

THE SERVICE QUALITY OF THE MINING BUSINESS PERMIT: STUDY IN THE INTEGRATED BUSINESS PERMIT SERVICE AGENCY OF TASIKMALAYA CITY

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Abstract: *In public services, the step that needs to be considered by the government bureaucracy is how to increase awareness of the public interest, and for that the quality of public services by the government bureaucracy that has high dedication and loyalty will certainly be more relevant to current conditions. Government bureaucracy should be a channel of devotion and high loyalty to services that are oriented to the public interest, not vice versa which is abuse of power or authority. In carrying out its duties or functions of the government bureaucracy must be aware of changes both internally and externally. The tendency inherent in the government bureaucracy is the lack of attention to affordability and equity in service to the public interest. Easy, cheap, fast, right safe and comfortable service is fundamental to the public, because it can be seen from the socio-economic conditions that they cannot get expensive services. It is unfortunate that in fact, seeing that there are still many bureaucrats that tend to avoid public interests, that is why the level of the service quality for the public is still low. This study aims to analyze and describe the service quality of the mining business license in the Integrated Licensing Service Agency of Tasikmalaya City. The statement of the problem is that the service quality of the mining business licenses is still not good, while the formulation of the problem is how is the service quality of the mining business license at The Integrated Licensing Service Agency of Tasikmalaya City? The usefulness of this research is generally useful for aspects of scientific development in public administration, and is particularly useful in developing the public service quality . The research method used is a survey. Data collection techniques through primary and secondary data with presentation analysis. The results showed that the quality of public services in the mining business permit services in The Integrated Licensing Service Agency of Tasikmalaya City was not good.*

Keywords: *Government Bureaucracy, Quality of Public Servoants*

1. INTRODUCTION

In the era of globalization with competitive conditions that are quite tight and full of challenges, government officials are required to be able to provide the best service to the community and oriented to the needs of the community. The quality of service to the community is one indicator of the success of government officials. The state as a public organization, is basically formed for the implementation of community services and is not intended to grow to be large so that it kills other public organizations. Although public organizations have characteristics that are different from business organizations, but there is no harm in its operations adhering to the paradigm adopted in business organizations, namely: efficiency, effectiveness, and placing the community as stakeholders that must be served as well as possible. The focus of the dynamics of service quality improvement lies in the satisfaction of the

people here who act as stakeholders, therefore it is necessary to understand matters relating to society. Society in this context is everyone who demands a public organization to meet certain quality standards and that arena influences public organizations.

Basically, an organization engaged in the service sector, the key to success lies in the quality of services provided to the community (service users). It must also be realized that service and community satisfaction as service users is a vital aspect in order to maintain the existence of an organization. Even so, to realize overall satisfaction is not easy, especially since the community is now more educated and truly understands its rights. People will always pay attention to all their rights and use them as maximum as possible to get satisfaction of needs. In organizations both governmental organizations and private organizations in achieving their goals are essentially dependent on the role of the qualified human resources. For this reason, serious attention is needed to the development of human resources.

Humans are indeed one of the most important elements in every organizational life. In an organization, both government and private organizations, even though the available funds are sufficient and the work tools are very modern, all will not mean if the people in the working organization environment do not play their role properly.

In the context of good governance, public service is the main gate of bureaucratic agency reform because public service is a space where the community and state apparatus interact directly with the community. This is where public services should be more responsive to the public interest because transparent policies, procedures and deviant behavior will be monitored. The public service paradigm develops from a service that is centralistic to service that focuses more on managing customer satisfaction.

The low quality of public services in the City of Tasikmalaya is often the spotlight in the community. Communities as users of public services are the ones who are very disadvantaged. Convoluting procedures, the absence of a clear standard of cost, injustice, and unresponsive service personnel are some of the things that are complained about.

