



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

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Abstract:

North Barito PMPTSP office is the competent authority for managing the Building Permits following the standard operating procedures of licensing and non-licensing services. IMB making procedures is a lengthy process due to the need to go through several stages. Also, the technical implementation in the field is plagued by the lack of technical staff of IMB service. These factors affect the performance of IMB service, which is still considered less than optimal. The method used in this research is descriptive qualitative. Data collection was made through in-depth interviews, intensive observation, documentation and review of the literature. A qualitative approach was used as a research procedure that produces descriptive data in the form of written and oral word of the people and observed behavior.

Keywords: licensing services, procedures, authority

1. Introduction

Determination of the performance indicators used to measure the performance or success in the administration of local government at the end of the term of office is shown from the accumulated achievement of outcomes of regional development programs each year. An indicator of regional performance can be formulated based on the results of the analysis of the influence of one or more indicators of program performance (Anwar, 1991). The regent main indicator is aggregation and accumulation of the gains of the program performance is implemented outcomes of the regional.

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The performance indicators can also give an idea of the expected future performance (Ruky, 2004). Performance indicators and targets are stated clearly in the planning stages. This is to ensure the achievement of the performance accountability aspect. Therefore, the performance targets should describe the indirect achievement of medium-term development goals and meet the following criteria: specific, measurable, achievable, relevant, time-bound and continuously improve (SMART-C) (Abdullah, 2014).

The cumulative results of the final destination are using the size of the area depicted in the human quality improvement of the Human Development Index (HDI). Formulation of key performance indicators illustrates the level of success of regional performance. They are measured by indicators of Minimum Service Standards (SPM) and Key Performance Indicator (IKK). Other performance indicators of the government are integrated in the formulation of macro measurable and quantifiable for control, evaluation and accountability reports to the public (Dharma, 2013). Formulation of the key performance indicators tailored to the problems faced by local and regional strategic issues are critical success factors of regional performance.

Concerning the functions of government as a public servant, Law No. 25 of 2009 on Public Service states that public service is obliged to apply these standards. However, in practice not all of the government agencies, at the central and local levels, are ready to apply standardization of services agencies such as Standard Operating Procedures (SOPs), Minimum Service Standards (SPM), and the Service Model Integrated (MPT), which are stimulants meant to improve the quality of public services (Dwiyanto, 2010).

Referring to the Regional Regulation No. 2 of 2016 on the establishment of the Department of Investment and Integrated Services One-Stop, the organization of services in the field of licensing and processing, from application stage to the stage of the documents publishing, is an integrated procedure meant to be done in one place. The type of service performed by the Department of Investment and Integrated Services One-Stop (DPMPTSP) consists of 10 service sectors which include 82 licenses and 23 no licensing. Of all types of licensing services, the service IMB (building permit) is a service with a low level of the applicants. They are individuals and developers of residential and commercial (shop, warehouse, industrial).

IMB allows the city government to take control in the context of physical loggings as a base that is essential for planning, monitoring and control of the development of the city. The planning has to be purposeful and very beneficial to the owner of the building, in order to provide legal certainty on the founding of the building. IMB also has the aim of realizing a safe regional space that is also comfortable and sustainable, preventing the negative impacts on the environment due to its use.

The purpose of the establishment of the Department of Investment and Integrated Services One-Stop it to realize a prompt service of licensing and non-licensing, its implementation is meant to provide the public with appropriate services based on existing standards. The implementation of the processing of Building Permits

has to be adapted to the standard operating procedures of licensing and non-licensing services and the Department of Investment and One-Stop Services regulations are listed by decree No. 15 of 2016 regarding the processing of building permits, also guided by the Home Affairs Minister Regulation No. 32 of 2010. IMB making procedures requires a long process because having to deal with the relevant agencies and the technical operations of the field showed that there are some constraints faced by the technical team so the ratification procedures will take some considerable time. This is affecting the performance of services carried out. This article aims to describe the implementation of performance on the Administrative Office of Investment and Integrated Services One Stop.

2. Research Methods

The qualitative approach will be used on investigating the Government Personnel Performance in Service Building Permit (IMB) at the Department of Investment and Integrated Services One-Stop North Barito regency. A qualitative approach is a process of research and understanding based on the methodology to investigate a social phenomenon and the human problem (Afrizal, 2016; Creswell, 2010). In this approach, the researchers created a complex picture, studying words, a detailed report of the views of respondents, and conducted a study on the situation experienced. This research was conducted at the Department of Investment and Integrated Services One-Stop North Barito regency.

The choice of location research based on the consideration of the suitability of the subject matter in this study and also a consideration of both the data entry, program, structure, and interaction by the requirements (Burhan, 2001). The research subjects included the Head of Investment and Integrated Services One-Stop North Kab, Barito, Head of Licensing, Head of Section (Establishment, Administration Section and Verification Section), services and information, the technical team, people who use the Public Services Department PMPTSP and documents.

