

The Analysis of Building Permit Service Quality at Agrarian and Spatial Planning Department Office of Makassar City

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Abstract: The purpose of this research was to determine the service quality of building permit or known as Izin Mendirikan Bangunan (IMB) at Agrarian and Spatial Planning Department Office of Makassar. This research used qualitative approach. The procedure of collecting data contained of interviews, observations and documentation. The research informants were from the officers at Agrarian and Spatial Planning Department Office of Makassar and also involving the citizens. The descriptive analysis was used to analyze the data by reduction, display, verification and conclusion drawing. The results showed that the service quality of building permit (IMB) at Agrarian and Spatial Planning Department Office of Makassar defined as good category in the matters of accuracy, non-discriminative, responsibility, fairness, preciseness, discipline, respect, hospitality, security and comfort. But it positioned as poor in giving simple procedures of the services, clarity assurance, time management, complete facilities and accessibility.

Key words: Analysis, service quality, building permit, discipline, Agrarian, verification

INTRODUCTION

In the Preamble of the 1945 Constitution (Undang-Undang Dasar/UUD 1945), laid the national development goals to improve the public welfare and to advance the intellectual life of the people. This means that the government must serve every citizen for defending their rights and basic needs to the optimal implementation of public services. The quality of public services shown by the governmental officers becomes as one of the measuring rods which leads whether to the government's failure or success in achieving national development.

The Law No. 25, 2009 regarding public services stated that the providers are required to give qualified services on the provision of public services. Under the Article 18 of Public Services Law, amongst other things are to obtain qualified services in accordance with the principles and objectives of the services.

Under Law No. 23, 2014 regarding local/regional government, it is stated that the central government gives full authority to regions to organize its governance. One responsive matter of public services by local government in construction is building permit.

The impact of the building permit services at Construction and Land Use Department of Makassar seemed to raise complaints from the citizens for example, the time-consuming process, complicated procedures, high-expense and so on. Another, reason why the Head

of Oversight and Control of Development Department at Agrarian and Spatial Planning Department Office, Hasjrit assumed that there were hundreds of building in Makassar standing without building permit and the government did not warn them at all.

In the same way, the data records from the Ombudsman Commission by Makassar (2012) as stated by Arumahi confirmed that the Licensing Department of Makassar was easily contacted by maladministration. It was proven by citizen complaints as follows:

- Slow response services
- Discriminative services
- Applying the old regulation of the cost or expenses
- The process delays >12 days
- The planning board has a separate cost from the building permit cost at the range of Rp. 250.000,00 for each

Therefore, the researcher interested to find out the service quality of building permit at the construction and land use Department of Makassar.

Literature review

The concept of public services: Ivancevich and Crosby (2000) stated that services are the invisible products which involving human's efforts and tool supports. Under the Law No. 25, 2009 regarding public services, it is stated

that public service is a set of services under its provision for every citizen to claim their goods, services or administrative services provided by the provider organizations. To be sure, it can be defined as giving services for the citizens who have rights in the organization under the provision and existing rules of public services. Basically, the governments are the servants for their citizens. They are not created to serve itself but to accommodate citizens and produce potential conditions for every of them in developing ability and creativity as one purpose (Rasyid, 2003).

The quality of public services: The service quality is a comparison between expectation and effort. The quality of services are made between the comparison of two main factors that is customer's perception of the services received in real life and expected services. If the reality resulted in more than the expectations, then it is defined as qualified. On the contrary if it is less from the expected, then it surely defined as not qualified. While for the equal reality and service expectation it is classified as satisfied (Parasuraman *et al.*, 2007).

On the other side, Sampara emphasized that the service quality is the services given to the customers refers to the existing standards as the rules in giving services. The characteristics of the quality services for customers must appropriate with less-expense, better, fast, precise, accurate, humble and the customer's expectations.