Human resources that need to be considered in an organization, especially government, are employees. Every employee is an important element that is capable of carrying out service duties in government. Employees are the spearhead of the smooth running of the organization, they have the ability to be self-serving as servants and serving the community and the country. The ability of the employee is accompanied by knowledge and skills in carrying out tasks and work so that failure and misuse of work tasks can be avoided.

The government as one of the public service providers is responsible for the quality of this public service. This is also related to the role of the government as a servant of the state and public servants. This is contained in the attachment of the Minister of PAN Decree No. KEP/25 / M.PAN/2004 dated February 24, 2004, namely one of the functions of the government is to serve the community so that the

government must strive to improve the quality of service. It is fitting for the government to reform the paradigm of public services.

The reform of the service paradigm is a shift in the pattern of organizing public services from what was originally oriented to the government as a provider to services that are oriented to the needs of the community as users. That way, there is no other alternative to start improving public services other than as soon as possible to listen to the public voice itself. This is what will be the way to increase community participation efforts in the field of public services. To make efforts to improve quality in public services, it is necessary to develop a plan. The concept of development with various dimensions applied to an area often finds the fact that concepts require modification or adjustment. In an effort to realize this desire, at least the local government has a concept of development. Development will run well if it starts with a good planning, and good planning has gone through a planning process itself by involving many parties so that its result is joint planning and the implementation is carried out jointly.

From the above concept, it can be concluded that development is carried out in various dimensions and one of the dimensions of development is service to the community. Society as appropriate stakeholders deserves proper service from the government as state servants. To realize excellent service to the community, a plan must be prepared. Whatever the planning strategy, it is definitely better than no planning at all for an organization. Society is the party that is the object of service provided by the government, therefore in the preparation of the planning in the public service to the community is necessary so that the planning truly accommodates the needs of the community itself.

Therefore the Integrated Licensing Service Agency is one of the Regional Apparatus Organizations in the City of Tasikmalaya based on Regional Regulation No.8 concerning the establishment of an Integrated Licensing Service Agency engaged in the licensing services that will always provide services that have more value to the public where it is supported by transparency and accountability in the licensing services. It reflects the disclosure of information to the public as a licensing service stakeholder in accordance with applicable regulations. This is further strengthened by Law No. 25 Year 2009 concerning public services that require public service providers to package information on public services that are demanded to be more effective and relevant and in addition to Law No. 25 Year 2009 concerning Public Services that aims:

1. Realization of clear boundaries and relationships regarding rights, responsibilities, obligations and authority of all rights related to the implementation of public services;
2. The realization of a proper public service delivery system in accordance with the general principles of good governance and corporation;
3. The fulfillment of the implementation of public services in accordance with the laws and regulations; and
4. The realization of legal protection and certainty for the community in the implementation of public services.

The Integrated Licensing Service Agency in achieving professional, fast, easy, transparent and accountable licensing services is not easy without accompanied by professional apparatus resources. Because at this time many government officials are ignoring their duties and functions as public servants so that there is a quality of public services that are not in line with people's expectations.

Service quality is often used to see how public services perform. Public service in the Integrated Licensing Service Agency of Tasikmalaya City is one of the main task functions. The quality of service reflects the quality of the agency in carrying out its duties and functions. Through public services carried out for the community, the "face" of the agency figure will be widely assessed by the community. Good quality of service will portray good government agencies in the eyes of the people. Poor public services will not create satisfaction in the community. From here it can be concluded and used as a benchmark in realizing satisfaction in the community for services provided, agencies and government must be able to provide the best service by evaluating aspects of the quality of service available.

The service of making the Mining Business Permit in the Integrated Licensing Service Agency of Tasikmalaya City is in accordance with the established procedure where the Integrated Licensing Service Agency of Tasikmalaya City provides transparent, accountable, participatory services proven by the existence of media information in the form of a web site where every community can easily access information about making a Mining Business License.

Based on the results of the assessment conducted by the authors in the field, there are symptoms that indicate that there is still a lack of service that is not in line with expectations.