Three data collection techniques (observation, interviews, and documentation) were used. The analysis technique used in this research was a qualitative analysis according to Miles and Huberman, with three stages of reduction, presentation and verification of data (Sugiyono, 2014).

Validation data in this study was performed by using triangulation. Triangulation is a technique that checks the data inspection data utilizing something else outside of the data. The process of examining the data in this study was composed by measuring and comparing data from interviews with the observation of the data along with other compliance data (Burhan, 2001).

3. Results and Discussion

The performance is the level of achievement of the implementation of an activity/ program/policy for realizing goals, objectives, mission and vision of the organization as stated in the strategic planning of an organization. The term is often used to describe the performance achievement or the success rate of individuals and groups of individuals. Performance can be known only when an individual or group of individuals that have predetermined success criteria. The success criteria are the form of specific goals or targets to be achieved; with no goals and targets, the performance of a person or organization may not be known because there is no criterion. (Mahsun, 2006) Key performance indicators are the means or tools to measure the results of an event, activity, or process, and not the result or the goal itself.

Performance Government Personnel Department of Investment and Integrated Services One Stop is expected to improve the climate for investment in order to increase the competitiveness of capital investment, improve the performance of organizations through the provision of infrastructure, facilities and personnel in order to support the duties and functions. Also, is required to develop the capacity of licensing services and investments in order to realize a transparent and prompt service. Government of North Barito regency policies has to be in accordance with the decree North No. 15 of 2016 dated May 1, 2016, regarding the delegation of authority for issuance and signing of licensing and non-licensing to the Head of the Investment and Integrated Services One-Stop North Barito regency in the framework of the implementation of the licensing service one-stop. The list of licensing and non-licensing authority delegated to the Department of Investment and Integrated Services One-Stop North Barito district increased to 110 kinds of licenses issued from 83 licenses and 27 no licensing.

Communities need responsivity function. However, the concept of responsiveness is used here to assess the IMB service that occurs at the Department PMPTSP North Barito regency. Responsiveness refers to the alignment between programs and activities with the needs of the community. In short, responsiveness to the expectations of the government apparatus, desires, aspirations and demands of service users. Responsiveness is needed in the public service because it is evidence of the ability of government officials to recognize the needs of the community, sets the agenda and prioritize service excellence and develop public service programs that suit the needs and aspirations of the community. The elements in the responsiveness of employees, namely:

1. whether there are complaints of service users;
2. the attitude of the apparatus in response to complaints from service users;
3. use of complaints from service users as a reference for service delivery improvement;
4. various actions apparatus to provide services to the service user satisfaction.

The public service's ability to respond to the government officials can be seen from the internal and external public sectors. The size of internal processes such as

managerial success, formal procedures, and routine, of interest/interest of the usually limited citizenship are also interested in the management literature. Their main target is to enable the central government to secure control of the enclosed with the management team. While the external public sector is concerning information about the consequences of the activity of the public sector, thus improving the achievement of the organization.

Responsibility clarifies whether the implementation of the activities of public organizations by the principles of proper administration or by the policy of the organization, either explicitly or implicitly. The result of the research shows that responsibility is very influential in improving employee performance. Thus, responsibility is improving the performance of the apparatus as well as in carrying out its duties and responsibilities must have the expertise and ability to perform the duties and responsibilities of leadership. Their accuracy and appropriateness of the number of required staff and expertise have by the job duties are handled.

At the Department PMPTSP, executive responsibility of the head of the technical staff about the IMB service is sufficient, because of the technical staff at the IMB service are executing the IMB mechanism by applicable regulations. Although the IMB groove mechanism can not be processed in a short time, in this case, because considering the rules and requirements that must be met to achieve responsibilities. The results shows that the PMPTSP Office has the authority in terms of the services of Building Permit (IMB) already know about understand about the main tasks, functions, and responsibilities of each department.

Performance accountability of government officials is the embodiment of the obligations of a government agency to account for the success and failure of the implementation of the organization's mission in achieving the goals and objectives that have been established through a system of periodic accounts. Greater accountability is external accountability as guidance from the public on what has been done by the officer or officers. The accountability system at the Department of PMPTSP meet obligations to account for the success and failure of the implementation of the agency's mission, consists of various components that constitute a unity that is the strategic planning, performance planning, performance measurement and reporting of performance has been carried out. From a report on the outcomes of performance of an agency that is LAKIP (Government Performance Accountability Reports) that have been prepared and are presented separately in the financial statements, must be prepared and presented in an integrated manner with the financial statements, thus giving comprehensive information related to finance and performance. LAKIP importance is beneficial for the implementation of the performance evaluation. LAKIP functions (Government Performance Accountability Report), among others:

- 1) media relations organization's work;
- 2) media accountability;
- 3) media information feedback improved performance;
- 4) LAKIP as an instrument for continuous performance improvement.

