Effectiveness of Building Approval Services in the Department of Capital Investment and One-Door Integrated Services in Boyolali District Public Policy Law

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This research is intended to evaluate the effectiveness of building permit services at the Investment and Integrated One-Stop Service Office (DPMPTSP) of Boyolali Regency in order to improve public service to the community. The effectiveness of the Building Permit Service is a tool to measure the success of services at DPMPTSP in Boyolali, in accordance with applicable regulations. The building permit service at DPMPTSP of Boyolali Regency is carried out in accordance with the regulations stipulated in the Regent Regulation Number 4 of 2012 regarding Permit and Non-Permit Services. This research uses a descriptive qualitative approach, with data collection techniques including observation, interviews, and documentation, involving 8 informants. The effectiveness of the service is evaluated using the process approach according to Lubis and Huseini, which includes five indicators: service efficiency, procedures, employee responsiveness, coordination, and facilities and infrastructure. The results show that the building permit service at DPMPTSP of Boyolali Regency has not been maximized or effective, as evidenced by delays in processing permits, inadequate workspace infrastructure, lack of technical expertise, resulting in increased workload, and unclear building maintenance procedures.

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INTRODUCTION

To achieve effective, transparent and dignified government, the government must assume broad and complex responsibilities, and have the authority to regulate the lives of citizens. National administration is essentially tasked with serving, empowering and advancing society. Public service is a key aspect in this effort, which places community service as a top priority. Commitment to providing the best service to the community is a strong foundation in running government. Apart from development, the government is also responsible for providing comprehensive public services, including regulations, health services and education. However, currently, Indonesian people are increasingly concerned about getting optimal services from the government.

Administratively, every person can construct a building with various consequences of requirements and permits in the framework of the legal existence of the building being erected. Before there was a change in policy regarding buildings, it was known as a Building Construction Permit which was regulated in Law Number 28 of 2002 concerning Buildings and Government Regulation Number 36 of 2005 concerning Implementing Regulations of Law Number 28 of 2002 concerning Buildings. However, after the publication of Law Number 11 of 2020 concerning Job Creation, several laws and regulations underwent changes, including Law Number 28 of 2002 concerning Buildings. This has the consequence of changing the nomenclature of building permits, from initially building construction permits to building building approvals. Then Government Regulation Number 36 of 2005 concerning Implementing Regulations of Law Number 28 of 2002 concerning Buildings was declared invalid and amended by Government Regulation Number 16 of 2021 concerning Implementing Regulations of Law Number 28 of 2002 concerning Buildings.

Along with the evolution of modern times and lifestyles, technological developments and other dynamics produce complex transformations that have a global impact. Evaluation of the achievement of community needs can use the concept of effectiveness, which focuses on achieving the goals that have been implemented. Measuring the level of effectiveness is carried out through comparing plans and goals with the results achieved. If efforts do not match the expected results, they can be considered ineffective. Effectiveness here refers to achieving organizational goals with optimal use of resources, both input and output. One of them, the Boyolali Regency Government has issued Boyolali Regency Regional Regulation Number 16 of 2021 concerning Buildings.

Some of the types of permits included are permits to establish businesses, permits to sell alcoholic beverages, permits to install advertisements, and 19 types of building permits for advertising. According to the interview results, there are challenges in the building approval (PBG) service process. In particular the standard turnaround time is 14 days, but it often takes more than a month. The lack of personnel in the technical team makes it difficult to provide services to people who want to take care of PBG. The number of personnel allocated for Investment Services and One Stop Integrated Services in Boyolali Regency is considered inadequate to face the
existing workload. Another problem is the lack of clarity regarding technical administration and information regarding costs, due to the lack of information boards explaining the process and mechanisms for administering PBG, as well as the lack of socialization regarding technical administration and related costs.

Moreover, the responsiveness of the local government is considered insufficient in dealing with existing problems, and the limited facilities available can be seen from the small size of the building and the lack of other supporting facilities. Waiting rooms or work spaces that should meet standards to obtain approval often do not match the available employee capacity. Thus, based on the challenges that have been described, the author provides the research title "Effectiveness of Building Approval Services at the One Stop Integrated Service and Investment Service of Boyolali Regency".

