

1
**APPARATUS PERFORMANCE IN THE SERVICE OF THE GOVERNMENT BUILDING PERMITS
(IMB) IN THE DEPARTMENT OF INVESTMENT AND INTEGRATED SERVICES IN BARITO
NORTH DISTRICT, INDONESIA**

Herlina, Jamaluddin, Budi Suryadi

Master of Government Science,

Lambung Mangkurat University,

Indonesia

Abstract:

1 Following the normal operating standards of licensing and non-licensing services, the North Barito PMPTSP office is the responsible body for administering Building Permits. The decision-making process for IMBs is time-consuming because of the many steps involved. The absence of IMB service's technical personnel is also a problem for the technological implementation in the field. IMB service performance is impacted by these variables and is hence still subpar. Descriptive qualitative research was employed for this study. Information was gathered through in-person interviews, field notes, video recordings, and a literature search. Methods from the realm of qualitative research, which generate verbal and written descriptions of participants and their actions, were used.

Keyword: Services, methods, and legal power related to licensing

1. Introduction

Identifying the metrics to be utilized for performance evaluation fulfillment in the role of local government administrator is shown by the sum total of regional development's accomplishments in yearly programming. It is possible to create a regional performance indicator by using the findings from a statistical examination of how several program indicators execution (Anwar, 1991). The regent's primary gauge is the rate of accumulation and aggregation benefits achieved via regional program implementation. Indicators of performance may also be used to predict the future. effectivity (Ruky; 2004). Detailed goals and metrics for success are laid forth in the steps of preparation for anything. That way, the performance responsibility may be met. aspect. As a result, the performance goals should detail the indirect success of objectives for progress over the medium term that are detailed, quantifiable, and time-bound **3** goals that are Specific, Measurable, Achievable, Realistic, and Time-Bound (SMART-C) (Abdullah, 2014).

The total destination area is used to calculate the sum of the results. improvement in human well-being, as measured by the HDI.

The effectiveness of regional initiatives may be measured via the development of key performance indicators.

performance. Minimum service standards (SPM) indicators are used to evaluate them.

as well as the Indicator of Key Performance (IKK). The Government's Other Key Performance Indicators

are included into a control-oriented, macro-scale approach.

public evaluations and disclosure of responsible parties (Dharma, 2013). Theoretical modeling of

key performance metrics adapted to the challenges at the regional and national levels

Strategic concerns are major contributors to regional success.

Law No. 25 of 2009 addresses governmental duties as a public worker.

on Public Service explicitly requires government agencies to follow these guidelines.

But in reality, not all federal, state, and regional government entities,

organizations like the Standard Operating Procedures (SOPs) that standardize services and

Standard Operating Procedures, Service Level Agreements, and the Service Model

(MPT) are stimulants designed to raise the quality of public services.

This is according to research (Dwiyanto, 2010).

Please see Regional Regulation No. 2 of 2016 for further information on the creation of the

The Organization of the Department of Investment and Integrated Services One-Stop

support during the whole license process, from first application to final approval.

Document publication is a streamlined process that should only be performed once.

What kind of service the Investment and Integrated Services Division provides

DPMPSTP's One-Stop entails 10 service areas, each of which requires a separate license or permit to operate.

licensing. The IMB (construction permit) service stands out among the several sorts of licensing services.

with a dismal pool of potential candidates. They are private citizens and real estate

and business (store, warehouse, factory).

IMB gives municipal authorities more say over physical

logs as a foundation for planning, tracking, and managing the

building up of a city. Planning must be well-thought-out and immensely helpful to the

owner of the property, in order to establish the origin of the

building. The International Monetary Fund also hopes to create a peaceful and secure regional environment.

and long-lasting, so that it doesn't degrade the environment when used.

The Department of Investment and Trade was set up for this same reason.

To provide rapid service for both licensing and nonlicensing needs, an integrated service "one-stop" shop is needed.

its

implementation

is intended to provide citizens with useful resources

in accordance with the current norms. Standards for licensing and nonlicensing must be taken into account while implementing the processing of Building Permits.

services, and rules governed by ¹the Department of Investment and One-Stop Services

by Decree No. 15 of 2016, which governs the handling of applications for new construction permits, and by

Ministerial Order No. 32 from the Department of Homeland Security. Decision-Making Processes at the IMB

Having to work with all the appropriate authorities and technical experts makes this a time-consuming procedure.

Some technological limitations were revealed through field operations.

