

Effectivity Of Building Permit (Imb) Services At The Department Of Capital Investment And One-Door Integrated Services Of Makassar City

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ABSTRACT

The service process for granting Building Construction Permits still has many obstacles that are often encountered, including a lack of discipline regarding working hours, for example employees often arrive late, services are complicated and a lack of experts are placed, so that the community as the object or party receiving the service does not feel satisfied. analyzing building permit services at the capital investment office and one-stop integrated services in Makassar City. The type and research design used by the researcher is qualitative descriptive research, which comprehensively describes the effectiveness of the building construction permit granting service at the Makassar City Investment and One-Stop Integrated Services Service. Building permit services at the capital investment and one-stop integrated services service in Makassar City are not yet effective, it can be seen from the procedure which can be said to be complicated because you have to go to the village head and sub-district office to ask for a signature and that can take a long time if the village head or sub-district head is currently outside so the applicant has to wait, in terms of completion time it is also not effective, where the actual time for completing a building permit is 14 working days, but in reality it could take months.

Keywords: Effectiveness, Service and Building Permit

INTRODUCTION

Humans need service, in the extreme it can even be said that service cannot be separated from human life. The public at all times always demands quality public services from the government, even though these demands often do not meet expectations because empirically the public services that have occurred so far are still complicated, slow, expensive and tiring. Good service quality can create a sense of satisfaction and positive attitudes from the community. This is because satisfaction is a person's feeling of pleasure or disappointment that comes from a comparison between his impression of someone's performance and his expectations. Building construction permits are regulated in law number 28 of 2002 concerning buildings, where the law states that to construct buildings in Indonesia it is mandatory to have a building construction permit. Apart from law number 28 of 2002, building construction permits

are regulated in law number 26 of 2007 concerning spatial planning and PP number 36 of 2005 concerning implementing regulations of law number 28 of 2002 concerning buildings.

The problem that researchers obtained from temporary observations is the disappointment experienced by the community regarding the speed and accuracy in providing services and the lack of fairness in providing services where they prioritize their relatives and family, in other words if they have relatives or family, then the processing will also be faster and easier. As stated by one member of the public from the results of previous research who said: "That's the case, right now in government things like that happen a lot, I've experienced something like that as long as I manage it, it's easy because I know one of the employees." From this statement, the author's hope for the State civil apparatus is that in providing services to the community they must comply with service operational standards and comply with applicable regulations without any differences in serving the community so that the community can feel satisfaction with the services they receive.

The current fact is that weaknesses are still found in general, namely that the services of government officials are not yet effective. These weaknesses include services that are complicated and not simple, lack of certainty about administrative requirements, lack of transparency in procedures for obtaining services, services that are less efficient, and still lack fairness in providing services, as well as the existence of several factors that can influence the service itself, including the community, employee abilities, applied regulations, and supporting facilities.

Less than optimal service to the community using services from the investment office and one-stop integrated licensing services is a phenomenon that often occurs in the government sector, even though the government's function should be to provide services to the community indiscriminately and in accordance with MENPAN Decree Number 63 of 2003. Research on the effectiveness of services providing building permits is important to carry out, because the community, as people who receive services, are not yet satisfied with the terms of time, procedures and quality of services provided so far. For this reason, this research is aimed at improving the quality of public services, especially those carried out at the Makassar City Investment and One-Stop Integrated Services Service, especially in the service of granting Building Construction Permits (IMB).

RESEARCH METHODS

The type and research design used by the researcher is qualitative descriptive research, which comprehensively describes the effectiveness of the building construction permit granting service at the Makassar City Investment and One-Stop Integrated Services Service. The data analysis technique in this research begins with processing data obtained from various sources, until drawing conclusions. In analyzing research data, the author refers to several stages described by Miles and Huberman as quoted by Lexi J. Moleong (2001), which consist of: Collecting information through interviews with informants who are compatible with the research. This process is

carried out by direct observation in the field to support the research carried out in order to obtain the expected data sources. Data reduction is a series of processes of selecting, simplifying, abstracting and transforming rough data that emerges from field notes. This series of data processing processes ultimately results in grouping and categorizing data so that the data is easy to present and verify. Data presentation is the description of a collection of structured information that provides the possibility of drawing conclusions and taking action. Presentation of qualitative data is generally presented in the form of narrative text, but can also use matrices, graphs or charts. Drawing conclusions or verification is the final stage of a series of data analysis processes. At this stage the data that has been processed and presented is then tested in terms of meaning, suitability and correctness.

