PERFORMANCE OF MAKING SERVICES TO ESTABLISH BUILDING (IMB) TANAH SIANG SELATAN DISTRICT, MURUNG RAYA

Dommy Joan Eka Dinata, Budi Suryadi, Jamaluddin

Master Program of Government Science, Lambung Mangkurat University, Banjarmasin, Indonesia

ABSTRACT

The quality of public services must be increased. In particular, this study aimed to examine the standard of IMB creation services in BPPT Murung Raya Regency, the variables that went into the creation of IMBs, and what might be done to improve the quality of IMB creation services. In this analysis, we look specifically at the effectiveness of IMB licencing services. Examining BPPT Murung Raya Regency's IMB service quality was the focus of this research. Descriptive qualitative research methods were used for this investigation. Interviews, field notes, and other written records were used to gather information on BPPT Murung Raya Regency's IMB service quality. Despite certain issues with infrastructure and human resources, the findings revealed that the BPPT Murung Raya regency has done a good job of delivering IMB licencing services. The study found that the IMB service in the Murung Raya BPPT regency has been mostly successful so far, but that there are certain areas where it may be better. Optimal services, according to the study's authors, need BPPT to improve its professionalism, efficacy, and efficiency, as well as address any shortcomings in its current model.
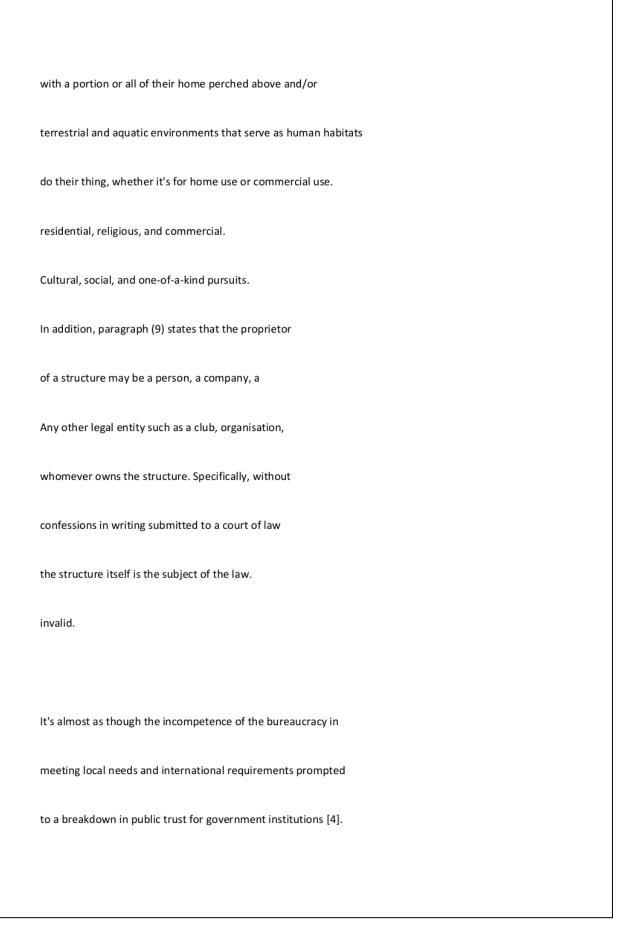
Keywords: Performance, Public Service Quality, and Building Permits are all relevant terms here.
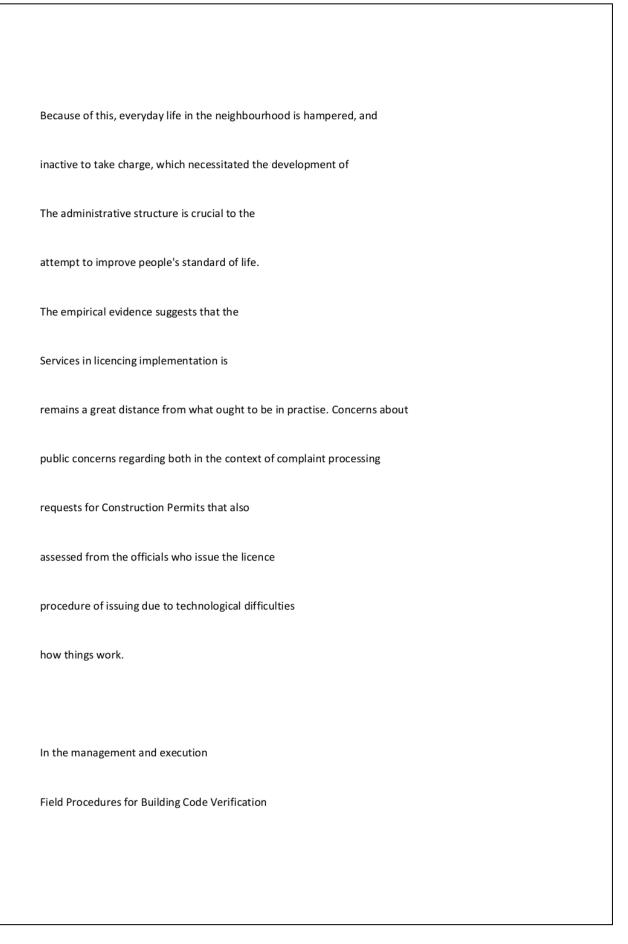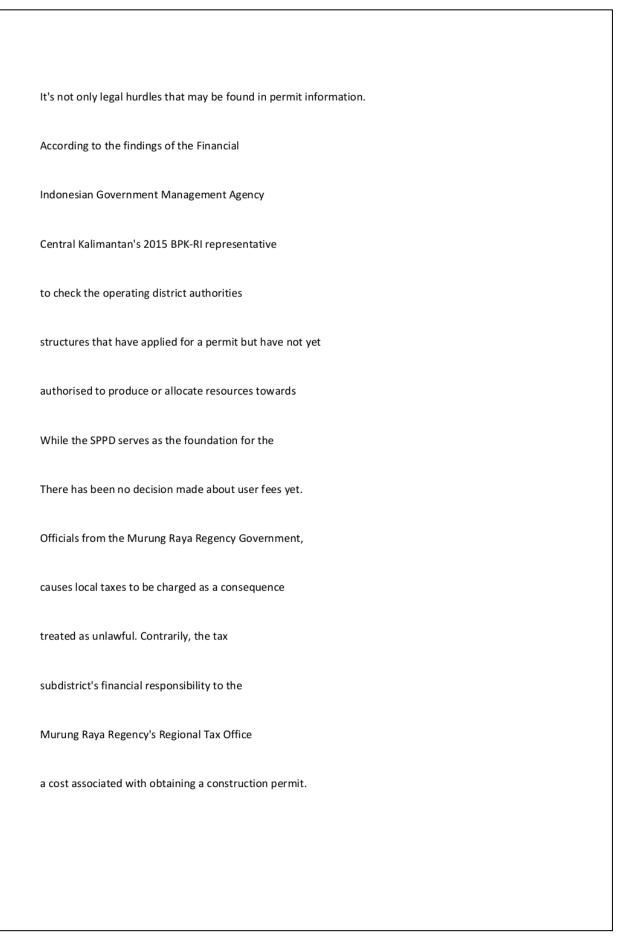
PRELIMINARY

