

## Online Service Policy Reform for Building Permits at the Department of Capital Investment and One-Door Integrated Services of Boyolali District

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**Abstract.** Problem/Background (GAP): Building Construction Permit is a permit granted by the City/Regency Government to building owners to modify, build new, reduce and maintain buildings in accordance with administrative requirements and technical requirements. In its implementation, the aim of the IMB is to create an orderly layout and layout that is in accordance with the land use designation so that it will create harmony and balance between the environment and the building. To optimize public services to the community in the licensing sector which utilizes advances in information technology, the Boyolali Regency Investment and One-Stop Integrated Services Service has used a regionally managed online service system known as PTSP Online. This online service system was only implemented in 2020, where previously the Construction Building Permit (IMB) processing service was still carried out manually or offline. With this site, it is hoped that the quality of IMB licensing services can be improved more quickly and effectively. Objective: The purpose of this research is to determine and analyze the implementation of online-based Building Permit service policies and to determine the obstacles that occur in online-based Building Permit services. Method: The research design used in this research is qualitative research using descriptive methods and a deductive approach. Data collection techniques use interviews and documentation. Then the data collected was analyzed using data reduction techniques, data presentation and drawing conclusions. Results/Findings: The results of this research indicate that the implementation of the online building permit service policy in Boyolali Regency, Central Java Province has not been optimal because there are still obstacles in implementing the policy such as lack of socialization and information about online IMB regulations, the technology used is not optimal, lack of a technical team In the field, there are still brokers in online IMB processing. Conclusion: Based on the research conducted, the author suggests to DPMPTSP Boyolali Regency to carry out scheduled socialization so that the community is able to understand existing policies, increase supervision so that brokering practices are minimized, carry out repairs and maintenance of network systems, and recruit a team of technical employees.

**Keywords:** Policy Implementation, Services, Building Permit

### BACKGROUND

Public services are a series of activities in the context of providing service needs in accordance with the basic rights of every citizen and resident to goods, services and/or administrative services provided by public service providers. Public services basically cover broad aspects of life. Today's society needs good public services to meet existing needs. In this regard, everything related to service must be done as well as possible so that the people who receive the service feel satisfied with the service provided. One of the central government's efforts to improve public services at the regional level is by building UPTs (Integrated Service Units) as stated in the Instruction of the Minister of Home Affairs Number 24 of 2006 concerning Guidelines for the Implementation of One-Stop Integrated Services. One-stop integrated services are services that are held in one place for various types of services that have

links between processes and services through one door. One of the services provided in the one-stop integrated service is Building Construction Permit (IMB).

Building Construction Permit is a permit granted by the City/Regency Government to building owners to modify, build new, reduce and maintain buildings in accordance with administrative requirements and technical requirements. In its implementation, the aim of the IMB is to create an orderly layout and layout that is in accordance with the land use designation so that it will create harmony and balance between the environment and the building. Building Construction Permits are one of the licensing services provided by the Boyolali Regency Government through the Boyolali Regency Investment and One-Stop Integrated Services Service (DPMPTSP). Based on Boyolali Regency Regional Regulation Number 2 of 2011 concerning Buildings, it is stated in Article 12 paragraph (1) that every individual/entity constructing a building is required to have an IMB document from the Municipal Government. a, except special function buildings. In the process, IMB requires a levy fee which is regulated in Boyolali Regency Regional Regulation Number 4 of 2011 concerning IMB Levy where article 11 reads "All income from levies is deposited into the Regional Treasury".

## **METHODS**

The research design used in this research is qualitative research using descriptive methods and a deductive approach. Data collection techniques use interviews and documentation. Then the collected data is analyzed using data reduction techniques, data presentation and drawing conclusions. In determining informants using purposive sampling technique.

## **RESULTS AND DISCUSSION**

### **Design of Building Permit Policy**

The Boyolali Regency Government has implemented online building permit services since 2020, which is mandated in Minister of Home Affairs Regulation Number 138 of 2017 concerning Guidelines for Implementing Regional PTSP. PTSP Online is a licensing and non-licensing service through an integrated electronic system and is organized and managed by the regional government. Based on these regulations, the Boyolali Regency government has issued Boyolali Regency Mayor Regulation Number 40 of 2020 concerning the Delegation of Licensing Authority to the Head of the Boyolali Regency One-Stop Integrated Services and Investment Service and the Implementation of One-Stop Integrated Services. In Article 69 22 it is stated that all types of licensing and non-licensing must be provided with electronic

(online) services, either through the OSS system, PTSP Online or other integrated electronic-based service systems which have been and will be provided by the central government in accordance with statutory regulations. , except for services that cannot be accommodated in the electronic system.