The symptoms that I find include:

1. The cost of making a Mining Business License which was originally not charged is in the field there is a cost of exposure.
2. When making a Mining Business License in the 14-day Standard Operating Procedure (SOP), it turns out that the field can reach more than fourteen days.
3. The actual procedure for making a Mining Business License does not have a penny and the time for making 14 days is contained in Regulation No. 8 Year 2008.

In connection with this background, the author is interested in knowing more about the quality of service of the mining business licenses in the Integrated Licensing Service Agency located in the City of Tasikmalaya. Based on the description above, the writer gets interested in conducting research with the title " The Service Quality of the Mining Business Permit at the Integrated Licensing Service Agency of Tasikmalaya City".

Starting from the background of the research, the formulation of the problem is as follows: How is the service quality of the mining business permit by the Integrated Licensing Service Agency of Tasikmalaya City?

The purpose of this study was to describe the quality of public services in the mining business licenses by the Integrated Licensing Service Agency of Tasikmalaya City.

The results of this study are expected to contribute practically, and academically. Practical contribution, in the form of input to Kota Tasikmalaya in an effort to improve the quality of services, especially in mining business permit services. Academic donations, in the form of enrichment references on the theory and practice of the implementation of public services, especially the improvement of the mining business permit services carried out by the Integrated Licensing Service Agency of Tasikmalaya City.

Literature review

Quality of Public Service. According to Tjiptono (2000:51) The concept of quality itself is often considered a relative measure of goodness consisting of the quality of design and the quality of conformity. The quality of design is a function of product specification, while the quality of conformity is a measure of how far a product is able to meet the requirements or quality specifications that have been set. So quality is a dynamic condition that relates to products, services, and environments that meet or exceed expectations.

Application of service quality is basically for all functions, this is stated by Gaspersz (2002: 20) that quality is applied to all functions including administration. Improving the quality of service is not a process that functions on all operating lines, but must function on all lines, including administration functions.

Etymologically, service is a matter or method of serving. Kotler (1984:464) terminologically stated Service is all actions or performance that an institution can offer or give to another party fundamentally seems unreal and does not cause ownership of everything. The results of these services must or should not be related to results rather than physical products.

Moenir (2003:16), said that service is a process of meeting needs through the activities of others directly. Awareness of the importance of public services and management in government circles is still very weak.

Sinambela (2007:420) Service is the process of meeting needs through other people's activities directly, a concept that is always actual in various institutional aspects. Not only in business organizations, but has expanded more broadly in the order of government organizations. This is due to the development of increasingly advanced science and technology and very tight global competition.

Hardiyansyah (2011:147) In the context of public services, that public service, is to prioritize the public interest, facilitate public affairs, shorten execution time and provide satisfaction to the public.

Public services are as all forms of service, both in the form of public goods and public services which in principle are the responsibility and carried out by government agencies at the center, in the regions and in the environment of State-Owned

Enterprises or Regional-Owned Enterprises in order to fulfill the needs the community and in the framework of implementing the provisions of legislation.

The Nature of Public Service. By referring to the Decree. Menpan No.63 of 2003 concerning Guidelines for Service Providers, the provision of services to the public or the public carried out by public service providers, namely government agencies, includes the following:

- 1) The essence of public service is the provision of excellent service to the community which is the realization of the government's obligation as a public servant.
- 2) The principle of public service is to be able to provide satisfactory services for service users, service providers must fulfill the following service principles:
 - a. Transparency, which is open, easy and accessible to all parties who need it and is provided adequately and easily to understand.
 - b. Accountability, which can be accounted for in accordance with statutory provisions.
 - c. Conditional, that is in accordance with the conditions and abilities of service providers and recipients of services by sticking to the principles of efficiency and effectiveness.
 - d. Participatory, namely encouraging community participation in the delivery of public services by taking into account the aspirations, needs and expectations of the community.
 - e. Equality of rights, namely non-discrimination means that it does not differentiate between ethnicity, race, religion, class, gender and economic status.
 - f. The balance of rights and obligations, namely the giver and recipient of public services must fulfill the rights and obligations of each party.
- 3) The principle of public service, that public services must fulfill several principles as follows: Simplicity, Clarity, Time Certainty, Accuracy, Security, Responsibility, Completeness of facilities and infrastructure, Ease of access, Discipline, Decency and Friendliness, and Comfort.