There are many complaints against public service providers [1] due to service procedures that still seem complicated, delays in administration, unaffordable costs, and the attitude of service personnel who do not reflect the attitude of being a pragmatist. This is one background to the implementation of the Bureaucracy Reform, which aims to improve the quality of public services that do not meet the expectations of the community. In Regional Government In-Law No. 32 of 2004, it was mandated that bettering people's lives would be pursued in three ways: by bolstering the quality of public services; by encouraging greater community involvement and empowerment; and by making the region more economically competitive. To better meet public expectations as customers and realise Good Local Government [3], the central government issued Decree of the Minister of Home Affairs No. 238-270 on Technical Guidelines forIntegrated District Administration Services Guidelines, which was then implemented by regional units of government.

Geographical conditions, such as a great distance between the customer's home and the service location, necessitate a solution, and PATEN is anticipated to fulfil this role by representing district-level SOPDs and transforming the sub-district into a community service centre. To fulfil its role as a service hub, the subdistrict must be able to provide licencing and non-licensing services to its constituents on an equitable basis, taking into account the subdistrict's criteria and size. One of the licences issued by the sub-district is the permission to construct a building up to 70 square metres in size, as outlined in the Murung Raya DistrictRegulations Number 18 of 2015 concerningLicensing and Non-Licensing Services Standards for Integrated Administrative Services in Sub-Districts in the Districts of Murung Raya.

