

## ABSTRAK

Aplikasi Cerdas Layanan Perizinan Terpadu untuk Publik yang disingkat *Sicantik Cloud* memberikan kemudahan yang diberikan berupa terselenggaranya pelayanan pengurusan izin yang dapat diakses secara online mulai dari pengajuan permohonan hingga surat izin dapat dikeluarkan langsung melalui aplikasi. Namun di DPMPTSP Kabupaten Asahan pada umumnya masyarakat pengguna Aplikasi *Sicantik Cloud* masih mendatangi kantor untuk mengajukan izin secara langsung, sehingga penerapan aplikasi *sicantik* belum dikatakan berjalan dengan baik. Hasil penelitian menunjukkan bahwa, dalam Pelayanan Aplikasi *Sicantik Cloud* dari aspek *Tangible* belum berjalan dengan baik, tetapi masih adanya beberapa kerusakan dari beberapa fitur seperti mesin antrian, dan fingerprint. aspek *Responsiviness* belum dikatakan baik dikarenakan banyak sikap pegawai yang membuat masyarakat tidak nyaman. aspek *assurance* masih belum mampu memberikan kejelasan waktu dalam proses pelayanan perizinan jika terjadi nya gangguan jaringan. Namun dalam Pelayanan Aplikasi *Sicantik Cloud* di DPMPTSP Kabupaten Asahan juga masih banyak kendala yaitu diantaranya Jaringan yang membuat lama dalam proses pengurusan perizinan, Serta Kurang nya sosialisasi dari pihak Dinas kepada Masyarakat sehingga masyarakat belum paham dalam pengoperasian aplikasi *Sicantik* dan banyak nya masyarakat yang masih mengurus proses pengurusan izin secara manual. Penelitian ini menyimpulkan Pelayanan Aplikasi *Sicantik Cloud* di DPMPTSP Kabupaten Asahan masih belum maksimal karena aplikasi yang dirancang untuk memberikan pelayanan secara online akan tetapi belum difungsikan sebagai pelayanan online secara keseluruhan yang mana masyarakat masih tetap harus mendatangi lokasi untuk mengantarkan berkas.

**Kata Kunci:** *Pelayanan Publik, Aplikasi Sicantik, Electronic Government.*

## **ABSTRACT**

*The Smart Application of Integrated Licensing Services for the Public, abbreviated as Sicantik Cloud, provides convenience in the form of organizing permit management services that can be accessed online, starting from submitting applications to permits that can be issued directly through the application. However, in the DPMPTSP of Asahan Regency, in general, people who use the Sicantik Cloud Application still come to the office to apply for permits directly, so that the implementation of the Sicantik application has not been said to be running well. The results of the study show that, in the Sicantik Cloud Application Service from the Tangible aspect, it has not been running well, but there are still some damages to several features such as queue machines and fingerprints. The Responsiveness aspect has not been said to be good because many employee attitudes make people uncomfortable. The assurance aspect is still unable to provide clarity on the time in the licensing service process if there is a network disruption. However, in the Sicantik Cloud Application Service at the DPMPTSP of Asahan Regency, there are still many obstacles, including the Network which makes the licensing process take a long time, as well as the lack of socialization from the Service to the Community so that the community does not understand how to operate the Sicantik application and many people still take care of the permit management process manually. This study concludes that the Sicantik Cloud Application Service at the DPMPTSP of Asahan Regency is still not optimal because the application is designed to provide online services but has not been used as an online service as a whole, where people still have to come to the location to deliver files.*

**Keywords:** *Public Services, Sicantik Application, Electronic Government.*