Purpose of Public Service. Theoretically, the purpose of public service is basically to satisfy the community. According to Sinambela et al. (2007:6) To achieve that satisfaction requires the quality of excellent service reflected in:

- 1) Transparency, which is a service that is open, easy and accessible to all parties who need it and is provided adequately and is easy to understand.
- 2) Accountability, namely service can be accounted for in accordance with the provisions of the legislation,
- 3) Conditionally, namely services that are in accordance with the conditions and abilities of the giver and recipient of the service by sticking to the principles of efficiency and effectiveness,

- 4) Participatory, namely services that can encourage community participation by paying attention to the aspirations, needs and expectations of the community,
- 5) Equality of rights, namely services that do not discriminate from any aspect, especially ethnicity, race, religion, class, and social status,
- 6) Balance of rights and obligations, namely services that consider aspects of justice between the giver and recipient of public services.
- 7) Framework
- 8) What is the quality standard for public services? The standard of public service that requires superior service is speed, accuracy, friendliness, comfort. Therefore, to assess the quality of public services offered in various dimensions. But the dimensions that are well known for measuring service quality or service are the concepts of Zeithaml, Parasuraman and Berry (1985:26) as follows:
 1. Tangibles: service quality in the form of office physical facilities, computerized administration, waiting rooms, information places,
 2. Reliability: capabilities and constraints to provide trusted services,
 3. Responsiveness: the ability to help and provide services quickly and accurately, and responsive to consumer desires,
 4. Assurance: the ability and friendliness and courtesy of employees in ensuring consumer confidence,
 5. Empathy: firm but caring attitude from employees to consumers,
 6. Success in developing and implementing excellent service is inseparable from the ability and selection of the concept of approach.

According to Barata (2003:31) To measure the quality of service or service excellence, namely: (1) Ability (ability), (2) Attitude (attitude), (3) Appearance (appearance), (4) Attention (attention), (5) Actions, and (6) Accountability.

Some dimensions or attributes that must be considered in the quality of service or quality of public service according to Gaspersz (2002:2) are as follows: 1) Timeliness of service; 2) Service accuracy; 3) Politeness and sincerity in providing services; 4) Responsibility; 5) Completeness; 6) Ease of getting services; 7) Variation in service models; 8. Personal service; 9) Convenience in obtaining services; 10) Other supporting attributes.

The opinion that states the close relationship between government bureaucracy and the quality of public services is public service products are basically the responsibility of the government bureaucracy to provide it. The basis of service is public policy . If a policy has been decided then a system is needed to implement it, this system is called bureaucracy. Because of that the role of government bureaucracy in the implementation of public policy is very dominating, including in public service products, is the responsibility of the government bureaucracy to provide it.

Research methods

The method used is descriptive. According to Sugiyono (2001:6) "Descriptive research is research conducted on independent variables, namely without making

comparisons or connecting with other variables". The definition of descriptive method as follows, descriptive research method can be interpreted as a problem solving procedure that is investigated by describing / describing the state of the subject/object of a person's research, institution, society and others at the present time based on the facts visible or as it is.

Data is collected through three main sources, namely primary data obtained from respondents, secondary and written data sources, such as reports, and direct field observations.

Primary data or respondents, namely the service users as many as twenty people who were the target of the study.

Written secondary data is obtained from reports and other documents related to this research.

Field observations were carried out directly to the object that was the target of the study.