RESEARCH RESULTS AND DISCUSSION

Procedures are the procedures for providing services and receiving services, including complaints. Service Procedure in processing a building construction permit, the procedure is to first take the form at the BPMPTSP office, then complete the file requirements, once the file is complete, the applicant takes it to the village head and sub-district office for validation, after which it is returned to the BPMPTSP office to be registered and processed. The process can take days because you have to complete the requirements first :

Based on the results of an interview with the head of technical licensing services (F.B), he said that:

You can see the procedure for yourself below in more detail, how it flows, what the requirements are, because below it is complete if all the decks are installed. "The process takes a long time because there are many requirements that must be met, such as drawings of the floor plan and structure of the building plan, not only that. The applicant also has to go to the village head and sub-district office to ask for a signature." (interview, 28 May 2018)

Apart from that, an explanation from one of the service staff (AS) said, that:

"The first procedure is to come first and get the form, there are two forms, there is an IMB form and there is a Krk form, then they take it and fill it out then take it to the village head office, sub-district office then come back here to register, after registering, the service team above or engineering will go out into the field to survey whether what has been submitted is appropriate or not, then make a report, only if it is okay, then how much will it cost, later the person will call again to come, if there is a problem with the process "fast or slow depends on the completeness of the files that people submit to us, if the files are complete then it will be processed quickly." (interview 4 June 2018)

As a comparison of the answers given, we also asked this question to the people who took care of building construction permits, Mr. Iksan who stated that:

"The first thing is to take the form, then fill it out and complete the requirements, then take it to the village head and sub-district office to sign, then come back

here to register, the process can take a long time, it can take days because there are many requirements that have to be completed." (7 June 2018.)

Service time is the period of time required to complete the entire service process for each type of service. Service time for completing a building permit is not yet effective because the IMB should take 14 working days, but because there are many factors that create obstacles, the completion can take months.

Based on the results of an interview with the head of technical licensing services (F.B), he said that:

"In the process of finalizing the IMB, the rule is 14 working days, but sometimes there are people who submit their files to us, usually they do not match the results of our re-survey in the field, the most common thing that happens is in building drawings, which after surveying the location, the results do not match what they attached to the requirements, which slows down the completion of the IMB." (interview 28 May 2018)

As explained by one of the service staff (AS), that:

"If the rule is 14 working days, but in reality because this process takes up to 3 months, why are many people late because when they give entry it doesn't comply with the rules, there are many where the rule is four, if they make three, they break one meter, that's what takes more time, the person contacted again and corrects the picture, it takes a long time, there are also those who just give entry here, there are those who don't have a location map after being surveyed, many of which don't match the picture of the location map here. "Usually the telephone number, the number he gives is not that person's, or usually the wrong number." (interview 4 June 2018)

As a comparison of the answers given, we also asked this question to the people who took care of building construction permits, Mr. Anton who stated that:

"In my opinion, the completion time was long because it took me 2 months to take care of it before it was finished, what made it take a long time was processing the requirements files because there were a lot of requirements that had to be attached." (interview, 6 June 2018)

Service costs or rates include details that have been determined in the service delivery process. The service costs required in the process of making a building permit depend on the size of the drawing multiplied by the unit price, which is IDR 21,300/M2.

