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# Building Construction Permit Service at the Investment and One-Stop Integrated Service Office of Minahasa Regency

Marthinus Mandagi<sup>1\*</sup>, Thelma Wawointana<sup>2</sup>, Lendyane Tumewu<sup>3</sup>, Jesica Karouw<sup>4</sup>

<sup>123</sup> Public Administration Study Programme, Manado State University, Indonesia

\*Corresponding author. Email: [marthinusmandagi@unima.ac.id](mailto:marthinusmandagi@unima.ac.id)

## ABSTRACT

The purpose of this study is to find out, analyze and describe how the Service Mechanism for Building Permits at the Investment Service and One-Stop Integrated Services in Minahasa Regency. The research method used is descriptive qualitative. with the results of research on the first indicator there are still many people who do not know the requirements that need to be input when registering. the second indicator is the location checking process is carried out to see whether the applicant's data matches the location or not and then there is a determination of retribution fees. third indicator the process and printing of Building Permit Decrees is still not effective in obtaining Building Permits. and on the fourth indicator the process of ratifying the SK IMB is often delayed because the officials and authorized officials are not in the office. Keywords, Services, Building Permits.

**Keywords:** *Building Construction Permit, Service, Investment and One-Stop Integrated Service Office*

## 1. INTRODUCTION

Public service is the provision of services or meeting the requirements of the community, which has an interest in the organization, in compliance with the established primary norms and procedures.

Society need services in all fields in order to assist the community and meet its needs.

The requirement to improve service quality will rise in pace with the times. Government agencies (both at the central and regional levels) are stated to be able to increase service quality in order to compete, particularly in the global, which is typified by a high degree of competition, because virtually every human being requires service. [2].

Law No. 25 of 2009 concerning Public Services, explained that public services are activities carried out to meet service needs based on laws and regulations to every community regarding goods or administrative services that have been prepared by the government. [3]

Nowadays, many people need public services because the needs of the community continue to grow, as well as the government in the Minahasa Regency

which realises the need for public services, especially in the licensing sector.

DPMPSTP of Minahasa Regency issued fifty-six licensing services divided into eight cooperating agencies, including: health office, education office, Manpower Office, transportation office, DLH, trade office, PUPR, BPPRD.

Non-business permits, business permits, non-permits, NIB and permissions through the OSS-RBA system, and permits subject to punishment are among the fifty-six categories of permits.

The Minahasa Regency Investment and One-Stop Integrated Service Office is subject to retribution when issuing or processing permits, for example, the processing of Building Construction Permits, and the retribution is also included in regional income, so the quality of services available at the Investment and One-Stop Integrated Service Office must run effectively.

Based on their findings, researchers discover that there are issues that arise in the process of issuing Building Permits.

A building permit is a permission issued by the government to the owner of a building to extend,

construct new, remodel, or decrease the structure in conformity with relevant administrative and technical standards. [4]

Administrative requirements, building designation and intensity requirements, and environmental impact requirements for Building Permits are contained in Law No. 28 of 2002 concerning buildings, and Government Regulation No. 36 of 2005 concerning buildings. [5]

The problem that occurs is still the lack of effective services carried out by the DPMPSTP of Minahasa Regency. The lack of effective services in managing the Building Construction Permit (IMB) is because the technical staff serving the Building Construction Permit (IMB) process is still lacking.

In order to provide order, security, safety, comfort, and legal certainty, one of the legal goods is the Building Construction Permit (IMB). [6]

Due to the lack of technical personnel or human resources, most of the people in Minahasa Regency have not yet applied for the Building Construction Permit (IMB), especially for residential houses, and they also do not know the requirements that must be provided. Due to the lack of public knowledge regarding the importance of building permits, there are many illegal constructions that do not fulfil the legal criteria. These unauthorised structures will have an impact on the spatial arrangement of the city. [7]

Based on the data that researchers obtained at the DPMPSTP office in 2021 - 2022 the DPMPSTP Office issued as many as 824 Building Permit Certificates, when viewed from the total number of residential buildings in Minahasa Regency according to BPS Minahasa there were 56115 existing buildings. Based on the above background, The Minahasa Regency Investment and One-Stop Integrated Service Office performed study on the Building Construction Permit Service (IMB). The Service Mechanism of Building Permit (IMB) at the Investment and One-Stop Integrated Service Office of Minahasa Regency is the topic of this study. The Purpose of the Study To learn about the Service Mechanism of Building Construction Permit (IMB) at the Minahasa Regency Investment and One-Stop Integrated Service Office.

## 2. RESEARCH METHOD

This study type use qualitative research methodologies to analyze and explain occurrences, events, social dynamics, attitudes, beliefs, and perceptions of an individual or group.