It will take some time for the team to ratify the agreement. Because of this,

the quality of the services provided. The purpose of this piece is to provide a description of the

¹on the One Administrative Office for Investment and Integrated Services's Efficiency

Stop.

2. Approaches to Research

Studying Government Employees Via a Qualitative Methodology

The Investment and Business Development Authority's (IBA) ¹ Performance in Service Building Permit (IMB)

All-in-One-Stop Shop for North Barito Province Services. An example of a qualitative approach is the

approach used to explore a social phenomenon for the sake of research and understanding

(Afrizal, 2016; Creswell, 2010) phenomena and the human dilemma. Using this method,

Through careful word analysis, the researchers were able to construct a nuanced image of the

perspectives of those who participated, and investigated the events that took place. This

The Department of OneStop Research for Investment and Integrated Services was responsible for the study.

North

Barito

regency.

Researching potential locations depending on whether or not they're a good fit for the topic of this research, together with thoughts on the data-entry procedure, analytical software, and according to the needs (Burhan, 2001) in terms of structure and interaction. Participants in the study Barito, who is in charge of the One-Stop Shop for ¹ Investment and Integrated Services in North Kab.

Directors of Licensing and Section Heads of Establishment, Administration, and

Section of Verification), products, resources, personnel, consumers,

PMPTSP and other paperwork from the Department of Public Services.

There were three methods of gathering information used in this study:

made use of. In this study, qualitative analysis was employed as the method of data collection and interpretation.

Miles and Huberman propose a three-step process, including simplification, presentation, and evaluation.

confirmation of information (Sugiyono, 2014).

In this research, triangulation was used to validate the collected data.

Triangulation is a method that verifies inspection data by using several points of reference.

anywhere else than the data. This study's data analysis procedure was structured.

via statistical analysis and comparison of interview and observation data

in addition to information demonstrating conformity (Burhan, 2001).

3. Discussion and Results

How well an action is carried out is measured by its performance.

strategy/plan for achieving the organization's mission/vision as

outlined in the long-term goals of a company. In common use, the phrase refers to

individuals' and teams' rates of performance accomplishment or success in

individuals. ⁴ The only way to gauge an individual's or team's performance is whether they are able to

those who have been given a set of rules to follow in order to succeed. The criterion for success take the

aims or goals ² that need to be met in order for a project to be successful.

Because there is no standard, the existence of a certain individual or group can remain unknown.
Since 2006 (Mahsun)

In order to evaluate the success of an endeavor, key performance indicators are used.

action, as opposed to the outcome or the purpose of such action.

Department of Public Investment and Integrated Government Employee Performance

Investment is likely to rise as a result of Services One Stop's efforts to strengthen the investment environment.

capital investment competitiveness, enhanced business output

by contributing resources like money, materials, and labor to help the

jobs and responsibilities. The infrastructure of licensing services must also be built.

expenses made to achieve openness and promptness in service. Authority in the North

There must be conformity between Barito regency policy and North Decree No. 15 of 2016.

Agreement Regarding ¹Delegation of Authority for Issuance and Signature, dated May 1, 2016,

Investment and Integrated Services OneStop Manager ¹Licensing and Non-Licensing

Within the context of enforcing licensing procedures, the North Barito regency

quick and easy service. Details of the ¹licensing and non-licensing powers given to the

The North Barito One-Stop Shop for ¹the Department of Investment and Integrated Services

license types granted rose from 83 to 110, from a low of 27.

Communities need functions of responsiveness. Nonetheless, the idea of

Here, we use the concept of responsiveness to evaluate Department of Defense IMB service.

PMPTSP province of North Barito. The term "responsiveness" describes the harmony between

programs and events with community demands. To sum up, receptivity implies

government machinery's hopes, dreams, and requirements for

recipients of one's services. The public sector requires responsiveness because it demonstrates

the government's responsiveness to citizens' needs, as shown by their

agenda, put a premium on service quality, and design public service initiatives that are a good fit for the community.

the community's wants and hopes. Components of receptivity to

workers, specifically:

1. if there have been any user concerns;
2. approach used by the system while receiving feedback from dissatisfied customers;
3. customer service decisions based on feedback received

improvement;

4. a toolbox of techniques and hardware for satisfying service recipients with their purchases.

Evidence of the public sector's responsiveness to government officials may be found

from both within and outside the government. The magnitude of inward procedures such

In the sake of management, formal processes, and routine

individuals with restricted rights are also reading articles on management. Mainly, they're aiming for

to provide the federal government and its administration enough room to safely surround

team. At the same time that news from the public sector is being shared with the

the public sector's actions, and how to mitigate their effects on progress toward

organization.