Position of government agency as a strategic player

due to the fact that it is ahead of the curve in directly addressing

individuals who come from different places, have different goals, and

requirements that are always evolving and changing [2].

By means of a Regulation issued by the Minister of Home Affairs

Law (No. 4) of 2010 Relating to Recommendations for Integrated

Article 28 of Law No. 28/2002, entitled "District Administrative Services,"

parties involved, many of whom have competing goals

mutually causing government bureaucracy to

problem coming up with a concise goal. Read this article to learn more.

seeks to characterise the effectiveness of permission issuing in

developing Murung's Tanah Tanah Selatan Commune

"The Raya Regency"

Buildings are physical forms, as stated in paragraph 1 of this section.

from the combined effects of building efforts

with a portion or all of their home perched above and/or

terrestrial and aquatic environments that serve as human habitats

do their thing, whether it's for home use or commercial use.

residential, religious, and commercial.

Cultural, social, and one-of-a-kind pursuits.

In addition, paragraph (9) states that the proprietor

of a structure may be a person, a company, a

Any other legal entity such as a club, organisation,

whomever owns the structure. Specifically, without

confessions in writing submitted to a court of law

the structure itself is the subject of the law.

invalid.

It's almost as though the incompetence of the bureaucracy in

meeting local needs and international requirements prompted

to a breakdown in public trust for government institutions [4].

Because of this, everyday life in the neighbourhood is hampered, and

inactive to take charge, which necessitated the development of

The administrative structure is crucial to the

attempt to improve people's standard of life.

The empirical evidence suggests that the

Services in licencing implementation is

remains a great distance from what ought to be in practise. Concerns about

public concerns regarding both in the context of complaint processing

requests for Construction Permits that also

assessed from the officials who issue the licence

procedure of issuing due to technological difficulties

how things work.

In the management and execution

Field Procedures for Building Code Verification

It's not only legal hurdles that may be found in permit information.

According to the findings of the Financial

Indonesian Government Management Agency

Central Kalimantan's 2015 BPK-RI representative

to check the operating district authorities

structures that have applied for a permit but have not yet

authorised to produce or allocate resources towards

While the SPPD serves as the foundation for the

There has been no decision made about user fees yet.

