the Investment Service and the One Stop Integrated Service of the Kutai Kartanegara Regency with technical SKPDs to occur (a) second, 3) inadequate resources that understand information technologies (IT) limited, 4) bureaucratic structure, Standard Operating Procedures (SOP) and Service Standards (SP) to comply with service promises. The recommended policy implementation models are: 1) improving the transmission of the delegation of authority policy so that it is clear, 2) improving the competency of human resources with education and training, 3) organization of support for local government attitudes regarding leadership commitment, 4) increasing government support for commitment in delegation of authority. From the results of the discussion, the implementer of the Investment Service and One Stop Integrated Service in the Kutai Kartanegara Regency with users SKPDs related to learning services different.