Based on the results of an interview with the head of technical licensing services (F.B), he said that:

"The costs for processing the IMB are based on the building area, the unit price is IDR 21,300/M2. (interview, 28 May 2018)

As explained by one of the service staff (AS). That :

"The cost is based on the drawing submitted, how much is in ACC, for example the drawing is multiplied by the price, there is a calculated price above but the basic price is IDR 21,300/m2. IMB is based on area." (interview 4 June 2018)

Likewise, what was conveyed by one of the informants from the community figure, Mr. Iksan, revealed that;

"The cost depends on the size of the image, the area of the image multiplied by the unit price, the price is Rp. 21,300/m²." (interview 7 June 2018)

Service products are the results of services that have been provided to the community in accordance with established provisions. Service Products: The service system at the DPMPTSP office is good, as can be seen from the way it is served to the public which creates a sense of satisfaction in service.

As explained by one of the service staff (AS), that:

"When it comes to service results, we have always tried to provide good service in accordance with service operational standards and always have the principle of satisfaction to provide good service to the community." (interview 4 June 2018)

As a comparison of the answers given, we also asked this question to the people who took care of building construction permits, Mr. Anton who stated that:

"The service system here is quite good, the employees are friendly and polite in serving us, the way they explain things is also good so that we can easily understand and understand what the conversation means." (interview, 6 June 2018)

Facilities and infrastructure are an inseparable part of the public service element, as indicated in service standards. These facilities and infrastructure are managed assets. Apart from that, there are supporting facilities provided to customers, to create comfort. Facilities that must be provided include a waiting room, complaint box, information board (terms, fees, time, service announcements, motto, complaint flow, etc.), toilets, parking area, internet hotspot, TV. Facilities and infrastructure at the place where the author researched are still inadequate because there are still a small number of facilities, as stated by service staff and the community that the number of visitor seats is still insufficient and the parking space is narrow so that sometimes people who come are confused about finding a place to park their vehicles.

As one of the service staff (AS) said:

"I think the facilities and infrastructure that we provide are complete, as you can see around here, we provide a waiting room even though we don't have enough chairs and sometimes there are people who are still standing if lots of visitors come, we also provide information boards, flow or procedures for processing each type of permit and so on." (interview 4 June 2018)

As a comparison of the answers given, we also asked this question to the people who took care of building construction permits, Mr. Anton who stated that:

"In my opinion, the facilities and infrastructure are still lacking, there are seats but there are not many available. Sometimes if we wait in line, we still have to stand and that takes a very long time and is tiring. "The parking space is still inadequate because the space is narrow so it is difficult for us to park our vehicles." (interview, 6 June 2018)

The competency of service providers must be determined appropriately based on the required knowledge, expertise, skills, attitudes and behavior. The competency of officers providing employee placement services must be in accordance with their respective expertise in each field in order to support the management process in each field at the Makassar City one-stop capital investment and integrated services office.

CONCLUSION

The building permit service at the capital investment and one-stop integrated services service in Makassar City is not yet effective, it can be seen from the procedure which can be said to be complicated because you have to go to the village head and sub-district office to ask for a signature and it can take a long time if the village head or sub-district head is outside so the applicant has to wait, in terms of completion time it is also not effective, where the actual time for completing a building permit is 14 working days, but in reality it can take months.

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Legislation

Decree of the Minister for Administrative Reform No. 63 of 2003 concerning General Guidelines for the Implementation of Public Services

Decree of the Minister for Administrative Reform Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services

Makassar City Regional Regulation Number 15 of 2004 concerning Building Planning

Makassar City Regional Regulation Number 5 of 2012 concerning Certain Licensing Retributions.

Minister of Home Affairs Regulation Number 24 of 2006 concerning Guidelines for Providing One-Stop Integrated Services.

Government Regulation Number 36 of 2005 concerning Implementing Regulations of Law Number 28 of 2002 concerning Buildings

Makassar Mayor Regulation Number 60 of 2015 concerning Standard Operating Procedures at the Makassar City Licensing and Investment Agency.

Makassar Mayor Regulation Number 27 of 2017 concerning Implementation of One-Stop Integrated Licensing Services

Makassar Mayor Regulation Number 99 of 2016 concerning Position, Organizational Structure, Duties and Functions and Work Procedures of the One Stop Investment and Integrated Services Service

Law Number 28 of 2002 concerning Buildings

Law Number 26 of 2007 concerning Spatial Planning

Law Number 25 of 2009 concerning Public Services