Officials from the Murung Raya Regency Government,

causes local taxes to be charged as a consequence

treated as unlawful. Contrarily, the tax

subdistrict's financial responsibility to the

Murung Raya Regency's Regional Tax Office

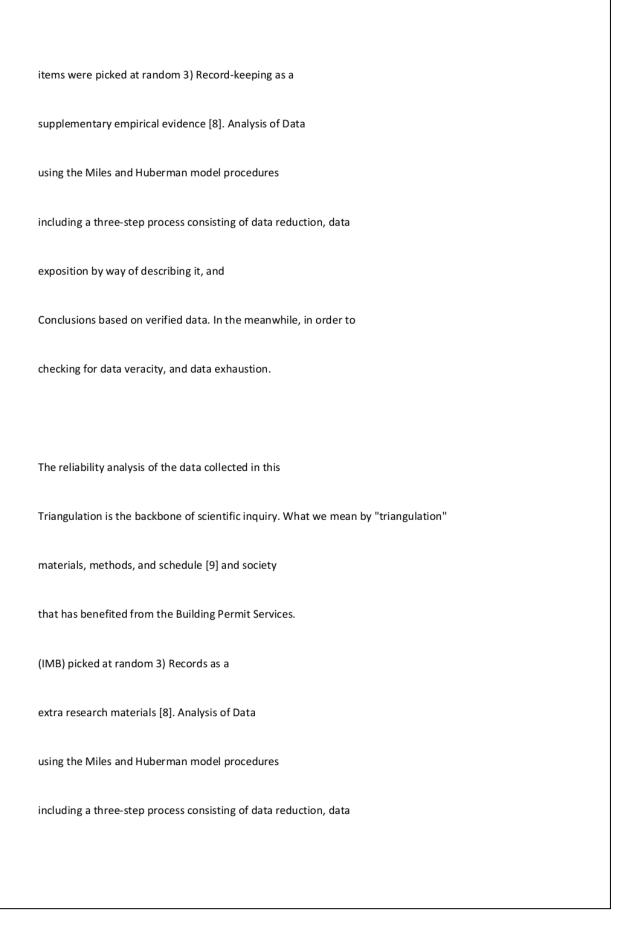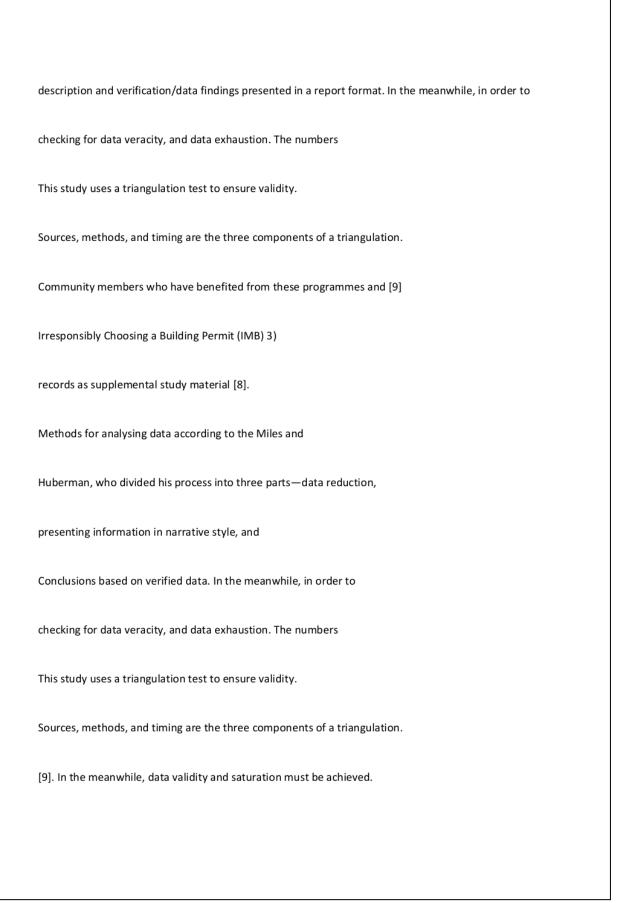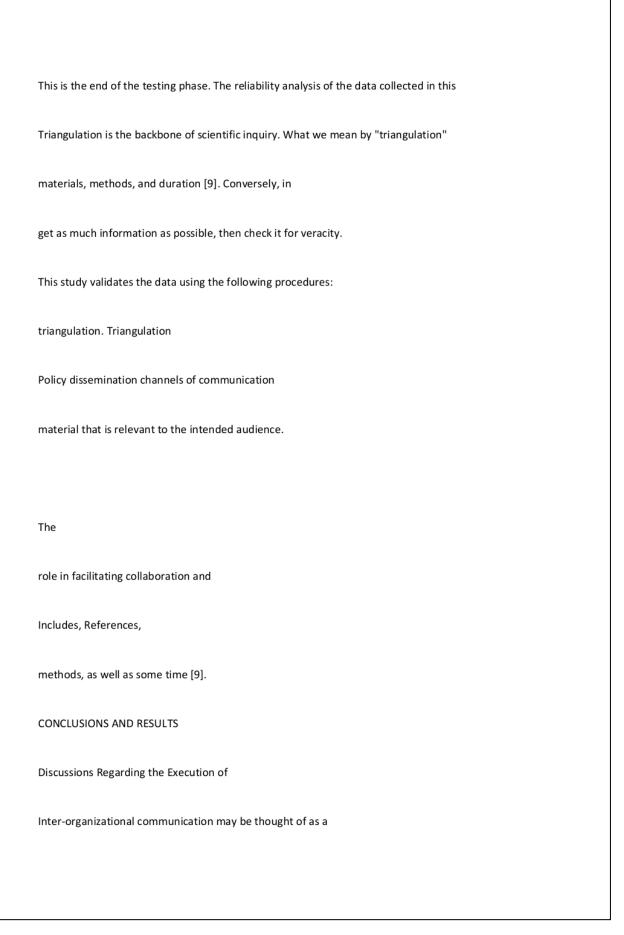a cost associated with obtaining a construction permit.

Dwiyanto [5] claims that the show was a success.

It is not sufficient to evaluate governmental bureaucracy.

carried out with the use of bureaucracy-related indicators

such as productiveness and usefulness, but interpreted

signs that are unique to the service recipients, such

consumer endorsement, responsibility, and

responsiveness. Feedback on the service's performance

Since the general public places a premium on the user experience,

Moreover, bureaucracy is created. Considering the objectives and mandate

With government red tape, not only do a lot

METHODS OF STUDY

In this investigation, a qualitative strategy was used.

