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## **Analysis of the Quality of One-Stop Services for Building Construction Permits (IMB) in Bogor Regency**

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### **ABSTRACT**

One of the bad services in Indonesia is the building permit or IMB and other related permits. In general, the One-Stop Integrated Service Investment Service serves various permits, such as IMB, Advertising Permit, Disturbance Permit, Construction Service Business Permit, and Trade Permit. In reality, there are still various criticisms and complaints from the public regarding public services provided by the One-Stop Integrated Licensing Service Agency, which of course will greatly affect the image of the government in the eyes of the community. People always want to get fast, easy and cheap service. The reality is that in Bogor Regency, building permit services are still a public complaint. The fact that is happening at this time, there are still weaknesses which in general, in this case in the form of government apparatus services that have not been effective. The analysis knife used is the service theory according to Denhardt and Denhardt. This research method uses a qualitative approach with descriptive methods. The results showed that the quality of the One-Stop Building Permit (IMB) Integrated Service in Bogor Regency has been running quite well, starting from adequate facilities and infrastructure starting from the strategic location of the building and can be reached by public transportation, providing satisfactory services from employees, there is an online permit arrangement and a special room for breastfeeding mothers, as a whole, the infrastructure is sufficient for the convenience of the community, but there are still shortcomings especially in the time the permit processing process is too long.

**Keywords:** Quality, Service, Building Permits.

### **INTRODUCTION**

Public services in various sectors, especially those concerning the fulfillment of civil rights and basic needs, are a form of state accountability to the people. But unfortunately, the implementation of public services which is a real picture of the government's performance in providing services to the community has not run optimally so that the quality of service for the apparatus is still in the spotlight, especially regarding service procedures and procedures which are felt to be still long and convoluted, there is no certainty of service, either time, cost and requirements, as well as the lack of disclosure of information on matters relating to services.

One of the bad services in Indonesia is the building permit or IMB and other related permits. In general, the One-Stop Integrated Service Investment Service serves various permits, such as IMB, Advertising Permit, Disturbance Permit, Construction Service Business Permit, and Trade Permit. In reality, there are still various criticisms and complaints of the public against the public services provided by the One-Stop Integrated Licensing Service Agency, which of course will greatly affect the image of the government in the eyes of the community. People always want to get fast, easy and cheap service. The reality is that in Bogor Regency, building permit services are still a public complaint.

The fact is that currently there are still weaknesses in general, in this case in the form of government apparatus services that have not been effective. These weaknesses are in the form of complicated and not simple service mechanisms, lack of certainty in administrative

requirements, lack of transparency in procedures for obtaining services, inefficient services, and lack of fairness in service delivery, as well as several factors that can affect the service itself. These conditions are influenced by, among others, the community, the ability of employees, the regulations applied, and the supporting facilities. Because the community is not satisfied with the services provided, it has an impact on indicators that there are still some people who choose not to have a permit when building a building. This problem has not been resolved by the Bogor Regency government. Based on this, the purpose of this study is to analyze the One-Stop IMB service in Bogor Regency and find out what are the supporting factors and obstacles to the One-Stop Integrated IMB Service in Bogor Regency.

The first research entitled, *Transjakarta Busway Service Quality in DKI Jakarta in 2017*, by Putri Yulfa Rianti and Retnowati WD Tuti. The purpose of this study was to determine the quality of the Transjakarta Busway service in DKI Jakarta. Descriptive Research Methods with a Qualitative Approach are used. The results showed that the Transjakarta Busway Service Quality in DKI Jakarta is still not good, this can be seen from the five indicators to measure the quality of Transjakarta's service, namely Tangible, Reliability, Responsiveness, Assurance, Empathy. Tangible: The appearance shown by the officers is neat and polite, but the facilities need to be improved, such as the availability of buses to suit the increasing number of passengers, available seats at the bus stops, security and safety facilities; Reliability there has been no change in the attitude and behavior of officers in providing services to Transjakarta customers even though special training has been held, Responsiveness: The response shown is good enough, but there are several aspects that need to be improved, namely the alertness of officers in a crowded situation, Assurance: Guarantee provided by officers and Transjakarta drivers have not met the expectations of the community. Empathy, officers still do not care about pregnant women and the elderly who do not get a seat (Rianti & WD Tuti, 2017). Assurance: The guarantees provided by Transjakarta officers and drivers have not met the expectations of the community. Empathy, officers still don't care about pregnant women and the elderly who don't get a seat (Rianti & WD Tuti, 2017). Assurance: The guarantees provided by Transjakarta officers and drivers have not met the expectations of the community. Empathy, officers still don't care about pregnant women and the elderly who don't get a seat (Rianti & WD Tuti, 2017).