Measuring criteria of public services: Some indicators used by the experts to measure the service quality as mentioned by Surjadi (2009):

- Simplicity: providing easy well-understanding and well-applicable procedures
- Clarity: obvious technical terms and the administration of public services; team unit and authorized officers are responsible in solving matter/dispute as the part of services; the cost detail of payment procedures
- Assurance and non-delay/time management: the services given are processed as scheduled
- Accuracy: the service's products are given correctly, precisely and legally
- Non-discriminative: do not treat by the case of ethnicity, religion, race and inter-group relations
- Responsibility: the head of provider organizations or the authorized employees are responsible for the services and problem/complaint solving in the process of public services

- The completeness of facilities and infrastructures: available facilities and infrastructures, work and other supporting tools including the facility of information technology and telecommunication
- Accessibility: available place and location with good facilities, well-reached and also supported by information technology and telecommunication facilities
- Fairness: clear, clean and well-explained administration
- Preciseness: careful, thorough and persevering
- Discipline, respect and hospitality: the apparatus of provider organizations must give a discipline, respectful, humble and sincere service so the receiver's rights will be appreciated
- Security and comfort: the process and products of public services offer secure, comfortable and law-protecting services

By the norms, those all above are related to the Decree of Minister of Administrative Reform No. 63 Chapter V, Letter A, regarding Public Management Guidelines that the principles of public service quality include simplicity, clarity, time assurance/management, accuracy, security, responsibility, complete facilities, accessibility, discipline, respect, hospitality and comfort.

MATERIALS AND METHODS

This research was administered in the Construction and Land Use Department of Makassar. The design used was a descriptive qualitative with phenomenological approach. This research focused on simplicity, clarity, complete facilities, accessibility, fairness, preciseness, discipline, respect, hospitality, security and comfort. The instrument used was the researcher itself. The informants are divided into two, key informant and usual informant. The key informants were from the officers at Agrarian and Spatial Planning Department Office of Makassar, developers and citizens.

The technique of data analysis used was qualitative descriptive. The analysis was an interactive model (Miles *et al.*, 2014) with the following steps: data collection; data reduction; data display; verification.

RESULTS AND DISCUSSION

To measure the service quality of building permit at Agrarian and Spatial Planning Department Office of Makassar, it will be analyzed through the following points.

Simplicity: The service procedures of building permit are still complicated through several officer's difficult posts. It involves recommendation from other unnecessary team units of district and subdistrict with unrelated and non-significant work function which complicates the bureaucracy chain. In fact, the real procedure of building permit services should be a well-comprehended, easy and flexible procedure. It is all because the officers from the department do not optimize their socialization and information to the citizen about Standard Operating Procedures (SOP) of building permit application. Also, the service mechanism board is not attached near the service's counter to make easier the applicant understand the procedures.

The procedures of building permit services looks flexible in applying its operational technique. Hence, it will be easier to coordinate and cooperate among the work units with the citizen. But still there were some applicants who came twice to apply because they were lack of information and needed clearer explanation to understand the procedures.

Clarity: The administration and technical requirements are quite explained in the applicant form of building permit. The administrative regulation of recommendation from certain district and subdistrict which contained construction site technical picture were usually rejected because of misprinted picture and the bureaucracy did not quite inform the correct measurement of the real construction. The chart program, information board of administrative regulation and technical services of building permit are still not attached near the service's counter.

The authorized and responsible officers who handle the matters/dispute of building permit services is quite clear. Even there were some of them not in work hour because other businesses such as attending non-organizational invitations, holding meetings, managing other things instructed by the chief, private businesses, having side jobs or double jobs. The applicants should wait longer which left bad impression by feeling ignored from the officers. They were also served by looking who is the most benefitting for the officers. Similarly, there were still many of the officers who did not wear their name tag and placed name board in the office desk.

Additionally, the detail cost and the payment procedures of building permit is not clear. The applicants often paid certain fees directly in the counter or bank legally with receipts. Sometimes, there were several applicants who trusted their payment to the third party or scalper. In the same way, the district and subdistrict did not determine the valid cost of application payment by the existing regulation of constitutions. They also paid without any payment receipt. The transparency of detail

cost and the payment procedures were not well-informed and the information board not attached near the service's counter.

