

## **IMPLEMENTATION OF THE INTEGRATED SERVICES POLICY IN BPPT WEST JAVA PROVINCE**

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### **ABSTRACT**

The purpose of this research to cognize the: how the policy implementation of integrated services in BPPT of West Java Province, resource support in the implementation process of the policy administration services integrated licensing, support resources provided by the Government of West Java in general terms of quantity can be quite adequate, communication between the implementing organization at the implementation of integrated licensing services. The method used in this research is descriptive qualitative, so that through of this research, it was shown on the problems examined every detail related to policy implementation in an integrated service environment Integrated Licensing Service Agency (BPPT) West Java Province has not been optimal. A qualitative approach emphasizes the importance of understanding the behavior based on patterns of thought and action. As for the focus of this study is the behavior and actions of individuals who are directly carrying out the process of licensing services in the Integrated Licensing Service Agency (BPPT) West Java Province which include behavioral and social action officials in running position, duties and functions are characterized by the orientation of reciprocity directly in the issuing of licenses.

**KEYWORDS:** Implementation, Policy and Integrated Services