LITERATURE REVIEW
Organizational Effectiveness Concept

The word "effective" comes from the English word "effective", which refers to the success or smoothness of something. A common definition in scientific dictionaries states that effectiveness is the degree of suitability of implementation, useful results, or support for certain goals. Literally, effectiveness refers to the desired outcome of an action. In other words, effectiveness highlights the success of an action or decision in achieving the stated goals. According to Pasolong (2007), the origin of effectiveness lies in the concept of "effect", which refers to uk on cause-and-effect relationships. Efficacy can be understood as an additional causal factor. In this context, effectiveness refers to the achievement of previously planned goals or the success of a process in realizing a goal.

Furthermore, Mahmudi (2005) revealed that effectiveness refers to the correlation between the results achieved and the goals set. An organization, program or activity is considered effective if its output contributes significantly to achieving the stated goals. The focus of effectiveness is on results that are able to achieve the desired goals of an organization, program, or activity. Effectiveness is also a key element in achieving the goals and objectives that have been set in an organization. Thus, effectiveness can be used as an indicator of the success of an organization and can be achieved by considering various factors such as costs, energy, time, equipment, infrastructure, risks and existing situations. Apart from that, effectiveness also relies on the use of pre-planned resources, equipment and infrastructure to complete various jobs within the specified time limits.

Public Service Concept

The concept of “service” comes from the idea of helping others obtain or prepare what they need for an action. According to Pasolong (2007), service is defined as the efforts of individuals, groups or organizations to meet needs, either directly or indirectly. This definition emphasizes that service is an activity that aims to meet the needs of both those who provide and those who receive services. According to Sampara Lukman in Kotler (2000), services are
defined as any activity that provides benefits and satisfaction to a group or unit, even though it is not related to physical products.

In the context of providing satisfaction, it is important to consider not only physical goods but also services. Gronroos in Ratminto (2005) provides a more detailed definition of services, namely invisible activities that occur through interactions between consumers and service providers to solve problems or provide solutions to consumers. Based on Law Number 25 of 2009 concerning Public Services, public services are activities or series of activities in order to fulfill service needs in accordance with statutory regulations for every citizen and resident for goods, services and/or administrative services provided by the organizer. Public service. From this definition, public services can be interpreted as the obligations of central state institutions which are carried out locally, including the scope of BUMN and BUMD, as an element to fulfill the needs of citizens and comply with the applicable legal system.

**METHODOLOGY**

**Types of Research**

The research method applied is descriptive qualitative research with the aim of providing an overview of the effectiveness of public services at the Boyolali Regency Investment and One-Stop Integrated Services Service. Sugiyono (2007) explains that in qualitative research, theory is interpreted as a paradigm. Qualitative methods aim to explain quality information, with an emphasis on the process and meaning of explaining a problem.

**Research Focus**

*The focus of this Research is Service Effectiveness*

The theory applied to determine effectiveness is based on the process approach from Lubis and Huseini (2009), namely service efficiency. In other words, the implementation of a service is carried out by comparing results (output) and income (input) optimally. About efficiency indicators for building construction permit work.

1. Time required to carry out Building Approval.
   This means that show times are based on the existing schedule.
2. Building Approval Fees.
   This means that service rates must be implemented fairly and based on the applicable legal regulations.

   **Informant:** Individuals who provide information about the background situations and conditions of research are called informants. These informants are expected to have experience relevant to the research, and be able to provide internal insight into the values, attitudes, processes and culture that exist in the research context. Several informants involved in this research were Heads of Divisions and the general public as PBG administrators.

**Data Type**

Based on the concept of Moeleong (2009), words are a key data source in qualitative methods, as well as various behaviors as supporting data in the
form of documents. The study was conducted from two sources: two types of data, namely field studies and surveys.

Secondary data comes from an institution and is the result of its processing. Utilization of a particular institution is not only for the interests of that institution, but also for the interests of the individual. other children who need it. The aim is to create a foundation or conceptual framework for discussing research findings. Primary Data from field research where the researcher communicates directly with the data source to obtain the required information.

**Data Collection Technique**

In an effort to obtain data, information and explanations that are useful for the author, various data collection methods are used, starting with observation. Observation is the process of systematically observing and recording the phenomena being investigated. This observation activity on research subjects aims to obtain accurate information about research subjects and assess the relevance of respondents' answers to field realities, especially regarding the effectiveness of the services of the Boyolali Regency Investment and One-Stop Integrated Services Service.

Next, research interviews will be conducted, namely questions and answers with references, to obtain information regarding the problems in the discussion of this paper. When interviewing informants, use an interview guide according to the problem being investigated.