Assurance and time management: Building permit are processed in 6-12 days by SOP. But in fact, there were no assurance and delayed. There were also no information board to inform the time allocation of the process. The delay usually caused by the uncomplete files of the applicants, technical problems when surveying: inappropriate pictures, ignoring finishing line, parking lot, drainage, hitting the building lines as not as sterkena roylen jalan, inappropriate with listed community and neighbourhood groups, etc. Moreover, in order to clarify, the officers were hard to find the address and make a phone call with applicants. And sometimes when the officers had an urgent call, some applicants asked third party to have the transaction which led to a new problem. The time schedule of building permit services constantly run in workdays. But some officers came late or preparing home undue the time. The information of time schedules are clearly explained in the board near the service's counter.

Work time were set realistically with the work volume/load, time allocation per hour/day to process the services since completing administrative regulation until finishing the technical services of building permit. Only the work volume were fluctuated depending on the total applicants.

Accuracy: The officers were competent, able to measure, count and analyze building permit accurately and precisely. It is rarely to find mistype, misprint, etc. The building permit launched is legal by laws. It is undoubted, responsible and clear from the citizen's uncertainty.

Non-discriminative: Building permit gave fair, non-discriminative services to the applicants without separating them by ethnicity, race, religion, group, gender, social and economic status and so on. In fact, there were some officers who still gave special services to the acquainted applicants and certain groups. But it does not mean that only acquaintances get special services and the other applicants are not served well. It still refers to the procedures completing regulation, pay the cost under the existing regulations.

The department agency has given special services to the susceptible citizens, especially for handicapped, pregnant women, elderly, natural disaster victims and other uncapable citizens. One of the special treatments is free of charge building permit to the natural disaster victims and poor citizens.

Responsibility: The officers who have been authorized in building permit services also have a noble act to accept

the consequences of the mistakes and admit it as their errors. They also have to be responsible for the complaints (denunciation/questions/dispute) they will receive while giving the services. If the citizens are not satisfied with it, they can leave notes in the comment box or give direct complaints in person to Law Section of Complaint and Responses for resolution.

The department agency has provided comment box for the citizens who are not satisfied during the issuance process of building permit. They can put written complaints in the box by mentioning name, address and legal identity or giving direct complaints with signed letter. The complaints also can be addressed by phone call at (0411) 435550 because it is not provided via sms (short message service). Gateway messages (automatic) at 08114130600 is not a call center but only a media to confirm the running process of building permit and its obstruction automatically. Addressing comments through the internet can be done by e-mail or visiting the website in www.perizinan.makassarkota.go.id but it is still not operated optimally. Most of the customers leave inappropriate comments with unknown identity.

Besides, it can be solved by discussion and consensus. If it does not enough, it will be attempted by legal. The disadvantageous complaints regarding to building permit services with legal decision will be compensated. So does proven guilty by the officers will be given punishment under the existing regulation.

Complete facilities: The department agency has provided facilities in processing building permit by supporting an efficient and effective work cabin, meeting room, complaint service room, waiting room. Also, providing other facilities such as office chairs, side and guest chairs, cupboard, filling cabinet, sofa, air conditioner, motorcycles, cars, etc. There are also some small cabins which need to be renovated to make the officers and customers feel comfortable in serving process.

For tool kits as digital camera, laser gauge, waterpass, GPS, LAN network, theodolite and other technical supporting tools such as computer, notebook, printer, hard disk, UPS/stabilizer, typing machine, calculator, projector, etc.

Information and communication technology facilities are still centered in sms, gateway, e-mail, GPS and LAN network which not fully based in e-Government. The services of building permit are still done by face to face. The applicant must come directly to the department agency which assumed as an ineffective, time and power consuming and high cost process. The development and use of information and communication technology based on e-Government is still in beginner step of preparation making of internet website as an informative, interactive, consultative and public media. For data organization, it is

appropriate with the standards of management system and work process (using computer, printer, etc.). While for transaction and data forward are still manual (by scanning or using flashdisk). It is not enough to fully support the adequate facilities in building permit services. The department agency are willing to update the facilities but low budget cannot afford.

Accessibility: The location and place of building permit services is accessible by private or public transportations because its strategic location in city center. The name board of the department is set in office yard but some office rooms inside are not attached by name plank. The department office of Agrarian and Spatial Planning has no service unit guide or service branch posts of building permit in district office, subdistrict office, malls, mobile service or in other strategic spots to make the services easier and accessible for the citizens.