Who or what is responsible for carrying out public operations is made clear by the concept of responsibility.

groups based on the principles of sound management or the official stance of the

grouping, implying or stating clearly. The study's findings indicate that

Employees who take on more responsibility see significant gains in their productivity. Thus,

duty includes working to boost the equipment's efficiency and actually putting those plans into action.

Those tasked with carrying out its tasks and obligations must be qualified to do so.

and the duties of a leader. The precision and suitability of their numerical

necessary personnel and knowledge are on hand to get the task done.

The PMPTSP Department Head is the technical leader and executive decision-maker in the

The technical team at the IMB service ensures that there is never a shortage of personnel.

are carrying out the IMB mechanism in accordance with the rules in place. whereas the IMB groove

In this scenario, the mechanism can't be processed quickly because of the

standards that must be satisfied in order to carry out one's duties. The data demonstrates

that the PMPTSP Office is in charge of providing valid Building Permit services

(IMB) are well-versed in the fundamental roles, responsibilities, and

tasks assigned to each division.

The manifestation of the concept of ¹ performance accountability in government is the

accountability responsibilities of a government organization for the results of

achievement of organizational objectives with the means provided by

¹ have been established through a system of periodic accounts. Stricter responsibilities are

external accountability as guidance from the public on what has been done by the

officer or officers.

Accountability Measures for the PMPTSP Department

The requirement of a government agency to answer for the success or failure of its programs is embodied in the performance accountability of government officials.

method of keeping track of how well an organization is doing at carrying out its purpose and meeting its objectives through time. External accountability, in the form of advice from the public on the officer's or officers' actions, is more important. Strategic planning, performance planning, performance measurement, and reporting of performance have all been carried out as part of the Department of PMPTSP's accountability system in order to meet obligations to account for the success or failure of the agency's mission implementation. Government performance accountability reports (LAKIP) that detail the results of an agency's work should be integrated with the financial statements to provide a more complete picture of the agency's financial health and its impact on the economy as a whole. The implementation of performance assessment benefits greatly from LAKIP's significance. These include, but are not limited to: (1) the work of the media relations organization; (2) the accountability of the media; (3) the enhancement of performance as a result of information feedback from the media; (4) the use of LAKIP as an instrument for continuous performance improvement.

The following components make up LAKIP as a tool for continuous performance improvement: Action, That report shaped as a material for institutional enhancement, management, human resource enhancement, accountability, and public service.

Strategic Plan, Annual Work Plan Performance Determination for Next Year Plan, Meaning LAKIP as an Ingredient.

The achievement or lack thereof on the part of the organization may be measured using the Check, Meaning LAKIP framework.

Do, That Is, Use LAKIP as a Tool to Carry Out, Track, and Evaluate Your Agency's Operations.

The report should include sections on the following topics: the results of performance measurements; an evaluation and analysis of performance accountability; a summary of the report's findings; and recommendations for moving forward. Thus, responsibility and accountability are inextricably linked components of the whole. Several reports have highlighted the advantages of and distinctions between accountability and responsibility. Responsibility is based on insight whereas accountability relies on written records or reports.

One definition of accountability is the degree of power disparity between the person being monitored and the person providing supervision.

Accomplishment throughout time reveals the metrics used to evaluate the effectiveness of local government in achieving its goal and purpose. Based on the findings of the investigation of the effect of one or more indicators of program performance, a device performance indicator may be established. Head of the Office Indicators, Gain Aggregation, and Gain Accumulation are Key Performance Indicators for this Program.

Future results may also be predicted using the performance indicators. Both the planning phases and the final execution have defined performance metrics and goals. This is necessary to ensure the performance accountability component is met. Therefore, it is essential that the performance objectives be SMART-C (specific, measurable, attainable, relevant, time-bound, and continually improving) in order to accurately characterize the accomplishment of the medium-term development targets.

The purpose of a government employment agency's key performance indicators is to enhance and assess performance over time.

The creation and execution of a key performance indicator in Indonesian government agencies have numerous crucial objectives:

- to evaluate how effective and productive existing groups have been.

Worker productivity, satisfaction, and honesty may all benefit from the usage of later sizes.

- to get relatively crucial data on mandatory performance under the excellent work management system.

Medium-term planning, yearly planning, documenting responsibility for results, evaluating effectiveness, and keeping tabs on progress are just some of the many ways KPIs may be put to use.

