

## ABSTRACT

*Samsat as a public service office is required to serve the community in a prime, effective and efficient manner. The Bekasi Samsat Office has not served well, because there is no support for service lines that are not yet in line with standards and infrastructure that are not met for employees and visitors. So the vision of the Bekasi Samsat Office has still not been reached. So, it is necessary to redesign the service area and administrative office at the Bekasi Samsat Office.*

*The purpose of the Bekasi Samsat Office Redesign is to make employee performance effective, supported by good office space arrangement and provision and placement of employee support facilities, structuring the layout of the counter layout according to standards and mechanisms so that service flows become effective and efficient, and provide facilities to visitors for the sake of comfort during service.*

**Keywords:** Redesign, Office, Public Service, Samsat