The researcher decided to take this tack because

hopes to get a detailed account of the

providing the work of obtaining a Building Permit

(IMB) near Murung Raya, District of Tanah Siang Selatan

Place numbered 6. The steps involved in a qualitative method include:

methodology-based research and comprehension

that probes the connections between a social phenomena and the

problems. Here, the researcher adopts a

intricate picture, looks at specifics from several publications, and

respondents' perspectives, and investigates the

encountered circumstance. The qualitative research approach is a

kind of study that generates descriptors for use in

source information in the form of interviews, field notes, and other

conduct [7].

The criteria used to identify study locations are:

Taking into account whether or not the content of the

difficulty in this research, as well as the taking of data into

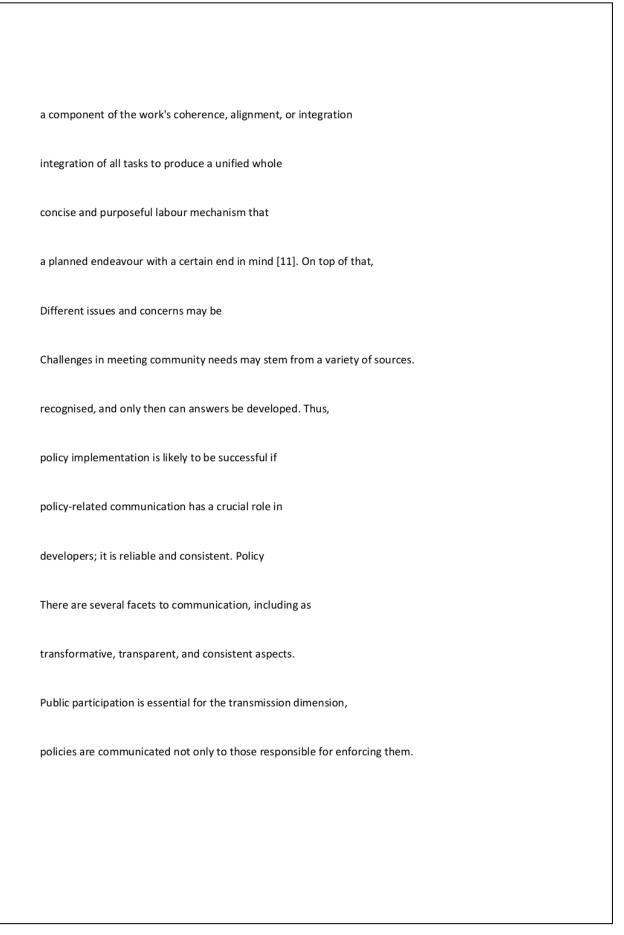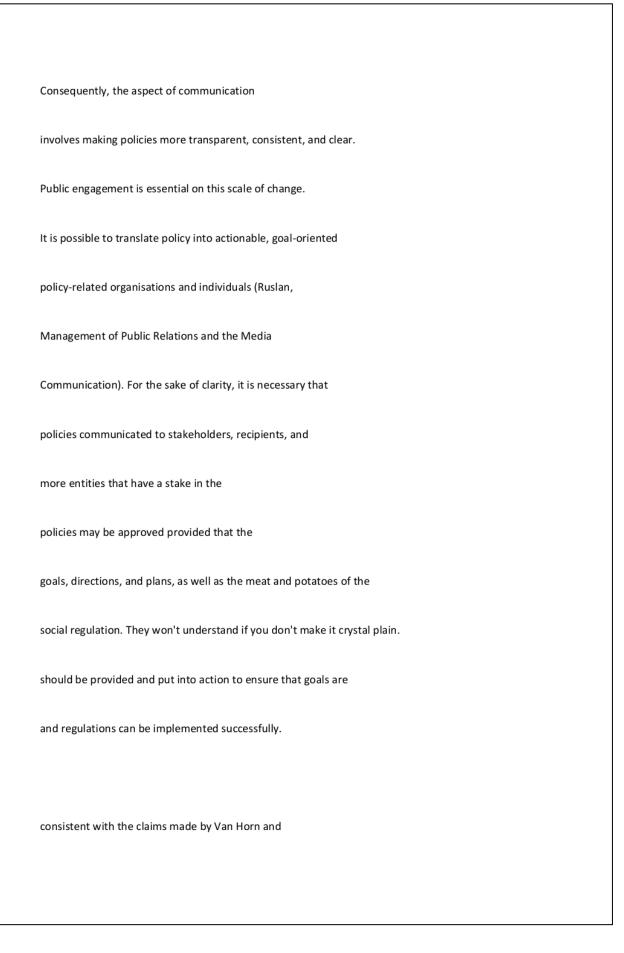inclusion of individuals, systems, and relationships