### **Analysis of Research Focus from a Theoretical Perspective**

To see how the building permit policy is implemented in Boyolali Regency in this research the researcher uses policy implementation theory from Van Meter and Van 71 Horn with the dimensions used: policy size and objectives, resources, characteristics of implementing agents/agencies, attitudes/tendencies of implementers, communication between organizations and implementing activities, economic, social and political environments.

#### 1) Policy size and objectives

The measure of success of a policy is related to its ability to reach and realize the number of target groups. The more targets achieved, the more successful a policy will be. In this policy, the intended target is that every development activity must be accompanied by a permit as a legal guarantee for the community. Based on data and interviews, the author can conclude that the change in the system which was initially offline in 2019 and became online in 2020 resulted in an increase in the number of targets achieved. In 2021 until July, then in August 2021 it was changed to the Building Management Information System (SIMBG). So this indicator for measuring success is quite good but is still not optimal because the lack of socialization provided by the Boyolali Regency DPMPTSP means that there are still people who do not understand the Online IMB policy.

Policy objectives are something or results that are expected from the implementation of a regulation or policy. Based on the results of the interview, it can be concluded by the author that the aim of this policy is clear to make it easier for the public to process building permits, and this policy aims to create a building layout that is in accordance with land use.

#### 2) Resources

##### a. Time

In the SOP for building construction permit services, the maximum time for processing a building permit is 30 days. From the results of interviews and data obtained from the DPMPTSP, it can be concluded that the time indicators are in accordance with the established building permit service SOP. The delay was due to the applicant's own fault.

b. Cost

When issuing a building permit, what is meant by fee is the levy paid by each applicant, this levy will be included in the Regional Original Income. In this case, the building permit levy has been regulated in Boyolali Regency Regional Regulation Number 4 of 2011. From the results of the interview above regarding cost indicators, it can be concluded that the implementation of building permit services at the Boyolali Regency DPMPTSP should be in accordance with existing Regional Regulations but there are still the practice of brokering which causes processing costs to reach millions. This will become an obstacle in implementing applicable Regional Regulations

c. Human Resources

HR is a person who implements programs or policies that have been issued by the government. The success of an agency in implementing its program is influenced by quality human resources. As for those who are PE employees Implemented in regional regulations regarding building construction permits is the DPMPTSP as the main implementer of building construction permits and the Department of Human Settlements and Spatial Planning as the maker of technical recommendations for applicants. From interviews and data obtained by the author, it can be concluded that the number of employees implementing building construction permits at DPMPTSP Boyolali Regency is 6 people. The implementing staff is led by the Head of the Licensing and Development Section and staff who have their respective duties. However, the technical team is still lacking and cannot meet the needs. Researchers concluded that the existing human resources were good enough but the existing technical team was still lacking. A lacking technical team can be replaced with GIS (Gepgraphic Information System) technology.

3) Characteristics of the implementing agent/agency

a. Staff competency in implementation

In implementing a policy, support is needed from the staff implementing the policy, in this case the implementing staff must have good abilities and competencies and be in accordance with their field. From the interview, the author can conclude that the competency of the staff implementing building permit services is good in terms of quality and teamwork. The competence of the implementer will encourage the success of the Online IMB service policy.

b. Level of information openness

Information openness is the basis for achieving the common goals of an organization or government agency. This is very necessary for the community to obtain clarity regarding the building permit service policy. From the interview, the author concluded that the indicators for the level of information openness provided by the DPMPTSP were conveyed via the website, but there were still people who had not received the information due to limited knowledge about the community. People asked to provide information by putting up advertising boards on the road and banners. If people still don't understand the information regarding IMB, they can go directly to DPMPTSP because the staff there will help provide the information they need.

c. Bureaucratic Structure

The main characteristic of bureaucracy is the existence of Standard Operating Procedures (SOP). SOP is a written standard or guideline that is used to support and drive the policy to achieve the stated goals. In carrying out IMB services, there are clear SOPs formulated by the DPMPTSP. From the data and interviews conducted, it can be concluded that the implementation of online IMB in Boyolali Regency has clear procedures in place so that bureaucratic structure indicators do not become obstacles in the implementation of online IMB in Boyolali Regency.