Data collection techniques used in this study include:

- 1) Distributing questionnaires to respondents who use mining business permit services
- 2) Observation, namely direct observation when service is carried out by the Integrated Licensing Service Agency of Tasikmalaya City to users of mining business permit services.
- 3) Documentation study, namely by using documentation studies, is done by reviewing several reports or other documents related to research problems.

The data obtained, specifically regarding how the quality of services carried out by the Integrated Licensing Service Agency of Tasikmalaya City Tasikmalaya to uses quantitative methods using frequency tabulations sourced from the results of questionnaires. Then, The data is related to the theoretical foundation that has been put forward, then linked also to the subject matter of concern in this study.

The number of respondents in this study were 20 who made licenses of the mining business at the Integrated Licensing Service Agency of Tasikmalaya City.

2. DISCUSSION

Display. measured from: room peace, clarity of tasks and responsibilities, consistency of procedures and methods of carrying out tasks, consistency of words and actions, acceptance, hospitality and courtesy in service, ease of phone / cellphone connection, ease of parking and environmental cleanliness.

Quiet Room. Based on the results of the study that the serenity of the room where the service is at the Integrated Licensing Service Agency of Tasikmalaya City, respondents generally answered well. The tranquility of the room needs to be supported by the provision of a service place equipped with waiting or guest room facilities that can create an orderly, comfortable, clean and safe situation for service

applicants. The waiting room is in accordance with the arrival volume of guests, equipped with seating and tables or places to write, guest toilets, trash bins and more.

Clarity of duties and responsibilities. Clarity of duties and responsibilities is obtained that respondents respond to the clarity of duties, and the responsibilities of employees at the Integrated Licensing Service Agency of Tasikmalaya City Tasikmalaya are good. One of the principles of the implementation of public services is the responsibility, namely the leader of public service providers or officials who are appointed to be responsible for the implementation of services and settlement of complaints or problems in the implementation of public services.

Consistency of procedures and methods for carrying out employee duties. In the opinion of respondents in general, it is good. Consistency of procedures and methods of implementing employee duties by the Integrated Licensing Service Agency of Tasikmalaya City will be very good if the working mechanism or order of services, meaning the number of tables passed in the process of service procedures must be simple. Arranged in a series of procedures that only relate or pass the cover, the table of officials or officers who have a binding function in the service process. Consistency of speech and action is a must in the service process.

Acceptance of Employees in Service. In the opinion of respondents, employee acceptance in services at the Integrated Licensing Service Agency of Tasikmalaya City generally answered well. Acceptance of employees in the service process by paying attention to such greetings, smiles and greetings will make customers happy and will strengthen trust between those who serve and those who are served, so that employee reception is very good. One of the principles of public service is the equality of rights that is not discriminatory in the sense of not differentiating ethnicity, race, religion, religion, class, gender, and economic status.

Friendliness of Employees in Service. In the opinion of respondents, the friendliness of employees in the service at the Integrated Licensing Service Agency of Tasikmalaya City can generally respond well. Employee friendliness in the service process is a thing that is coveted by customers and will realize comfort in the service process, so that the friendliness of employees can be categorized very well.

Polite Courtesy of Employees in Service. According to the polite respondent's opinion, employees in the service at the Integrated Licensing Service Agency of Tasikmalaya City generally responded well. In the legislation it is stated that the executor in organizing public services must behave politely and kindly.

Ease of communicating. In the opinion of respondents, the ease of communicating of respondents generally answered well. One of the principles of the implementation of public services is the ease of access, namely the place and location of adequate service facilities or infrastructure, easily accessible by the community and can utilize communication and information technology.

Parking Ease. In the opinion of respondents, the ease of parking in the Integrated Licensing Service Agency of Tasikmalaya City generally answered well. One of the general guidelines for the implementation of public services is the

convenience of a service environment that must be orderly, regularly provided a comfortable, clean, neat waiting room, beautiful and healthy environment and equipped with service support facilities, such as parking, toilets, places of worship and others.

