

ABSTRACT

SAMSAT as a public service office is required to serve the community in an excellent, effective and efficient manner. The SAMSAT Office of Karawang Regency has not been serving well, due to the lack of service flow support that is not yet in accordance with the standards and infrastructure facilities which are not met for staff and visitors. The vision of the SAMSAT Office, Kab. Kwangwang, has not yet been achieved. Then there needs to be a redesign in the service area and administrative offices in the SAMSAT Office, Kab. Kwangwang.

The purpose of the SAMSAT Office Redesign of Karwang Regency is to make employee performance effective supported by good office space management and good organization and space organization. The layout of the counters according to standards and mechanisms so that the flow of services to be effective and efficient, and provide facilities to visitors for convenience during the service.

Keywords: Redesign, Office, Public Service, SAMSAT