The second study entitled, *Quality of Public Services in Making Building Permits (IMB) at the Integrated Licensing Service Agency (BP2T) of South Tangerang City in 2015*, the purpose of this study was to determine the quality of public services in making BP2T Building Permits (IMB) for South Tangerang City. This study using a descriptive research method with a qualitative approach. Based on the results of the discussion previously described, it can be concluded that in general the services provided to the community are quite good, namely, the BP2T office is easily accessible, the staff is friendly, responsive, able to provide the information needed,

The third research, the title of *Community Satisfaction with the Implementation of Public Services in the District Office of Tambang, Kampar Regency*. The results of this study concluded that as a whole the community was satisfied with the services provided. The instrument for measuring community satisfaction uses 9 indicators, there are 2 indicators to get the "quite satisfied" category, namely service time and behavior. This is because often the time for taking the National Identity Card or permit that has been completed is not according to the predetermined schedule, while 7 indicators get the category Satisfied ", namely indicators of

requirements, procedures, executive competence, fees and rates, service announcements, product specifications for services as well as handling, complaints and suggestions (Saputra, 2016).

Fourth research entitled "Analysis of the Service Quality of Building Permits at the City Planning Office in Palembang City." This study aimed to determine the quality of services for building permits at the Palembang city planning office. The research method used is descriptive with a qualitative approach. The research, concluded that the indications of the low quality of building permit (IMB) services are as follows: (1) the location of the service is not strategic and difficult to reach; (2) services for application for building permits (IMB) do not have a standard; (3) IMB application service is not on time from the promised time; (4) the amount of the levy tariff is not by the reality; and (5) services for granting building permits (IMB) are still discriminatory (Hardyansyah,

The fifth research, entitled Improving the Quality of IMB Services in Increasing Local Revenue in Bogor City in the District of East Bogor. The results of this study conclude that the implementation of granting building permits is carried out concerning the Decree of the Governor of West Java Province No. 76 of 2000 concerning procedures for obtaining IMB, IPB, and KMB in West Java Province and West Java Provincial Regulation Number 7 of 2010 concerning Buildings. In controlling the development and use of land, the area of East Bogor sub-district often runs into designation problems so that the case that often arises is the building owner who is often in conflict with the direction of spatial planning policies that have been set.

The sixth study entitled "Analysis of Public Service Quality with the Servqual Method (Service Quality) (Case Study at the Tembong Village Office, Serang City)" The purpose of this study is to find out how the Service Quality Method can be used to analyze and provide solutions to problems of Public Service Quality in the Village Office. The research method used is qualitative and is supported by quantitative data, also used the SERVQUAL method which consists of 5 dimensions to analyze the quality of public services in the Tembong village office. The results of the study are based on indicators in the analysis of public services at the Tembong Village Office, dimensions that have not been running well, namely (1) Tangible, lack of office facilities to support service activities (2) Reliability,

From the six previous studies above, the theory used is different from this research which uses the Public Service Quality Theory according to Denhard and Denhard. While the previous research used the Sinambela Service Quality Theory; Therefore there will be differences in the results of the research. Herein lies the State of the Art or its novelty, which uses a knife of analysis of the Quality of Public Service according to Denhard.

Measurement of the quality of public services according to Denhardt and Denhardt, in WD Tuti's Retnowati (2017) is as follows: (WD Tuti, 2017)

1. Convenience  
It is a measure of the extent to which public services are available and can be accessed by the public easily.
2. Security  
Public services are available and people feel confident and safe using these services.
3. Reliability  
Measuring the extent to which public services provided by the government are reliable in a timely and timely manner.
4. Personal Attention

- The extent to which government employees provide information and communicate with the public in providing needed public services.
5. Problem Solving Approach  
Focus on providing services that provide solutions.
  6. Fairness  
The level of public confidence that the government provides services that are fair to all.
  7. Fiscal Responsibility  
People believe that the government provides public services using public money responsibly.
  8. Citizen Influence  
Measuring the extent to which people feel they can influence the quality of services provided by the government.

Meanwhile, according to (Parasuraman, Zeithaml, & Berry, 1975) the dimensions of service quality include 1). Tangible; 2). Reliability; 3). Responsiveness; 4). Assurance and 5). Empathy.

