

## ABSTRAK

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Program Studi: Ilmu Pemerintahan

Judul : Pelayanan Administrasi Terpadu Kecamatan (Studi di Kecamatan Randuagung Kabupaten Lumajang)

Kecamatan Randuagung adalah salah satu Kecamatan yang menyelenggarakan Pelayanan Administrasi Terpadu Kecamatan (PATEN), Pelimpahan sebagian wewenang Bupati Lumajang kepada Camat Randuagung ini meliputi perijinan dan Non perijinan, Penelitian ini dimaksud mencoba mengamati bagaimana Pelayanan Administrasi terpadu Kecamatan (PATEN) di Kecamatan Randuagung apakah sudah baik atau belum baik. Penelitian ini menggunakan Metode Deskriptif Kualitatif yang berarti data-data yang dikumpulkan berupa kata-kata dan gambar, dan bukan angka-angka, Hasil penelitian menunjukkan bahwa Kecamatan Randuagung Sudah Menyelenggarakan PATEN dengan Baik tetapi dari segi Pelayanan memang terus membutuhkan perbaikan agar PATEN pelayanan di Kecamatan Randuagung semakin baik, Kecamatan Randuagung sudah memenuhi syarat sesuai dengan permendagri Nomor 4 tahun 2010 tentang pedoman pelayanan administrasi terpadu Kecamatan, baik secara substantif maupun administratif tetapi secara teknis masih perlu diperbaiki, tidak adanya nomor antrian dalam pelayanan di kecamatan Randuagung juga membuat kesusahan buat masyarakat karna pemberi pelayanan lebih mendahulukan golongan, Pejabat penyelenggara PATEN di Kecamatan Randuagung Sudah Terlaksana dengan baik sesuai dengan keputusan Camat Randuagung Nomor 188.45/14/27.108/2018 Tentang pembentukan tim pelaksana. Dalam Keputusan Bupati Lumajang No 188.45/85/427.12/2017 Tentang Pelimpahan sebagian wewenang bupati kepada camat ada 3 ijin dan 14 Non perizinan semua terlaksana tetapi dalam pemberian pelayanannya masih kurang baik contohnya masih banyak masyarakat yang belum izin untuk usaha.

**Kata Kunci:** Pelayanan, Administrasi Terpadu, Kecamatan

## ABSTRACT

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*Randuagung district is one of the districts that organizes District Integrated Administration Services (PATEN), the delegation of the Lumajang Regent's authority to the Randuagung District Head includes licensing and Non-licensing. This research is intended to observe how the District Integrated Administration Service (PATEN) in Randuagung District is already good or not good. This research uses Qualitative Descriptive Method which means that the data collected in the form of words and pictures, and not numbers, the results of the study show that the District of Randuagung Has Organized PATEN well but in terms of Service it continues to require improvement so that PATEN services in the District Randuagung is getting better, district Randuagung has fulfilled the requirements in accordance with Permendagri Number 4 of 2010 concerning the guideline of District integrated administration services, both substantively and administratively but still technically needs to be fixed, the absence of queue numbers in services in Randuagung sub-district also makes the community difficult. service providers give priority to class, PATEN organizer officials in Randuagung District have been implemented well in accordance with the decision of the Randuagung District Head Number 188.45 / 14 / 27.108 / 2018 Regarding the formation of the implementing team. In the Decree of the Regent of Lumajang No. 188.45 / 85 / 427.12 / 2017 concerning the delegation of the authority of the regent to the district head there were 3 permits and 14 non-permits were all carried out but in the provision of services it was still not good for example there were still many people who had not been permitted to take care.*

**Keywords:** *Service, Integrated Administration, District*