The need for consistency in the many moving parts of the government's machinery led to the creation of Standard Operating Procedures (SOP) as an internal reaction to these constraints. The fact that standard operating procedure (SOP) routines were developed for common scenarios in the past means that they may be incompatible with new situations or new policies. New policies that need new methods of functioning to accomplish an institution's intended strategy are extremely likely to be hampered by the SOP.

Three indicators—response time, responsibility, and accountability—show how well the North Barito regency's PMPTSP Department's Building Permit (IMB) apparatus service performs.

In the context of North Barito regency's successful policy implementation, the Building Permit (IMB) service procedure prioritizes responsiveness. The Building Permit (IMB) programs and activities make good use of available budgetary resources. Department PMPTSP IMB service personnel are regarded as efficient due to their responsiveness and sense of duty. Those tasked with putting into action the IMB's policy on service delivery in the North Barito regency are well aware of their responsibilities and the nature of the policy itself.

The PMPTSP Department is well-versed in the principal duties, functions, and responsibilities of each department, both individually and collectively, and has the power to administer the Building Permit (IMB) service. Research findings were used to improve the responsiveness, responsibility, and accountability of the Building Permit (IMB) application process in the North Barito regency. These

improvements included better dissemination to the general public and, in particular, to IMB applicants, and an increase in the number of successful IMB applications.

Adding more people to the payroll won't fix the problem of underperforming government officials; instead, we need people with the right mix of talents and abilities (incompetent and incapable) to get the job done.

The program's success or failure depends on four distinct sets of factors: There are four main factors that influence how well a program is implemented: the environment, the relationships between organizations, the resources organized for the program's implementation, and the qualities and talents of the implementing agency.

The Final Words

An organization's performance is a summary of how well its actions, programs, and policies have contributed to the fulfillment of its stated goals, objectives, purpose, and vision. Only when goals have been established in advance can performance be measured.

The success criterion, for instance in the form of goals or precise targets to be attained, may be unclear without a goal or aim, since there would be no standard against which to judge the individual's or organization's performance.

The program managers, in their capacity as decision-makers, have developed a baseline for the system's performance, and it is designed to operate in line with societal expectations and the strategic goals of the PMPTSP Office. The lack of public reaction to the significance of the Building Permit (IMB) and the limited number of workers at the service of the apparatus create performance limitations.

References

Abdullah, M. (2014). Manajemen dan Evaluasi Kinerja Karyawan. Yogyakarta: Aswaja Pressindo.

Afrizal. (2016). Metode Penelitian Kualitatif: Sebuah Upaya Mendukung Penggunaan Penelitian Kualitatif Dalam Berbagai Disiplin Ilmu . Jakarta: PT. RajaGrafindo Persada.

Anwar. (1991). Evaluasi kinerja Sumber Daya Manusia. Bandung: PT. Refika. Aditama.

Arikunto, S. (2002). Manajemen Penelitian. Jakarta: Rineka Cipta.

Burhan, B. (2001). Metodologi Penelitian Kualitatif Aktualisasi Metodologis ke Arah: Ragam

Varian Kontemporer . Jakarta : Rajawali Pers.

Creswell, J. W. (2010). Research design: pendekatan kualitatif, kuantitatif, dan mixed.

Yogyakarta: PT Pustaka Pelajar.

Dharma, S. (2013). Manajemen Kinerja : Falsafah, Teori dan Penerapannya. Yogyakarta:

Pustaka Pelajar.

Dwiyanto, A. (2010). Manajemen Pelayanan Publik: Peduli, Inklusif, dan Kolaboratif.

Yogyakarta: Gajah Mada University Press.

Mahmudi. (2005). Manajemen Kinerja Sektor Publik. Yogyakarta : UPP AMP. YKPN.

Mahsun, M. (2006). Pengukuran Kinerja Sektor Publik. Yogyakarta: Penerbit BPF.

Ruky, A. (2004). Sistem Manajemen Kinerja. Jakarta: PT. Gramedia Pustaka Utama.

Sugiyono. (2014). Metode Penelitian Kuantitatif Kualitatif dan R&D. Bandung: Alfabeta.

29 APPARATUS PERFORMANCE IN THE SERVICE OF THE GOVERNMENT BUILDING PERMITS

ORIGINALITY REPORT

17%	17%	4%	3%
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	oapub.org Internet Source	16%
2	Submitted to HCUC Student Paper	<1%
3	www.coursehero.com Internet Source	<1%
4	sloanreview.mit.edu Internet Source	<1%

Exclude quotes Off

Exclude matches Off

Exclude bibliography Off