Environmental Hygiene. In the opinion of respondents the environmental cleanliness of the Integrated Licensing Service Agency of Tasikmalaya City generally responded well. One of the general guidelines for the implementation of public services is the convenience of a service environment that must be orderly, regularly provided a comfortable, clean, neat waiting room, beautiful and healthy environment and equipped with service support facilities, such as parking, toilets, places of worship and others.

Reability, measured from: actions and methods of employees in serving, employee cooperation, timeliness, employee reliability, employee seriousness, employee responsibility, employee commitment, employee competency, employee friendliness, and employee maturity shows.

Action and Way of Employees to Serve. In the opinion of respondents at the Integrated Licensing Service Agency of Tasikmalaya City, they generally responded well. In the public service policy, it is stated that the executor in organizing public services must behave as follows: (a) fair and non-discriminatory; (b) careful; (c) polite; (d) firm, reliable, and does not give a protracted decision; (e) professional; (f) does not complicate it; (g) according to appropriateness; (h) does not deviate from the procedure.

Cooperation between fellow employees. In the opinion of respondents, cooperation between fellow employees at the Integrated Licensing Service Agency of Tasikmalaya City generally answered enough. Service is basically a system of collaboration between one employee and another or between one unit and another, including facilities or facilities. A system means parts of the system such as employees, units, facilities or facilities cannot be separated from one another but are a unit or a work team in the spirit of teamwork, in an effort to carry out quality services.

Timeliness of Service. According to the respondents' opinion the timeliness of service at the Integrated Licensing Service Agency of Tasikmalaya City generally answered enough. One of the principles of organizing public services is the certainty of time, the implementation of public services can be completed within a predetermined period of time.

Reliability in service. In the opinion of respondents, the reliability of employees in the service at the Integrated Licensing Service Agency of Tasikmalaya City generally answered enough. One of the principles of state or regional administration is that professionalism is the principle that determines that the activity is based on expertise or skill. Professionalism is the characteristics (ability, skills, way of doing things, etc.) as naturally as possible in or carried out by a professional.

Seriousness in Service. In the opinion of respondents the seriousness of employees in the service at the Integrated Licensing Service Agency of Tasikmalaya

City respondents generally answered well. In the legislation it is stated that the executor in carrying out public services must behave meticulously, firmly, not give a protracted decision, uphold the values of accountability and integrity of the organizing institution.

Responsibility in Service. In the opinion of respondents the responsibility in service at the Integrated Licensing Service Agency of Tasikmalaya City can generally answer well. One of the principles of the implementation of public services is the leader of public service providers or the appointed official responsible for the delivery of services and settlement of complaints or problems in the implementation of public services.

Employee Commitment in Service. In the opinion of respondents the commitment of employees in service at the Integrated Licensing Service Agency of Tasikmalaya City generally responded well. Commitment in service is the attachment of service providers to the principles of service such as simplicity, clarity, certainty of time, accuracy, security, responsibility, completeness of facilities and infrastructure, ease, discipline, and comfort.

Competence in Services. In the opinion of respondents the competence of employees in services at the Integrated Licensing Service Agency of Tasikmalaya City generally answered well. Competence in service means having the authority or power to determine or decide in service delivery.

Hospitality in Service. In the opinion of respondents, the friendliness of employees in the service at the Integrated Licensing Service Agency of Tasikmalaya City generally responded well. Friendly in service means the service provider in providing good service and attracting the language; sweet speech he said and his attitude so that customers feel happy, safe and comfortable.

Maturity in Facing Complaints. In the opinion of the respondent's maturity in dealing with complaints at the Integrated Licensing Service Agency of Tasikmalaya City generally responded well. The maturity of service providers in dealing with customer complaints is realized while paying attention as fair, non-discriminatory, polite, friendly, does not complicate, in accordance with the limits to customers who complain.