according to the requirements of a detailed description. At issue

of study, there are five main components: output,

accountability, responsiveness, and responsibility. Data

methods of data collecting executed in three steps; 1)

research site observations in the Murung Raya

Tanah Siang Selatan, Regency PUPR Service

Regional Capital Murung Raya Administration Centre

Authorization processing centre, 2) a chat with the South

District Chief Tanah Siang of the Murung Raya Province;

Regency PUPR Service Head for Murung Raya; Head of

Murung Raya District Public Safety Patrol; Tanah

The Murung Raya Subdistrict Siang Selatan Administration

IMB Building Permit Services Regulations

which will be chosen at random, and participants who have

gained access to IMB Permitting Services

items were picked at random 3) Record-keeping as a

supplementary empirical evidence [8]. Analysis of Data

using the Miles and Huberman model procedures

including a three-step process consisting of data reduction, data

exposition by way of describing it, and

Conclusions based on verified data. In the meanwhile, in order to

checking for data veracity, and data exhaustion.

The reliability analysis of the data collected in this

Triangulation is the backbone of scientific inquiry. What we mean by "triangulation"

materials, methods, and schedule [9] and society

that has benefited from the Building Permit Services.

(IMB) picked at random 3) Records as a

extra research materials [8]. Analysis of Data

using the Miles and Huberman model procedures

including a three-step process consisting of data reduction, data

description and verification/data findings presented in a report format. In the meanwhile, in order to

checking for data veracity, and data exhaustion. The numbers

This study uses a triangulation test to ensure validity.

Sources, methods, and timing are the three components of a triangulation.

Community members who have benefited from these programmes and [9]

Irresponsibly Choosing a Building Permit (IMB) 3)

records as supplemental study material [8].

Methods for analysing data according to the Miles and

Huberman, who divided his process into three parts—data reduction,

presenting information in narrative style, and

Conclusions based on verified data. In the meanwhile, in order to

checking for data veracity, and data exhaustion. The numbers

This study uses a triangulation test to ensure validity.

Sources, methods, and timing are the three components of a triangulation.

[9]. In the meanwhile, data validity and saturation must be achieved.

This is the end of the testing phase. The reliability analysis of the data collected in this

Triangulation is the backbone of scientific inquiry. What we mean by "triangulation"

materials, methods, and duration [9]. Conversely, in

get as much information as possible, then check it for veracity.

This study validates the data using the following procedures:

triangulation. Triangulation

Policy dissemination channels of communication

material that is relevant to the intended audience.

The

role in facilitating collaboration and

Includes, References,

methods, as well as some time [9].

CONCLUSIONS AND RESULTS

Discussions Regarding the Execution of

Inter-organizational communication may be thought of as a

a component of the work's coherence, alignment, or integration

integration of all tasks to produce a unified whole

concise and purposeful labour mechanism that

a planned endeavour with a certain end in mind [11]. On top of that,

Different issues and concerns may be

Challenges in meeting community needs may stem from a variety of sources.

recognised, and only then can answers be developed. Thus,

policy implementation is likely to be successful if

policy-related communication has a crucial role in

developers; it is reliable and consistent. Policy

There are several facets to communication, including as

transformative, transparent, and consistent aspects.

Public participation is essential for the transmission dimension,

policies are communicated not only to those responsible for enforcing them.

Consequently, the aspect of communication

involves making policies more transparent, consistent, and clear.

Public engagement is essential on this scale of change.

