

COMPARATIVE ANALYSIS STANDARD OPERATING PROCEDURE LICENSING SERVICE IN SAMARINDA CITY

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ABSTRACT

This study aimed to analyze the comparison of Standard Operating Procedures (SOP) and the implications of SOP UPT (*Unit Pelayanan Terpadu*) and BPPTSP (*Badan Pelayanan Perizinan Terpadu Satu Pintu*) in Samarinda. This research uses descriptive qualitative key informant with Snowball sampling method. The results showed that the comparative illustration of the requirements from UPT to BPPTSP grew into more detail and detail, then the files are submitted by the applicant through the inspection in completing the filing requirements permit. Implementation of the mechanism UPT to BPPTSP adapted to the legislation in 2011 that contains that the files in BPPTSP have been accepted, it will be processed directly by a technical team and instantly verify the applicant's file. In case of the implications of the comparison UPT and BPPTSP about the income it produces based on the improvement of how quickly the settlement of the permissions and license fees that have helped for improving performance in BPPTSP while the implications of results from the influence of settlement permissions in BPPTSP makes the service becomes better. Implications for time efficiency measured by the settlement process and checked by technical team. This shows that the mechanism and the settlement permission in BPPTSP suitable with the objectives of changing UPT becomes BPPTSP.

Keywords: Comparative analysis, standard operating procedures, services, licensing.