### **Total Quality Management**

Total Quality management is a quality management system that focuses on customers (Customer Focused) by involving all levels of employees in making continuous improvements or improvements (continuously).

Total Quality Management uses strategies, data, and effective communication to integrate the quality discipline into the culture and activities of the company.

8 Main Elements of TQM (Total Quality Management), namely: Focus on Customers, Overall Employee Engagement, Focus on Process, Integrated Systems, Strategic and Systematic Approaches, Continuous Improvement, Fact-based Decisions, Communication.

Service quality is measured as technical and functional quality (Silalahi, Handayani, & Munajat, 2017) (Kalaja, Myshketa, & Scalera, 2016). Services can be provided to its consumers either through the private sector (i.e., those owned and controlled by private businesses or by non-profit groups) or the public sector (i.e., run and controlled by the government). Both the private and public sectors can provide similar services to their consumers but differ from one another. First, the private sector generally makes decisions in secret while the public sector transparently shares its plans with the public (Ocampo et al., 2019).

Service quality is the customer's overall impression of the relative inferiority or superiority of the organization and its services (HMGYJ, 2017). Service quality can also be said to be something that involves two aspects, expectations and perceptions (Mugion, Toni, Raharjo, Di Pietro, & Sebathu, 2018) (Lee, 2017). Two main problems must be addressed in developing an instrument to measure service quality, First, operationalizing the construction of service quality, and second, identifying the appropriate service quality dimensions (Teeroovengadam, Kamalanabhan, & Seebaluck, 2016). Service quality and perceived value are the values that have been shown to most consistently increasing users' sustainable use intentions (Li & Shang, 2020).

## METHOD

This research method uses a qualitative approach with descriptive methods. a qualitative approach provides flexibility to view social phenomena holistically. While the descriptive method focuses on meaning (events, processes, and themes) in-depth, which are then described in the form of words and pictures. The qualitative approach with the descriptive method was chosen because this study intends to describe in detail and interpret the data obtained to explain the Quality of One-Stop Services for Building Permits (IMB) in Bogor Regency. (Creswell, 2014)

The data used in this study came from various primary data obtained from the results of in-depth interviews and Focus Group Discussion (FGD). These data were then analyzed using Denhard's Public Service Quality Theory.

## RESULTS AND DISCUSSION

### Convenience

Which is a measure of the extent to which public services are available and can be accessed by the public easily. In this case, the provision of services with easy access provided is the main picture that impresses the public in assessing a service provided by the government.

In the context of the convenience of providing One Door Integrated Services for Building Permits (IMB) in Bogor Regency, it can be said that it is sufficient to give the impression of ease of access, this is supported by the location of the building which is easy to reach, and also strategic because it is located on the side of the road and can be accessed using public transportation. Even inside the building, there is a special room for breastfeeding mothers, security or security guards who are there are also very responsive in assisting people who need help. The facilities and infrastructure for providing services are quite complete, the toilets are clean and separated between women's toilets and men's toilets.

But the parking facilities are not neat, not spacious, so it is easy to get full and messy especially motorbikes. And not just anyone can enter the building, only people with an interest in taking care of permits can enter the building.

And here is the service survey data which illustrates that community satisfaction can be available and can be accessed easily.

### **Results and Targets of the Community Satisfaction Survey Services to the Investment Board and One-Stop Integrated Services 2015, 2016, 2017 and 2018**

NO	ELEMENTS OF SERVICE	AVERAGE VALUE			
		2015	2016	2017	2018
U1	Terms of Service	3,100	3,100	3,050	3,020
U2	Service Procedure	3,300	3,080	3,050	2,960
U3	Service Time	2,900	2,933	2,970	2,960

U4	Service Fees / Rates	3,300	3,060	3,040	3,020
U5	Product Specifications Type of Service	3,000	3,087	2,990	2,970
U6	Service Implementer Competence	3,100	3,140	3,070	2,980
U7	Service Executor Behavior	3,300	3,200	3,290	3,120
U8	Service Notice	3,100	2,947	3,000	2,970
U9	Handling Service Complaints	3,200	2,940	2,950	3,200
NRR WEIGHTED PER ELEMENT		3.04	3,054	3,040	3,020
COMMUNITY SATISFACTION INDEX		75.98	76.04	76.11	75.55
IKM CRITERIA		GOOD	GOOD	GOOD	GOOD

### Security

service quality is needed to determine whether the service is following what is expected by the community or not. In this case, in terms of security, it is good enough to increase public trust in the institution as is done by DPMPTSP Bogor Regency not only at the security level of the DPMPTSP office environment such as guarding and securing buildings or parking lots but maintaining the confidentiality and ensuring applicants feel safe in submitting IMB documents so that there are no adverse problems between the government and the community.