4) Attitudes/tendencies of implementers

a. Implementor Understanding

Implementers or executors must understand the meaning of the policy in order to obtain optimal results or objectives of the policy. In this case, DPMPTSP must first understand the building permit policy before implementing it. From the interviews, it can be concluded by the author that the implementors already understand their respective main tasks and that there are still obstacles such as the presence of brokers in management, therefore high integrity is required from each individual.

b. Implementor response

Every policy certainly needs a response or responses from the implementers. This response can be positive and negative. A positive response means agreeing with the policy that has been decided, and conversely a negative response means rejecting the policy that has been decided. From the interview above, it can be concluded that the implementor's response is very supportive of this policy. This will really help the government in achieving the goals of an online or electronic-based government system, namely increasing the effectiveness and efficiency of implementing public services

## 5) Communication between organizations and implementing activities

### a. Clarity

It is hoped that this indicator will ensure that regional regulations regarding building construction permits can be communicated clearly to implementers and target groups. The main criterion for this indicator is that there is no misunderstanding in the delivery of information to both implementers and the community who wish to construct buildings. From the results of interviews conducted by the author, it can be concluded that the socialization activities regarding permits for building construction have not run optimally so that there are still many people who have not processed permits when constructing buildings, so it can be concluded that clarity indicators are an inhibiting factor in the implementation of IMB services in Boyolali Regency.

### b. Consistency

Orders given between organizations and implementing activities must be consistent in their implementation. Orders that frequently change or are inconsistent will make the implementation of a regulation unable to run as expected. From the interview it can be concluded by the author that the indicator Consistency has run smoothly, but there are obstacles from applicants who receive information, there are still some who do not understand the information provided

## 6) Economic, social and political environment

### a. The role of society in encouraging policy success

The role of the community is very important in encouraging the success of the building permit service policy. In this case, the public must have awareness in encouraging the success of the Online IMB policy. From the interviews conducted, it can be concluded that the community has played a role in encouraging the success of the building permit policy. This will help the government in encouraging the success of this policy.

### b. The Role of Government Agencies in Encouraging Policy Success

The government as the implementer of this policy has a role in encouraging the success of the policy using the methods that have been implemented. From the results of the interview it can be concluded that in implementing this policy the government has played a role in encouraging the success of the building permit service policy by means of socialization and assistance for people who do not understand.

## **Analysis of Research Focus from a Legalistic Perspective**

To see how the Online IMB service policy is implemented in Boyolali Regency from a legalistic perspective, in this research the researcher used Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning Electronic-Based Government Systems article 5 paragraph (2) which is then explained in the attachment to Chapter II regarding objectives implementation of SPBE, which has dimensions of effectiveness, efficiency, transparency, accountability, quality and reliability, ease of access and information.

### 1) Effectiveness

#### a. Facilities and infrastructure that support service effectiveness

Facilities and Infrastructure have a big role, because they are related to the smooth running of service activities for the community. The facilities and infrastructure referred to here are supporting tools or media to support the implementation of a policy. From the interview above, it can be concluded that in terms of the effectiveness of the facilities and infrastructure, they support building permit service activities which can be seen from the electronic equipment they have, such as computers and fast internet, as well as good and large work spaces to support the implementation of an activity.

### 2) Efficient

#### a. Efficient use of technology

Maximum use of technology so as to reduce costs in building permit service activities. From the interview it can be concluded by the author that the technology used is quite efficient but there are still shortcomings where sometimes applicants have to wait a long time for the document process. As the DPMPTSP implementer, we will carry out regular maintenance and repairs to the system to increase the efficiency of IMB services.

### 3) Transparency

#### a. Service strategy

Service strategy is a way of responding to a situation and reality by providing solutions to be able to get out of that situation. Based on interviews, it was concluded that the transparency indicators in services were not optimal, DPMPTSP had made great efforts to be transparent, as seen from the online implementation. However, sometimes in the licensing process there are still irresponsible individuals who offer brokering practices. It can be concluded that transparency indicators are still an obstacle in the implementation of online building permit services.

4) Accountable

a. Measurable output and outcomes

Output is something that can occur as a result of a certain process using predetermined input. Outcomes are direct output or tangible results from a policy. Based on the results of the interview, it was concluded that the output and outcome of this policy is the spatial planning of Boyolali Regency, orderly administration and generating local original income. This can be concluded that the existing output and outcomes are in accordance with what was desired.

5) Quality and trustworthy

a. Service quality

DPMPTSP as the implementer of this policy should provide quality services so that applicants feel satisfied with the services provided. From the interview above, it is concluded that the quality of service after the IMB Online policy has been implemented has improved and the public is quite satisfied with the services provided, however DPMPTSP will continue to make improvements to improve the quality of service in the future.

b. Level of public trust

Trust plays an important role in implementing this policy because it is not easy to inspire trust in the public. Based on the results of the interview, it can be concluded that the steps taken by the implementer are to increase trust in the community by improving the security system and equality in online IMB processing. With the steps After the DPMPTSP has been implemented, it can be seen that the level of public trust has begun to improve, and the DPMPTSP will continue to increase trust regarding this policy.