Some of the officers are able to use the information and communication technology such as computer, internet services and others but not optimally. In the same time, some citizens are able to access the information of building permit service. By this rapid growth of knowledge and technology recently, it is expected to help the officers and citizens in changing paradigmatic thinking and behavior from analog era to digital era enriched by advanced science and technology.

As a local department, there are not much socialization done to inform the service of building permit procedures, requirements, bill and cost, time allocation and who are the authorized officers. Few public seminars are held to inform building permit procedures in each subdistrict or by pictures and billboard in potential streets. The department has an accessible website by the internet but still in limits. It is not a fully online website which cover all the aspects of the procedures. The department office only spreads the information by mass/printed media such as newspapers and magazines. While by electronic media includes gateway SMS, radio and television.

Fairness: The officers are always directed or guided to act by truth, clean, free of tariff collected without proper legal authority and free of corruption. But some of the applicants keep giving tips or extra money to thank them or to pay for fast services. Some of the officers rejected that illegal procedures but in the end forced by the applicants, though they already have transportation fees or operational cost. Unfairness are often happened when processing recommendation in subdistrict office. Their officers kept collecting tariff illegally with certain amount.

The officers always tried to avoid collusion and nepotism. They also tried not to abuse the authority given

and work as instructed in the procedures and existing rules. In their working implementation, the officers must have relatives or families who want to ask for build permit issuance. The regarding officers can greet and speak to them by giving direction as the existing procedures. But somehow, it reacts a public misperception that the officers have done collusion and nepotism, even they treated their families similar to the others in building permit issuance.

Preciseness: The officers of building permit services who work carefully and tidier are quite good in using technical tool and kits in every step of the procedures. They work in order, careful and tidy service whether for organizing or saving the documents/archives and tools. This is quite helpful if they want to track certain documents or archives and accelerate the work performance of building permit services. It is excepted for the old files or archives which not computerized and hard to find.

Discipline, respect and hospitality: The officers are quite discipline in obeying the existing rules and to head office's instructions. They also work on time as scheduled in giving building permit services to the citizens. But some of them are still not care with time by coming late and back home in work hours. Mostly they work as they want to. For instance, reading newspapers or magazines, checking their gadgets, unimportant chatting with colleagues with not relation to office matters. Some of them are easily get tired and unmotivated to work. They even dare to leave the office in work hours, spending time in coffee shops. This can be a deterioration for their work performance if they keep being absent only for attending private or family businesses in work days.

Some officers are able to respond quickly in services with proper and gentle speech, supporting by well-behaved appearance, humble and sincere to the citizens.

Comfort and security: The department office guarantees the confidentiality process and product of building permit services including confidential national letters/documents which ensure the legality of the issuance. It already has the tools/equipments, supporting facilities of security guards to assure the safety of the documents, money, etc., from the robbery and the threats of natural disasters such as flood and earthquake. But the assurance of building safety and security are still not in standards by seeing the absence of building lines (GSP and GSB), small and narrow parking lot and drainage. There are lots of illegal buildings without building permit and misadministrative community and neighbourhood group. Rapid development, people increasing, total vehicles, road widening and bad drainage give bad impact to the old

buildings for its parking lot and drainage. This can be a catastrophe and challenge or the survey control unit in disciplining the those things.

The service of building permit includes clean, tidy and comfortable waiting room with nice and healthy surrounding. It also equipped with air conditioner and its ducting exshouse, a television, paintings, lower pots, trash bins but needed additional chairs or sofa. It also supported with parking lot, park, resting rooms, prayer room (musholla), canteen, stationery shop and others. It has a big parking lot but some buildings in the area make it full and the vehicles are difficult to operate. There are hardly susceptible applicants taking care the procedures of building permit issuance.

The services of building permit is given orderly by using number ordering to serve the applicants/customers. The total existing officers are enough to serve or work with the workload and still able to avoid long queueing in a counter. It just the fluctuating work volumes of building permit applications which bit affecting the performance.

CONCLUSION

The buiding permit service quality at Agrarian and Spatial Planning Department Office of Makassar City is classified as good in the categories of accuracy, non-discriminative, responsibility, fairness, preciseness, discipline, hospitality, respect, security and comfort. While classified in poor category for simple procedures of building permit services, clarity assurance and time management, complete facilities and accessibility.

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