Bogor Regency Regional Regulation Number 12 of 2009 concerning Buildings. The IMBG applicant is obliged to notify in writing the SKPD in charge of building management. In this case, the Bogor Regency DPMPTSP Office takes full responsibility for providing administrative and technical requirements in increasing public trust so that they feel safe.

Based on the results of observations made that employees who provide services to the community to carry out IMB permits are still said to be convoluted, because in registering there are still errors, besides that the community also has to go back and forth to take care of an incomplete administration. Thus, the costs incurred are quite large. The public services provided by DPMPTSP such as OSS and optimistic services have been used by the community to access them, but sometimes errors occur.

Reporting from <https://nusantaranews86.com/18921/perizinan-di-kabamatan-bogor>. President Director of PT Kaisar Real Lestari, Saprudin Roy SH, in his experience of making location permits (Ilok). He proposed Ilok covering an area of 4.8 hectares. Referring to the Regional Regulation (Perda) number 26 of the 2011 Bogor Regency, in that location the designation is for high-density urban settlements or PP1. However, suddenly the location will be made as Sustainable Food Agricultural Land (LP2B) even though the Bogor Regency Government itself does not have the Perda and has no basis for rejecting the Ilok. If this is the case, you can imagine how much the community would have to pay for the completion of the IMB. Plus the time wasted. "Those who are sorry for the people who live in Parungpanjang, Tenjo or the Cariu community, can go back and forth to Cibinong dozens of times just to take care of the completeness of the IMB. It is very inefficient and ineffective.



Based on the results of the documentation obtained, the services provided by DPMPTSP employees have been carried out by existing SOPs. However, its implementation has not been optimal in terms of providing information to the public, so there are many bad perceptions from the public to employees.

Based on the interviews, observations, and documentation above, it can be seen that the services at DPMPTSP Bogor Regency in carrying out IMB permits according to the security dimension are still convoluted and the administrative process is quite long, even though the online system has been carried out only limited to registering so that the applicant's incomplete data must come to the office to complete the missing data. In terms of the results of the IMB decision letter, sometimes it is still not safe because sometimes it is already a letter that its feasibility is still questionable.

### **Reliability**

Measuring the extent to which public services provided by the government are reliable in a timely and timely manner.

Provision of One-Stop Building Permit (IMB) Services in Bogor Regency still has complaints because the service completion time is more than 14 days, not by standard operational procedure (SOP), some have until the permit processing process is 3 months long. Some people register online and do not or have not submitted the required documents in the licensing process, thus slowing down the time from service completion. Because in the process of completing the licensing service, it will take 14 days from the submission of the required documents.

But sometimes problems also arise from the lack of public ignorance, in terms of document requirements and not uploading the required documents on time, so that the processing time for permits is hampered and becomes longer.

Based on data obtained from <https://nusantaranews86.com>. Licensing in Bogor Regency is the most meticulous (complicated, red) when compared to other regions, even though the Bogor Regency Government has DPMPTSP. This means that the Bogor Regency Government has not followed the President's policy regarding the integrated online single submission (OSS) licensing system. With this system, licensing arrangements no longer take months but only hours. The timing of the permit issuance in Bogor Regency is not clear, there is no certainty when the permit will be completed, even though standard operating procedures (SOP) already exist. For example, making IPPT there is listed as 7 days it is not seven days, the fastest is one month. Like making an IMB, there are 14 working days listed, the fact is that almost one year making an IMB is no longer valid.

Based on the results of the documentation obtained, the permit for the IMB itself takes 14 days. However, what happened in the field was not by what has become the SOP of DPMPTSP Bogor Regency.

### **Personal Attention**

The extent to which government employees provide information and communicate with the public in providing needed public services.

DPMPTS Bogor Regency has provided information services such as licensing registration flow, public information service mechanisms, payment mechanisms, and computers that are intended for people who do not understand how to register online which are then directed by the staff on duty. In addition, other information on the DPMPTSP Bogor Regency

website has provided information on SOPs, Performance Reports, and other public information. However, in terms of providing information through customer service, it is not optimal because employees are still slow and less responsive, so that there are still people who have to wait a long time to get information.

### **Problem Solving Approach**

Focus on providing services that provide solutions.