LAKIP as an instrument for continuous performance improvement consists of:

- *Action*, That report formed as a material for institutional improvement, management, improvement of human resources, accountability and public services
- *Plan*, Meaning LAKIP as an ingredient in formulating the Strategic Plan, the Annual Work Plan Determination of Performance for the coming year.
- *Check*, Meaning LAKIP can be used to evaluate the success or failure in achieving the organization's goals and objectives.
- *Do*, Meaning LAKIP as a tool to implement, monitor, measure the performance of the activities of an agency.

Aspects that should be contained in the report formed are: presenting performance information in the form of performance measurement results, evaluation, and analysis of performance accountability, including outlining the successes and failures, barriers/obstacles, problems, and for action to be taken. So, accountability and responsibility are interconnected as part of the overall system. In various studies was mentioned that accountability is better and different from responsibility. Accountability is based on records/reports written while the responsibility is based on wisdom. Accountability is the general nature of the relationship, for example, an asymmetric authority supervised and the supervisor.

Determination of the performance indicators used to measure performance or success of the vision and mission in the administration of local government is shown from the accumulated achievement. An indicator of the performance of the apparatus can be formulated based on the results of the analysis of the influence of one or more indicators of program performance. The main indicators of the Head of the Office, aggregation and accumulation of the gains are the program performance indicators.

The performance indicators can also give an idea of the expected future performance. Performance indicators and targets are stated clearly in the planning stages and the final implementation. This is to ensure the achievement of the performance accountability aspect. Therefore, the performance targets should directly describe the achievement of medium-term development targets and meet specific criteria, measurable, achievable, relevant, time-bound and continuously improve (SMART-C).

Key performance indicators are very encapsulated in a government employment agency with the aim that performance as long as they can be improved and measured. There are several important goals in the establishment and implementation of a key performance indicator in Indonesian government agencies:

- to get a measure of the success and achievement of any existing organizations. Later sizes are used to improve the quality and improvement of employees' work and accountability.
- to get fairly important information on the performance required in the management system of good work.

The uses of key performance indicators are:

- medium term planning;
- annual planning;
- performance determination document preparation;
- performance accountability reporting;
- performance evaluation;
- monitoring and control performance.

Standard Operating Procedures (SOP) were developed as an internal response to the limitations of time and responsibility of the executive and the desire for uniformity in the complex workings of the government apparatus. SOP routines are designed for typical situations in the past may impede a change in policy because it does not correspond to a situation or a new program. The SOP is very likely to hinder the performance of new policies that require new ways of working to achieve the desired strategy of an institution.

Process performance of the apparatus service PMPTSP Department Building Permit (IMB) in North Barito regency is provided by the following three indicators, namely: responsiveness, responsibility, and accountability.

Responsiveness is the service process for Building Permit (IMB) in North Barito regency in the scope of implementing the policy that has been effective. Financial resources / financial is quite effective with the programs and activities of the Building Permit (IMB). The responsiveness and responsibility of the officials in the Department PMPTSP IMB service are considered to be effective. The IMB service policy implementers in North Barito regency already know what they should do and the responsibility of the policy by their respective duties.

PMPTSP Department has the authority in terms of the service implementation Building Permit (IMB) already knows, understand about the main tasks, functions, and responsibilities of each department, both individually and institutionally. Based on the results of research to produce the performance of services Building Permit (IMB) that effectively and efficiently takes specific measures to repair one of them with the consummation of the decree related to the IMB, and effective dissemination to the general public and in particular to the applicant IMB in North Barito regency and optimization of the three indicators, namely: responsiveness, responsibility and accountability.

Increasing the number of staff alone is not sufficient to resolve the question of the performance of government officers, but is needed an adequate staff with the necessary skills and abilities (incompetent and incapable) to improve the performance of the apparatus.

There are four groups of variables that affect the performance and impact of the program are: 1) environmental conditions; 2) the relationship between organizations; 3) resources organization for program implementation, and 4) characteristics and capabilities of the implementing agencies.

4. Conclusion

Performance is an overview of the level of achievement of the implementation of the activities/programs/policies in realizing the goals, objectives, mission, and vision of the organization as stated in the strategic planning of an organization. Performance can be known only when individuals or organizations that have success criteria previously set. The success criteria for example in the form of objectives or specific targets to be achieved, without a goal or target performance of the individual or the organization may not be able to know because there is no benchmark of expectation with the achievement of the goal itself.

The performance of the apparatus has been effectively established by the program managers as decision-makers and meant to run in accordance with the expectations of society and in accordance with the strategic Office of PMPTSP who want to realize the prompt service. Constraints of the apparatus performance services are the limited number of staff at the service of Building Permit (IMB) and the lack of public response to the importance of the document.

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