

ABSTRAK

Sri Wahyuni, Amir Muhiddin, Iswadi Amiruddin, 2025. Kualitas Pelayanan Perizinan Pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kabupaten Enrekang.

Penelitian ini membahas kualitas pelayanan perizinan pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kabupaten Enrekang. Penelitian ini bertujuan untuk menganalisis kualitas pelayanan perizinan berdasarkan indikator efektivitas, kesederhanaan, keterbukaan, dan responsivitas.

Penelitian ini menggunakan pendekatan kualitatif tipe deskriptif, yang bertujuan untuk memperoleh pemahaman mendalam dilapangan, oleh karena itu teknik pengumpulan data yang digunakan pada penelitian ini berupa observasi, wawancara mendalam dengan informan kompeten, serta dokumentasi yang relevan.

Hasil penelitian menunjukkan bahwa pelayanan perizinan pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kabupaten Enrekang telah mengalami perbaikan melalui sistem layanan digital seperti OSS, SIMBG dan SICANTIK serta penempatan petugas di kecamatan untuk mendekatkan akses layanan kepada masyarakat, namun masih menghadapi kendala seperti keterlambatan pelayanan dan kurangnya informasi, serta rendahnya pemahaman masyarakat terhadap layanan *online*. Kesimpulan dari penelitian ini, adalah meskipun pelayanan perizinan pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kab. Enrekang telah menunjukkan kemajuan, tetapi masih diperlukan peningkatan dalam hal efektivitas dan keterbukaan informasi untuk mencapai pelayanan publik yang lebih baik dan sesuai dengan harapan masyarakat.

Kata Kunci: Pelayanan Publik, Kualitas Pelayanan, Perizinan.

ABSTRAK

Sri Wahyuni, Amir Muhiddin, Iswadi Amiruddin, 2025. *Quality of Licensing Services at the Investment and One-Stop Integrated Service Office of Enrekang Regency.*

This study discusses the quality of licensing services at the Investment and One-Stop Integrated Service Office (DPMPTSP) of Enrekang Regency. The purpose of this research is to analyze the quality of licensing services based on the indicators of effectiveness, simplicity, transparency, and responsiveness.

This research uses a qualitative descriptive approach aimed at gaining an in-depth understanding in the field. Therefore, the data collection techniques used in this study include observation, in-depth interviews with competent informants, and relevant documentation.

The results show that the licensing services at the DPMPTSP of Enrekang Regency have improved through the implementation of digital service systems such as OSS, SIMBG, and SICANTIK, as well as the placement of officers in sub-districts to bring services closer to the community. However, several obstacles remain, including delays in service delivery, lack of information, and the community's limited understanding of online services. The conclusion of this study is that although the licensing services at DPMPTSP Enrekang Regency have shown progress, further improvements are still needed, especially in terms of service effectiveness and information transparency, in order to achieve better public service delivery that meets community expectations.

Keywords: *Public Service, Quality of Service, Licensing.*