Furthermore, documentation is the process of collecting information using documents in the form of literature, annual reports, journals, magazines, tables, scientific works as support for the problems being studied, along with how to study them. State regulatory documents and laws. Existing laws in the relevant agencies are investigated, researched and organized/classified so that data can be obtained that can be used as a reference for research to be carried out.

**Data Analysis Technique**

Data analysis uses the Miles and Huberman interactive analysis model in Rohidi and Mulyarto (2007), which consists of several steps:

1. Data collection is carried out through interviews with data sources/informants using previously prepared questions.
2. Data reduction is carried out by focusing on simplifying, abstracting and transforming raw data recorded from the field. This process continues throughout the research, with summarizing and grouping data into clearer patterns.
3. Data presentation is carried out by presenting data that has been reduced in the form of narrative text, systematically to enable understanding of the whole or certain parts of the research.
4. Drawing conclusions and verification is carried out after presenting the data, where data analysis begins with data reduction, continues with
RESULT AND DISCUSSION

According to Philipus Mandiri Hadjon, in administering government in a bureaucratic context, the government can issue decisions, in the form of various state administration decisions, one of which is decisions in the context of prohibitory decisions and/or command provisions, which are the most ordinary decision. The most important category is licensing.

Regional government legal actions to protect the interests of the community/individuals can be carried out through public legal actions (publieksrechtelijk) which are actions taken in carrying out government affairs. Public legal actions are differentiated into unilateral public legal actions and actions of several parties. Unilateral public legal actions take the form of actions carried out by government organs themselves which give rise to public legal consequences. An example is granting a building permit. So licensing services, especially PBG, are unilateral public legal actions carried out by local governments.

Public legal actions taken by the government must be based on applicable laws and regulations and must be based on the authority granted by laws and regulations. Without basic authority, the government cannot take public legal action. In the context of government administration, apart from having to refer to applicable laws and regulations, the government must also pay attention to the general principles of good governance in every legal action it takes.

After summarizing, the following explanation was produced using Lubis and Huseini’s (2009) effectiveness metrics. Service, the best comparison is between output and input because of the efficiency of the service provided. The efficiency aspect is related to the effectiveness of the Building Approval service at DPMPTSP Boyolali Regency and by looking at the service time required to carry out Building Approval. Service time is in accordance with the predetermined schedule, namely 14 working days in accordance with existing Standard Operating Procedures for completing Building Approval by Boyolali Regency DPMPTSP officers. This indicator is used for evaluating informants’ reactions to the timeliness of services provided by Boyolali Regency DPMPTSP officers in providing Building Approval services to the community.

The results of the interviews showed that the majority of informants stated that the number of employees involved in arranging Building Approvals was very minimal, the number of technical teams was minimal, and the time for processing Building Approvals was not based on a set schedule. The information provided to the public is still difficult to understand. Therefore, it is still necessary to add qualified officers and technical teams to shorten the time for issuing Building Approvals. Meanwhile, to provide excellent and timely service, it is necessary to strengthen the provision of information to the public.

So, the author can obtain a synthesis that service time efficiency means service fees imposed by officials who have power based on established rules, including the details determined in connection with the provision of services or
fees as Building Approval for these services. To obtain Building Approval from the Boyolali Regency DPMPTSP, the fees charged vary depending on the size, features and standards of the building. According to the reporter, the costs are reasonable, affordable and in accordance with existing procedures. Otherwise, there is no evidence of illegal searches by authorities.

From these findings, it can be synthesized that the Regency Government's expenditure costs for processing Building Approvals are based on existing regulations, and the Boyolali Regency Government does not experience excessive burdens in this regard.

1. **Service Procedures, are a set of interconnected work flows, so there are stages and methods that must be followed in providing services.**

Service procedures are not only aimed at ensuring order, but are also a priority in providing convenience and clarity for those who need quality service.

Clarity in the service process is important because it ensures that the public understands each stage and the necessary requirements. The metric used to assess the success of this clarity is how well the processes and requirements explained by employees are understood by the public. The results of the interviews showed that the Building Approval procedures were regulated based on existing SOPs, and the procedures and requirements were explained in detail by the office staff. The obstacle faced was the lack of information bulletin boards to help explain the process in writing. However, the research results show that the government has provided a complete mechanism for this process.