It is possible to translate policy into actionable, goal-oriented

policy-related organisations and individuals (Ruslan,

Management of Public Relations and the Media

Communication). For the sake of clarity, it is necessary that

policies communicated to stakeholders, recipients, and

more entities that have a stake in the

policies may be approved provided that the

goals, directions, and plans, as well as the meat and potatoes of the

social regulation. They won't understand if you don't make it crystal plain.

should be provided and put into action to ensure that goals are

and regulations can be implemented successfully.

consistent with the claims made by Van Horn and

Policy implementation, according to Van Mater [12],

correctly, what the typical aim is should be understood.

person to person? Accountable for the success of

Consequently, criteria and policy goals

goals should be shared with those responsible for carrying them out.

Transmission of information is a kind of communication.

to those responsible for enforcing policy on what criteria

Goals should be uniform and consistent across all

source(s) of data. the likelihood of successful policymaking

application and

Murung Raya's Policy on the Issuing of Building Permits

Effective communication in the Regency era

created as part of the process of enforcing the

Service for Issuing Building Permits (IMB) as the Final Arbiters

1
know

what

they

are

going

to

do

so

that

the

tasks

and

outcomes for the duties they'll be taking on. Whereas

exchange of information between the program's administrators and

Murung Raya residents are one among the categories being aimed at.

Regency, in general, and the IMB candidate in particular

is useless even after being exposed to social

Murung Raya Building Permit Requirements.

Regency.

Humans use communication as a means of sharing

it's emotions, expectations, and experiences to

different [15]. Consideration is given to the role of communication as

a critical component because it facilitates communication between

implementation by citizens and authorities

policies. That way, we can test to determine whether the implementation

in which the policy operates smoothly and efficiently

suffering injury. The implementation is successful if and only if

Officials and workers on the ground are aware of the situation.

carried out, and this can only be accomplished by engaging in good

communication.

One of the most crucial skills is communication.

factors influencing the quality of public services,

Effective communication is essential to accomplishing

goals of enforcing government policies [10]. The

The importance of communication cannot be overstated.

approval of the policy from the intended audience in order to

The efficacy is affected by the quality of communication.

performance in the public sector. As a result, the spread

of the substance of policy via clear and effective

The process influences the policy.

heavily dependent on

policy implementers with clear and precise communication and

persistently [12].

In the absence of definition and uniformity, and

consistency in pursuit of a policy goal and established norm,

Consequently, the ultimate goal of policy and the standard is

challenging to do. Thanks to this insight, policy

the requirements for the implementers, and

Due to constraints on implementers' availability and the need to ensure consistent results, standard operating procedures (SOP) were drafted in-house.

need for consistency in the procedures of large and complicated enterprises. Standard operating procedures (SOP) that are regularly drafted for typical scenarios in the past may impede policy changes since they are not suitable to the current situation or program. New policies that call for novel approaches to work or special staff are extremely likely to be stymied by SOP. The more a company's standard operating procedure (SOP) stands in the way of implementing a new policy, the more significant the policy's impact will be.

The nature of the policies that impact public bureaucratic institutions, as well as pressures from outside bureaucratic units including legislative committees, interest groups, executive officials, and the State constitution, are major causes of fragmentation. Assigning authority over a policy domain to many departments or divisions is an example of fragmentation. Dispersion of authority over a policy domain between a number of distinct departments or divisions [14]. The effectiveness of policy implementation decreases as the number of individuals and agencies engaged increases, especially if their choices are intertwined. Edward claimed that a policy's chances of success decreased proportionally to the amount of coordination required to execute it [14]. Employees or implementers of IMB service policies may carry out daily routine tasks in accordance with predetermined standards thanks to the availability of a standard operating procedure titled "Building Permit in Murung Raya Regency." The BPPT Office's Renja has clearly defined the tasks and functions of each area, therefore fragmentation here is an attempt to divide responsibility for workers' actions and activities across many units. Communication, resources, disposition, and bureaucracy are the four factors used to evaluate the efficiency of the BPPT Office of Building Permit (IMB) service in Murung Raya Regency.

Human, monetary, and material resources are all examples of resources. There is still a severe paucity of and restriction on human resources. There is a discrepancy between the actual number of employees required and the actual knowledge and skills required, based on actual work performance. Existing Building Permit (IMB) initiatives and activities make the most of available

funds. To improve employee performance, there must be a sufficient number of staff members who possess the requisite experience and competencies (competent and capable), but unfortunately, there are not enough equipment resources to enable this. Improving service performance is complicated by a number of issues, including a lack of resources, knowledge, and communication. There are two types of data involved in policy implementation: first, data on the policies themselves. The second piece of information is compliance data from those who are tasked with enforcing government regulations.