Responsiveness: measured from: Speed of employees in responding to requests for service facilities, Anticipation of complaints served, Clarity of information in answering problems, Speed in resolving complaints, Ease in resolving complaints, and Accuracy in resolving complaints.

Speed responding to requests for service facilities. In the opinion of respondents, the speed of employees in responding to complaints at the Integrated Licensing Service Agency of Tasikmalaya City generally answered enough. The implementation of public services is based on timeliness and speed, youthfulness and affordability. Implementation of public services can be completed within a predetermined time period.

Anticipation of complaints served. In the opinion of respondents, anticipation of complaints served at the Integrated Licensing Service Agency of Tasikmalaya City respondents generally answered well. One of the principles of service is conditional, meaning that it is in accordance with the conditions and abilities of the giver and recipient of the service by sticking to the principles of efficiency and effectiveness.

Responsiveness is measured from: Speed of employees in responding to requests for facilities or services, Anticipation of complaints served, Clarity of information in answering problems, Speed in resolving complaints, Ease in resolving complaints, and Accuracy in resolving complaints.

Clarity of Information. In the opinion of respondents the clarity of information in answering the problems served in the Integrated Licensing Service Agency of Tasikmalaya City generally answered well. One of the principles of public service is transparency, which is open, easy and accessible to all parties in need and provided adequately and easily understood.

Speed in resolving complaints. In the opinion of respondents, the speed in resolving complaints at the Integrated Licensing Service Agency of Tasikmalaya City generally answered well. The implementation of public services is based on speed, ease and affordability. In the public service policy, it is stated that the executor in carrying out public services must behave meticulously, firmly, reliably and not give a protracted decision.

Ease in Completing Complaints. In the opinion of respondents, the ease of resolving complaints from those served at the Integrated Licensing Service Agency of Tasikmalaya City generally answered well. The implementation of public services is based on timeliness and speed, convenience, and affordability. Implementation of public services can be completed within a predetermined time period.

Accuracy in Completing Complaints. the Integrated Licensing Service Agency of Tasikmalaya City The implementation of public services is based on speed, ease and affordability. Implementers in organizing public services must behave meticulously, firmly, reliably and do not give a protracted decision.

Assurance is measured from: Suitability of expectations served, Professionalism serving, Clear service procedures, Improved information quality, hard work in serving, and intelligent work serving.

Suitability of expectations served. In the opinion of respondents the suitability of expectations served at the Integrated Licensing Service Agency of Tasikmalaya City generally answered well. One of the principles of public service is participatory namely encouraging community participation in the delivery of public services by taking into account the aspirations, needs and expectations of the community.

Serving Professionally. In the opinion of respondents, the professionalism that serves at the Integrated Licensing Service Agency of Tasikmalaya City generally answers well. The principle of professionalism is the principle that determines that the activity is based on expertise or skill. Professionalism is the characteristics (ability, skills, way of doing things, etc.) as naturally as possible in or carried out by a

professional. Professionalism comes from professions that are meaningful in relation to professionalism and require special expertise to carry out their work.

Clear service procedures. In the opinion of respondents, there is a clear service procedure in the Integrated Licensing Service Agency of Tasikmalaya City in general responding well. One of the principles of implementing public services is clarity, such as clarity of procedures, clarity of costs, clarity of time.

Information Quality Improvement. In the opinion of respondents, improving the quality of information in the Integrated Licensing Service Agency of Tasikmalaya City generally responded well. In the law of public service, it is stated that the executor in carrying out public services must behave not to provide misleading or misleading information in response to requests for information and to be proactive in meeting the interests of the community. And do not abuse the information, position and / or authority they have.

Hard Work That Serves. In the opinion of respondents, hard work serving in the Integrated Licensing Service Agency of Tasikmalaya City generally responded well. One of the principles of organizing public services is discipline which means politeness and friendliness. Service providers must be disciplined, polite, friendly and provide service sincerely.