In this indicator, service providers must be able to provide solution-oriented services, namely the provision of services provided by the One-Stop Building Permit (IMB) Integrated Service in Bogor Regency, which illustrates the Problem Solving Approach, which is to provide online services that can be a solution for people with mobility. high, so that permits can be obtained online, in addition, people can also take queues online so they don't have to wait long.

In addition, if there is an error or lack of required documents for licensing, the service provider will contact the community via social media or WhatsApp to refill and the document can be continued to be taken care of.

### **Fairness**

The level of public confidence that the government provides services that are fair to all. In this indicator, the community feels that transparency in service delivery is sufficient, this is evidenced by all the services provided are all the same, and regardless of whoever it is, all those who wish to apply for permits can access permits but must meet the existing requirements first, and there are also no charges. illegal activities committed by service providers.

The services provided by DPMPTSP Bogor Regency have not run optimally, there is still no certainty when the permit will be completed, even though standard operating procedures (SOP) already exist. Like making an IMB, 14 working days are listed, but in fact, making the IMB almost a year has not been completed. The difficulty of licensing in Bogor Regency has been complained about by many people and entrepreneurs who want to invest in Bogor Regency also complain about the same thing.

And the level of trust in DPMPTSP is still not optimal, there is still a time when the permit is made in Bogor Regency which is still unclear, besides that there is no certainty when the permit is finished, the standard operating procedure (SOP) in making the IMB is 14 working days, but the time is not suitable which are desired. This will cause the level of public trust in the Bogor district government to decline.

### **Fiscal Responsibility**

People believe that the government provides public services using public money responsibly.

Service delivery is fully oriented to society because the government provides public services for the people and the people. Therefore, the provision of services from the government is carried out with full responsibility to the community.

The attitude of the employees in providing services is also very appreciative, all the things that the public still does not know, the employees will be given attention and given direction with full responsibility.

In the Bogor Regency Regional Regulation Number 30 of 2011 concerning Certain Licensing Levies, it has been explained that Regional Levies, hereinafter referred to as



Retribution, are regional levies as payment for services or the granting of certain permits specifically provided and/or given by the Regional Government for the benefit of private individuals. or Agency. Services are activities of the Regional Government in the form of businesses and services that cause goods, facilities, or other benefits that can be enjoyed by private persons or Entities. Certain Licensing means certain activities of the Regional Government in the framework of granting permits to private persons or Entities intended for fostering, regulating, controlling, and supervising activities, space utilization, and use of natural resources, goods, infrastructure,

People who make payments in making IMB are done through the Bank. Thus there is no opportunity for employees to make transactions that violate existing SOPs. The IMB funds themselves go into the regional treasury of Bogor Regency. Bogor Regency DPMPTSP has provided public services. One of the successes of good public service is the availability of infrastructure that supports government activities in providing services to the community. This has been done by DPMPTSP Bogor Regency such as parking lots, prayer rooms, toilets, waiting rooms, and trash bins, and other facilities. Administrative payments in dealing with IMB are made at Bank BJB.

### **Citizen Influence**

Measuring the extent to which people feel they can influence the quality of services provided by the government.

In terms of affecting the quality of services provided by the government, it has an impact on the addition of innovation in online licensing, this shows that the high mobility of the community, not all people can take care of the licensing process directly, thereby indirectly affecting the quality of government services to be able to provide services. which can be easily accessed by the community. In addition, it also provides added value to service delivery.

### **Obstacle factor**

1. Employees who are sometimes less responsive.
2. The permit creation process is time-consuming.
3. There is still negligence in providing information.
4. There are still errors in input names and others.
5. The community's knowledge is still minimal, so it becomes an obstacle in the completion time for document preparation

### **Supporting Factors**

1. Adequate facilities and infrastructure, starting from the location of the building, facilities, and supporting tools for providing other services.
2. There is an online system discussion, so people who cannot take care of their documents can register online.

## CONCLUSION

Based on the above results, it can be concluded that the Quality of One-Stop Building Permit (IMB) Integrated Service in Bogor Regency has been running quite well, starting from adequate facilities and infrastructure starting from the strategic location of the building and can be reached by public transportation, providing services. satisfaction from the employees, there is an online permit arrangement and a special room for breastfeeding mothers, overall the infrastructure is sufficient for the convenience of the community, but there are still shortcomings especially in the time the permit processing process is too long and exceeds the limit according to standards operational procedure (SOP), as well as inadequate parking space, which makes the community uncomfortable.

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