All that is needed is the most effective method to communicate it to the public in the form of an information bulletin board that makes the licensing process more accessible to the public.

2. **Employee Responsiveness**

Employee Responsiveness is the responsiveness of employees in resolving complaints and serving the community.

Responsiveness in handling complaints and questions from the public as well as the ability of Boyolali Regency DPMPTSP employees in providing building approval services is an important focus in assessing service performance.

The results of the interviews showed that most informants assessed the responsiveness of employees in providing services positively, especially in terms of friendliness, sincerity and response to public complaints. However, there is still room for improvement, especially in terms of the speed at which complaints are resolved. Evaluation of public service performance needs to be carried out based on the results of community satisfaction surveys to fulfill the obligations of the Boyolali Regency One Stop Integrated Service and Investment Service in accordance with Law Number 25 of 2009 concerning Public Services.

Currently there is a perception that public services from government employees are not in accordance with the wishes of the community. This can be
seen from various public complaints spread through mass media and social networks.

Obviously, if these various complaints are not resolved, it will have a negative impact on the government. The efforts needed to improve public services are through satisfaction surveys of people who use services through measuring service user satisfaction through human resources, budget and infrastructure.

One of the factors that hinders the effectiveness of Building Approvals at the One Stop Integrated Services and Investment Service in Boyolali Regency is that funding is still inadequate, thereby reducing the effectiveness of providing infrastructure to support Building Approvals.

Equipment and infrastructure are still inadequate which can affect the effectiveness of services, for example due to a lack of computers for staff so that services are not available. Even though the room is large, it is quite hot because there is no air conditioning (AC/fan), This results in a reduction in the effectiveness of investment services and one-stop integrated services.

The government, in making policies and carrying out government duties, which relate to licensing services, must pay attention to and implement the general principles of good governance. Bearing in mind the principle of legal certainty, which should guarantee that government actions, especially those related to licensing services, must be carried out based on the law. Apart from that, the government also needs to pay attention to and apply the principle of benefit, ideally in implementing policies or making decisions the government must also pay attention to the elements of benefit which must be carried out in a balanced manner, both between the interests of the individual and the individual, as well as the community and the interests of the community and the government. This is done to ensure that the public actually gets the benefits from government policies and actions. And finally, the concept of licensing services is very close to the principle of good service, because in essence the principle of good service requires officials or public bodies to provide timely services, clear procedures and costs, in accordance with service standards and the provisions of laws and regulations.

CONCLUSIONS AND RECOMMENDATIONS

As with the research findings carried out by the author at the Boyolali Regency One Stop Investment and Integrated Services Service, they can be synthesized according to the research focus through an effectiveness process approach, namely:

1. The efficiency of Building Approval services both in terms of service time and costs incurred has not been realized optimally.
2. The building approval service process or procedure is unclear and complicated.
3. The response of the authorities to public complaints is said to be good, but there is still a need to increase the speed of resolving problems with public complaints.
4. Inhibiting factors in the effectiveness of Building Approval services at DPMPTSP Boyolali Regency include the limited number of officers resulting in reduced efficiency in processing Building Approvals. Apart from that, unequal levels of human resource competency, as well as inadequate funding allocation can also reduce the effectiveness of procurement of infrastructure to support Building Approval processing services.

5. The highest Net Present Cost (NPC) in a diesel power plant would be estimated about USD$ 2,626,468, and the highest Operating Cost (OC) was in a diesel power plant of USD$ 201,993. Besides, the carbon emissions produced in diesel power plants are also the highest compared to biomass power plants.

As per the research findings, the author provides several inputs, including:

1. Policy implementing officials need to make a series of breakthroughs in the policy implementation process by referring to the basic objectives to be achieved, so that the Building Approval service process provided does not prioritize formal legal and procedural aspects alone, but always considers aspects of achieving objectives, resulting in a number of problems Those deemed to be obstacles originating from the policy formulation side can be overcome and a solution can be found without having to deviate from the objectives to be achieved by the policy in question.

2. Clarify the procedures by installing information boards so that the public can more easily understand the Building Approval service procedures, so that it will help speed up subsequent procedures.

3. Increase responsiveness by speeding up staff responses when resolving problems complained by the public.

FURTHER RESEARCH
This research still has limitations so further research needs to be done on this topic “Effectiveness of Building Approval Services in the Department of Capital Investment and One-Door Integrated Services in Boyolali District Public Policy Law.”

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