6) Ease of access and information

a. Level of community satisfaction

The government, which is the target group in the building permit service policy, should of course make it easier to manage building permit services to the people who are the target group in the online building permit service policy. This convenience can be provided in terms of information to application access in processing building construction permits. From the interview above, it can be concluded that people are satisfied with the ease of access and information provided, but there are still people who have difficulty processing IMB online. However, DPMPTSP does not remain silent by



helping to provide understanding in processing these permits which are carried out in customer service.

### **Obstacles in Implementing the Online IMB Service Policy in Boyolali Regency**

Obstacles in implementing the Online IMB Service Policy in Boyolali Regency are as follows:

- 1) Lack of socialization and information about Online IMB Regulations
- 2) The technology used in providing IMB Online services is not optimal.
- 3) Lack of technical team in the field to check the condition of buildings in the field.
- 4) There are still brokers in processing IMB Online.

### **Discussion of Main Research Findings**

In this research, the author found that the implementation of the online-based building permit policy is still not optimal because there are several indicators that are not working well. Based on the theory used in the research, there are several indicators that are not working well. Then it was also discovered that there were several things that were inhibiting factors in implementing the Online Building Permit service policy. So, the author proposes several suggestions which are expected to be useful for the implementation of online-based building permit services to be better in the future, such as; 1) To carry out online outreach and arrange schedules that are informed via social media so that outreach activities are conveyed evenly to all levels of society in Boyolali Regency regarding the online building permit policy so that the public understands the existence of this regulation. 2) To avoid the practice of brokering, the Boyolali Regency Regional Government should open services on Saturdays aimed at applicants who can process IMB permits on weekdays so that there will be no more brokering practices. 3) Carry out regular repairs and maintenance of network systems in the technology sector to provide comfort to the public. 4) To find a solution to the lack of a technical team, the Boyolali Regency Regional Government can use GIS (Geographic Information System) technology which can integrate, store and display a general database of all types of geographic data.

### **CONCLUSION**

- 1) Implementation of the online-based building permit policy is still not optimal because there are several indicators that are not working well. There are several indicators that are not working well, namely:
  - a. Resource dimensions and cost indicators are not yet optimal because sometimes applicants pay fees that are not appropriate to those used because they use brokering practices.

- b. Human resource dimensions, human resource indicators due to the limited technical team in the field which means this indicator has not been implemented well.
  - c. The dimensions of communication between organizations and implementing activities, clarity indicators have not gone well because socialization regarding IMB management is still lacking.
  - d. The efficient dimension has not run well because sometimes there are problems with the system used.
  - e. The transparency dimension has also not been implemented well because brokering practices are still found.
- 2) Factors that hinder the implementation of the Online Building Permit service policy include:
- a. There is still the practice of brokering which makes the cost of obtaining IMB permits expensive.
  - b. Lack of socialization and minimal information about IMB Online regulations means that some people do not understand the IMB Online policy
  - c. The technology used is not optimal in terms of the system because there are still complaints from the public that the documents being uploaded take quite a long time.
  - d. The lack of a technical team in the field means that the function of the technical team is not optimal.

Research Limitations. This research has main limitations, namely research time and costs.

Future Directions of Research (future work). The author realizes that the research findings are still preliminary, therefore the author suggests that further research can be carried out.

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## **Legislation**

Preamble to the 1945 Constitution Fourth Paragraph

Law Number 23 of 2014 concerning Regional Government

Law Number 28 of 2002 concerning Buildings

Government Regulation Number 24 of 2018 concerning Electronically Integrated Business Licensing Services

Presidential Regulation Number 97 of 2014 concerning One Stop Integrated Services

Presidential Regulation of the Republic of Indonesia Number 95 of 2018 concerning Electronic-Based Government Systems

Minister of Home Affairs Regulation Number 138 of 2017 concerning Guidelines for Implementing Regional One-Stop Integrated Services

Instruction of the Minister of Home Affairs Number 24 of 2006 concerning Guidelines for Providing One-Stop Integrated Services 122

Boyolali Regency Regional Regulation Number 2 of 2011 concerning Buildings

Boyolali Regency Regional Regulation Number 4 of 2011 concerning Building Permit Levy

Boyolali Regency Mayor Regulation Number 40 of 2020 concerning the Delegation of Licensing Authority to the Head of the Boyolali Regency One Stop Investment and Integrated Services Service and the Implementation of One Stop Integrated Services