ABSTRACT

BANDUNG CITY LOCAL POLICE SERVICE STRATEGY WITH ONE OFFICE ADMINISTRATION SYSTEM (SAMSAT) TOUR SERVICE FOR MEET NEEDS STNK SERVICE USER

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This study aims to determine how Bandung City local police service strategy with one office administration system (SAMSAT) tour service for meet needs STNK service user. Through a variety of ways starting from persfectif, ***positions****,* ***goals, planning****, to measure* ***strategy****.*

This study uses a qualitative approach, whereas the method used is descriptive, data collection techniques used were interviews, Documentation, Online Data Tracking and also Library Studies.There are 4 peopleinthis study, and sampling technique used was purposive sampling. so Informants in this study is two people.

Based on the results of research, Bandung City local police service strategy with one office administration system (SAMSAT) tour service for meet needs STNK service user, Bandung regional police strategizing, through several steps, there is ***persfectif*** *step. start with bandung local police standpoint about facts, and the problems that occurred in SAMSAT Bandung office,* ***Stage Position****, Bandung local police area realize that the position of police is a linkage which can not be separated concerning service to the community. After that,* ***The aim*** *that was prepared is through with SAMSAT tour service* ***planning*** *that will be implemented.* ***The plan*** *are long-term planning and short-term planning.* ***The pattern of activity****, where the Bandung local police designing a pattern of activity, based on goals, and planning that has been created. Last is the stage* ***strategy****, with the various phases of steps, the researchers made as subfokus, all of them forming into a strategy, which are conducted by Bandung local police, to meet the stnk service user*

Conclusion from This study shows that the strategy of Bandung police services through a service of one office administration system (SAMSAT) to meet the STNK service user has been running as expected.

The Suggestions from researcher is the Bandung local police is must more active again in terms of serving, so that STNK service user needs can be fulfilled