Smart Work that Serves. In the opinion of respondents, smart workers who serve in the Integrated Licensing Service Agency of Tasikmalaya City generally answer well. In the public service policy, it is stated that the implementation of public services is upholding the values of accountability and integrity of the organizing institution. Firm, reliable and does not give a protracted, careful and fair decision.

Attention is measured from: fairness of time needed in serving, respect for being served, employee attention to problems, employee sensitivity to problems, sincerity and sincerity in service

Fairness of service time at the Integrated Licensing Service Agency of Tasikmalaya City, respondents generally answered enough. One of the principles of organizing public services is timeliness and speed, ease and affordability.

Appreciation for employees who contribute to the implementation of tasks at the Integrated Licensing Service Agency of Tasikmalaya City, respondents generally answer enough. Awards for employees who have contributed to the implementation of services are very important in an effort to increase work motivation, especially in carrying out public service processes.

Appreciation of employees who participated in the implementation of tasks at the Integrated Licensing Service Agency of Tasikmalaya City respondents generally answered enough. One of the principles of public service is to encourage the participation of service users in providing public services by taking into account the aspirations, needs and expectations of the community.

Attention to Problems Served. In the opinion of respondents the attention of employees to service problems in the Integrated Licensing Service Agency of Tasikmalaya City generally responded well. Leaders of public service providers or

appointed officials are responsible for the implementation of services and resolution of complaints or problems in the implementation of public services, according to the principle of public administration. Likewise the principle of organizing public services such as professionalism, speed, ease and timeliness.

The sensitivity of employees to service service problems at the Integrated Licensing Service Agency of Tasikmalaya City, respondents generally answered well. One of the principles of public service is participatory, namely encouraging the participation of service users in providing public services by taking into account the aspirations, needs and expectations of the community.

Sincerity in service at the Integrated Licensing Service Agency of Tasikmalaya City in general respondents answered well. Really and clean heart (really published from a pure heart, honest, not pretending) in organizing public services is part of the principle of public administration that must be carried out by public service providers.

3. CONCLUSION

Based on the results of research and discussion, it can be concluded that the implementation of the mining business permit at the Integrated Licensing Service Agency of Tasikmalaya City includes the following:

1. Responsive, appearance which includes: Quiet room where good service, clarity of roles, duties and responsibilities of employees are good, consistency of procedures and good methods, consistency of good words and actions, good employee acceptance, good employee friendliness, good employee courtesy, Ease of good relations, and good environmental hygiene.
2. Reliability includes: Actions and methods of employees in serving well, Employee cooperation is sufficient, Timeliness is sufficient, Reliability of employees is sufficient, Seriousness of good employees, Responsibility.
3. Good employees, good employee commitment, good employee competence, good employee friendliness, and good employee maturity.
4. Responsiveness includes: Speed of employees in responding to requests for good service facilities, Anticipation of complaints that are served well, Clarity of information in answering good problems, Speed in resolving complaints both, Ease of resolving good complaints, and Accuracy in resolving good complaints .
5. Assurance includes: Conformity of expectations served well, Professionalism that serves well, There are clear good service procedures, Improved quality of information is good, Hard work in good service, and intelligent work that serves shows good.
6. Attention includes: Fairness of time required in serving enough, Appreciation is sufficient enough, Attention of employees to the problem is sufficient, sensitivity of employees to the problem is enough, sincerity and sincerity in serving shows good.

Regarding the quality of public services, which are measured through tangible, reliability, responsiveness, and assurance. In general they are well-respected, the providers of public services, especially in the mining business permit services at the City the Integrated Licensing Service Agency of Tasikmalaya City should improve the quality of its services to excellent categories.

Because of the emphasis in the mining business permit service in general is categorized as sufficient, then the service providers of the mining business permit in the the Integrated Licensing Service Agency of of Tasikmalaya City should improve to the good or very good category.

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