Policy implementers (frontline bureaucrats) need crystal-clear, unambiguous communications [13].

Cheema and Rondinelli [13] state that four sets of variables—environmental conditions, relations between organizations, organizational resources for program implementation, and the characteristics and capabilities of the implementing agent—influence a program's performance and impact. There are a number of perspectives in the policy's formulation of the aspects that impact the apparatus' performance. Different perspectives lead to the same conclusion: performance is a very nuanced process, with several variables impacting the outcome. The reasons that become roadblocks in the delivery of Building Permit (IMB) services in Murung Raya Regency were identified via an analysis of the identified performance process.

Building Permit (IMB) service personnel and financial resources are limited, and there are few physical facilities available.

Non-compliant buildings and those that cross the Border Line (GSB) are two examples of disordered and unorganized urban planning.

execution of the policy for obtaining a Building Permit (IMB). The effectiveness of disposition and bureaucracy is well acknowledged. Those responsible for putting the IMB service policy into action in Murung Raya Regency are prepared to do so because they understand their roles and are motivated to see the policy through to fruition. When it comes to the implementation of the Building Permit (IMB) bureaucracy, the BPPT Office is well-versed in what each party is responsible for on an individual and a systemic level.

From the king's perspective, we learn that resources are a common stumbling block when trying to put into effect any kind of public policy. Staff or employees (frontline bureaucrats) are the primary resource in policy implementation [14, 10]. The inadequacy, insufficiency, or incompetence of staff or personnel is a common contributor to policy performance failures. Adding more workers and implementers

CONCLUSION

The efficiency with which resources are used is crucial to the success of the policy implementation process. In the end, it's people who will make or break an implementation plan. At certain points along the rollout, human resources will need to be politically determined. It's hard to expect public programs to succeed when they're backed by resources with no skill or aptitude. Organizational performance is the attainment of predetermined goals and objectives via the execution of

predetermined activities and programs within a certain time frame. Indicators that are intrinsic to service users, such as service user satisfaction, accountability, and responsiveness, should be considered alongside bureaucracy-centric indicators like efficiency and effectiveness when evaluating the performance of public bureaucracies.

The aims and missions of the public administration give rise to a need for performance evaluation from the perspective of the people receiving the services.

REFERENCES

1. Effendi, S. (2005). Reformasi Birokrasi. Jakarta:

Lembaga Administrasi Negara.

2. Sutrisno, H. (1998). Mewujudkan Good

Governance melalui Pelayanan Publik.

Yogyakarta: Gajah Mada University Press.

3. Hardiyansyah. (2011). Kualitas Pelayanan Publik

Konsep, Dimensi, Indikator dan. Implementasinya.

Yogyakarta: Gava Media.

4. Abdul, C. D. (2015). Pelayanan Publik Tingkat

Desa. Yogyakarta: Interpena.

5. Dwiyanto, A. (Ed.). (2006). Reformasi birokrasi

publik di Indonesia. Gadjah Mada University Press.

6. Sugiyono. (2016). Memahami Penelitian Kualitatif.

Bandung: Alfabeta.

7. Gunawan, I. (2014). Metode Penelitian Kualitatif

Teori dan Praktik. Jakarta: Bumi Aksara.

8. Saebani, A. D. (2009). Metodologi Penelitian

Kualitatif. Pustaka Setia: Bandung.

9. Iskandar.

(2008). Metodologi Penelitian

Pendidikan dan Sosial (Kuantitatif dan. Kualitatif).

Jakarta: GP Press.

10. Agustino, L. (2006). Politik dan Kebijakan publik.

Bandung: AIPI.

11. Ardianto, E. (2006). Public relations Suatu Pengantar Praktis. Bandung: Bumi Quraisy.

12. Widodo, J. (2006). Membangun Birokrasi Berbasis Kinerja. Jakarta: Bayumedia Publishing.

13. Subarsono, A. (2011). Analisis kebijakan Publik: Konsep. Teori dan Aplikasi. Yogyakarta: Pustaka Pelajar.

14. Edward III, G. C. (1980). Implementing Public Policy. Washington DC: Congressional Quarterly Press.

15. Mulyana, D. (2007). Ilmu Komunikasi Suatu Pengantar. Bandung: Rosdakarya.

25 PERFORMANCE OF MAKING SERVICES TO ESTABLISH BUILDING