

# Quality of Service for Building Permits at the Office of Investment and One-Stop Integrated Services in Palu City

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**Abstract.** This study was conducted to determine the Quality of Service for Building Permits at the Palu City Office of Investment and One-Stop Integrated Services. Seven informants are included in this qualitative descriptive research method. The results indicated that the Office of Investment and One Stop Integrated Services in Palu City did not maximize the service quality of building permits based on the Tangibles indicator of infrastructure facilities, namely computer facilities, office space and parking areas still need to be expanded and reorganized, the appearance of the apparatus is good. The Reliability Indicator is still having problems with the technical team, the provision of information is good. The Responsiveness Indicator of employees responds well, licensing services are still not on time, the Employee Assurance Indicator has not provided certainty in completing permits on time even though they are in accordance with SOPs. The Empathy indicator is that employees are fair and non-discriminatory, employees are polite, courteous and friendly.

**Keywords:** Service Quality; Building Permit.

## 1 Introduction

One of the government's primary responsibilities is to provide services to the community, which is a manifestation of the government's general responsibility to ensure the welfare of the community [1]. The provision of services to the community is the responsibility of the state apparatus as a public servant, and the state apparatus as the organizer of the state, as well as the government and its staff, are charged with formulating strategic steps and innovative efforts to realize the community's welfare in a fair, democratic, and respectful manner [2]. One of them is to provide facilities and services in accordance with what the community requires and its increasing demand for quality services [3]

Faced with the era of globalization, which is full of challenges and opportunities, the state apparatus should provide the best possible service; the services provided to the community at all times should always demand quality public services from bureaucrats that are carried out in a transparent and accountable manner, oriented to the needs and satisfaction of service recipients, so as to increase competitiveness in the provision of goods and services [4].

According to Law No. 25 of 2009 on Public Services, activities or series of activities designed to meet the service needs of every citizen and resident in accordance with applicable laws and regulations for the provision of goods, services, or administrative services by public service providers. Service is a term that always catches the attention of the community. Obviously, the community desires high-quality services from the government, as the service provider, in order to realize the community's desires and promote its welfare [5]. Public Service Providers are state administration institutions, corporations, independent institutions enacted by statute for public service activities, and other legal entities formed exclusively for public service activities.

Fenomena banyaknya bangunan di wilayah Kota Palu yang kurang lebih sekitar 60 ribu residential houses, only a small part, namely about 30% of houses that have a building permit outside of other buildings. Buildings that do not have a Building Permit are caused by factors such as the lack of public knowledge about the Building Permit, difficulties in managing it, no notification such as socialization to the public regarding how to manage it, and also the issue of costs for obtaining permits [6] [7]. This is of course a crucial problem, because if you do not have a Building Permit, the building being built will not pay attention to the provisions set out in the regulations that must be complied with in the implementation of development, so that it is not in accordance with the development plan and the building can cause problems. because it interferes with the public interest and the surrounding environment even the safety of the building owner is not guaranteed [8].

The quality of service for building permits at the One-Stop Integrated Service Investment Service of Palu City from the results of observations, namely that several facilities which are facilities such as waiting chairs still look inadequate, public complaints about the response from agencies are still very low, officers serving at the counter the office sometimes alternates or is not fixed, namely civil servants and honorary employees, parking areas still need to be developed because there are still many vehicles that look untidy, also serving employees are sometimes less consistent in providing services [9] [10].

Based on the performance report of the One-Stop Integrated Service and Investment Service of Palu City, the data on the number of applicants who have taken care of Building Construction Permits in the last two years are: in 2020 the number of applicants amounted to 767 with a retribution of IDR 1,844,837,800. while in 2021 the number of applicants amounted to 804 with a total levy of IDR 1,947,148,150. For residential buildings, there are 364 applicants while those for non-residential buildings are 1207 applicants.

Therefore, based on some of the statements above, in the management of Building Permits in Palu City, there are usually several problems in terms of service, including problems regarding the completion time of making Building Permits (IMB) which are not timely. This problem arises allegedly because the bureaucracy is not competent in applying its expertise as a bureaucratic tool that should apply the principle of effectiveness in its services. In addition, some people are indifferent to the importance of taking care of a building permit and the community is also less aware of the procedures that must be followed in making a building permit because these procedural stages are not widely disseminated to the public, so that people are faced with various convoluted service processes. therefore the author is interested in conducting an assessment of public services, namely in terms of the Quality of Service for Building Permits at the Office of Investment and One-Stop Integrated Services, Palu City.

## **2 Method**

The authors of this study employed a qualitative methodology. 1) Primary Data, which is the source of research data obtained directly from the original source in the form of interviews, opinion polls from individuals or groups; and 2) Secondary Data, which is the source of research data obtained through intermediary media or indirectly in the form of books, records, existing evidence, or archives, both published and unpublished [12].

