

# **ABSTRACT**

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## **ANALYSIS OF THE INFORMATION SYSTEM APPLICATION AT ONE STOP SERVICE OF JAKARTA PROVINCE USING THE PIECES TECHNIQUE**

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DKI Jakarta is one of the provinces that have tried to actualizing the excellent public services to the community particularly the licensing service through the One Stop Service (OSS), although still not as expected and still continue to be addressed. Information System (IS) application in the one stop service of Jakarta Province and central Jakarta called *eLicensing* is expected can facilitate and expedite permit processing and presentation of information, in fact has not been used optimally.

This Descriptive research method with a qualitative approach is to analyze the operation of *eLicensing* applications using the PIECES framework and Cause and Effect analysis techniques to identify and describe the problems causes of not optimal of the application. The study found several deficiencies and function mismatches of the *eLicensing* application so it needs to be developed in order to more optimally and flexibly in accordance with the conditions that exist today and the changes will come.

Bibliography (1992-2011).