In this study, the selection of informants as data sources is based on the principle of selecting subjects who have mastered the problem, possess relevant data, and are willing to provide complete and accurate data. The requirements must be met by informants who serve as data sources and informants in order for them to become key informants. Qualitative research is not concerned with the number of informants, but can depend on whether or not the selection of key informants is appropriate, as well as the complexity of the variety of social phenomena being studied. The data analysis technique used in this study is the data analysis technique outlined in [11], which includes the following steps:

Data collection, consisting of data obtained from participant observations, interviews, and documentation recorded in field notes, includes two components: description and reflection. Description notes are natural data containing what the researcher saw, heard, felt, witnessed, and experienced himself about the phenomena encountered, whereas reflection notes were notes that contained the researcher's impressions, comments, and interpretations of all that was encountered and served as the material for the data collection plan. To obtain this information, researchers conducted observations and interviews with informants.

Presentation of data, namely data and information obtained in the field are entered into a matrix, the data is presented according to the data obtained in research in the field so that researchers will be able to master the data and not be wrong in analyzing data and drawing conclusions. Data presentation aims to simplify complex information into simple data so that it is easier to understand.

Data Condensation is the process of selecting, focusing, simplifying, abstracting, and transforming data that approximates all components of field notes, transcripts, documents, and empirical materials. The conclusion is that the data condensing process was obtained after the researchers conducted interviews and collected written data in the field, with the interview transcripts then being sorted to obtain the required research focus.

Conclusion Drawing, which is an attempt to find or understand the meaning, regularity of the pattern of clarity, and the flow of cause and effect or proportion. The conclusions drawn are immediately verified by looking and questioning Back while looking at the notes in order to gain a more precise understanding.

## **3 Result and Discussion**

### **3.1 Tangibles**

Tangibles aspect becomes important as a measure of the services provided. People will use the sense of sight to assess a service quality. Good physical facilities will affect public perception. At the same time, this tangibles aspect is also one of the sources that influence people's expectations because good physical facilities make people's expectations higher [13]. In this study, tangibles is one aspect that can be seen directly by the community related to the

service quality of Building Permits at the Office of Investment and One Stop Integrated Services (DPMPTSP) Palu City. Tangibles aspects that will be assessed in this study are the existing infrastructure in the Palu City DPMPTSP, and the appearance of the apparatus in providing services to the building permit service.

### **3.2.1 Reliability**

According to Parasuraman that reliability is the ability of service providers to provide services in accordance with what was promised accurately and reliably. Thus, the service for the building permit provided must be in accordance with the expectations of the community, which means fast and reliable, the same service for all communities without errors, and with high accuracy. Fulfillment of promises in service will reflect the credibility of service providers. The reliability aspect in this study is determined by the ability of the apparatus in providing reliable, fast and accurate services for the apparatus that provides services or the recipient of the request in providing information.

### **3.2.2 Responsiveness**

Responsiveness referred to here is the willingness of the Office of Investment and One Stop Integrated Services (DPMPTSP) apparatus to respond to each applicant/community related to the building permit service provided by the Palu City Investment and Integrated Services Agency (DPMPTSP). In addition, responsiveness relates to the responsiveness of the apparatus in serving the community/applicant and is willing to help the community to solve problems and provide and provide appropriate solutions. Or in other words, that there is a willingness of the apparatus to be responsive to assist the applicants and provide fast, precise and accompanied by clear information delivery. In this study, the responsiveness aspect is the readiness of the apparatus to respond to the applicant submitted by the applicant/community and the ability of the apparatus to serve the community on time.

### **3.2.2 Assurance**

In this study, Assurance is the ability of the apparatus/employees of the Palu City Investment and One Stop Integrated Service (DPMPTSP) in providing guarantees. The guarantees in question are guarantees given by the apparatus in providing services for building permits in a fast and timely manner, as well as the existence of a mechanism used in the process of issuing building permits.

### **3.2.2 Emphaty**

In the legislation, it is explained that providing services without discrimination is also the obligation of service providers. The Law of the Republic of Indonesia Number 25 of 2009 concerning public services mandates that the behavior of the implementer to carry out the service of the Building Permit requires maximum empathy, so that the community as the applicant can feel directly the services provided. The empathy referred to in this study is fair/non-discriminatory service and the friendliness of the officers when providing services in a polite and courteous manner.

## 4 Conclusion

Based on the findings of the study, it can be concluded that the Office of Investment and One Stop Integrated Services (DPMPTSP) of Palu City has not provided optimal Building Permit services. Specifically, the infrastructure and facilities of the Palu City Investment and One Stop Integrated Service (DPMPTSP) are inadequate, the computer facilities used sometimes still experience problems, the waiting room or room around the office needs to be expanded or added and the parking area also needs to be improved. expanded, and protected so that the vehicle does not overheat, but the appearance and tidiness of the apparatus is quite good. The reliability of the apparatus in providing services to the community is still not in line with expectations because there are several obstacles related to the performance of the technical team. The apparatus serving the applicant has been good, but the timeliness in completing the permit has not been implemented properly. The guarantee for the certainty of the completion time of the permits given by the apparatus to the applicants has not been fully good, because there are still delays in the process from the technical side. However, the officers who serve have followed the SOP. The services provided by the Palu City Investment and One Stop Integrated Service (DPMPTSP) are non-discriminatory, that is, they apply fairly and the officers always provide services in a polite, courteous, and friendly manner to the community.

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