According to Hilal and Alabri qualitative research describes phenomena based on the informant's point of

view, determining diverse realities and developing a comprehensive understanding of a phenomenon in a particular context[8].

The research is interested in using a descriptive approach, because with this approach researchers can find problem that occur in the process of implementing village government administration based on the facts of the problems that exist in the background of the problems encountered during the initial observation. The research will look at how the Building Construction Permit Service Mechanism works at the Minahasa Regency Investment and One-Stop Integrated Service Office. The Building Construction Permit (IMB) Service Mechanism is as follows, according to the Standard Operating Procedure (SOP) employed by the One-Stop Integrated Investment and Service Office (DPMPSTP) of Minahasa Regency:

- 1.Submission, examination and registration of files.
- 2.Site inspection and retribution fee determination
- 3Retribution payment and permit printing process.
- 4.Endorsement of the permit by the authorised officer.

The research site is the Office of Investment and One-Stop Integrated Services of Minahasa Regency. Data collection techniques

1. Observation, is a method of observing or carefully examining a research site to collect data and information to find out what is happening or to prove the truth of a research to be carried out.
2. Interview, Interview is one of the techniques in data collection, wawanacara is a two-way communication that is created between the interviewer and the interviewee With this, the interviewer asks the question and the interviewee responds to it. According to Sugiyono, interviews are employed as a data collecting strategy when the researcher wants to perform a preliminary study to identify problems that need to be explored, but also when the researcher wants to learn more in-depth information from respondents.
3. Documents, documents such as diaries, life histories, tales, biographies, rules, regulations, and policies. photography, live photography, drawings, and other visuals serve as documents. In qualitative research, document study is used in addition to observation and interview approaches.

Data analysis is carried out when data collection takes place. When the interview the researcher analyses the interviewee's answer and if after analysing the answer it is not satisfactory, The researcher asks another inquiry until data that is regarded reliable is acquired. According to Milles and Huberman, qualitative data analysis activities are carried out interactively and constantly until completion, causing the data to become saturated.

### 1. Data reduction

Data discount consist of summarizing, selecting important points, that specialize in what's vast, and attempting to find subject matters and styles. As a result, the decreased information will present a higher image and make it less difficult for researchers to accumulate extra facts and look for it if necessary.

### 2. Data display (presentation of data)

Data can be presented inside the shape of concise descriptions, infographics, correlations between categories, flowcharts, and so on.

### 3. Conclusion drawing / Verification

In line with Miles and Huberman, the third segment in qualitative records evaluation is conclusion drawing and verification.

On this look at, researchers used triangulation techniques, in step with Wiliam Wiersma stated triangulation in trying out credibility is described as checking records from various sources and diverse approaches and diverse times. therefore there's supply triangulation, triangulation of information collection techniques, and time.

This research makes use of source triangulation strategies. wherein this source triangulation method to test the credibility of facts is finished by checking the records that has been obtained thru several sources. [9]

## 3. RESULTS AND DISCUSSION

In 2005, the only-forestall included carrier Unit (UPTSA) changed into mounted to replace the investment and One-prevent included service workplace of Minahasa Regency. the only-stop incorporated service Unit changed into thereafter renamed the integrated Licensing service workplace (KPPT) in 2008. The call turned into changed to the Minahasa Regency One-stop investment and integrated carrier office (DPMPTSP) in 2017.

The Minahasa Regency's Office of Investment and One-Stop Integrated Services (DPMPTSP) is a conglomeration of parts of regional devices with jurisdiction in the fields of licensing and investment services, as well as other organizations that are part of regional devices.

Vision and Mission of the Minahasa Regency One-Stop Integrated Service and Investment Office (DPMPTSP):

a.Vision : Realising an Advanced Minahasa in Economy and Culture, sovereign, just and prosperous.

b.Mission:

1.Improve the development of cultured and competitive human resources.

2.Improve the development of cultured and competitive human resources.

3.Realising economic independence by encouraging the agriculture, fisheries and tourism sectors.

4.Realising regional development with the principle of sustainable development.

5.Improve equitable distribution of community welfare.

Public service is an movement or series of sports undertaken to satisfy the needs of every citizen and resident for merchandise, offerings, and/or administrative services given via public provider vendors consistent with legal guidelines and policies.

The community is entitled to a variety of services that must be supplied by the government since the government was essentially founded to serve the community, or in other words, the government is totally obligated to offer services to the community. [10]

As a guarantee for recipients of public services, public services must have standards. Service standards, according to MENPAN No.63 of 2003, include: service procedures; completion time; service prices; facilities and infrastructure; and service provider competency. [11]

This research is focused on the mechanism of public services in the processing of building construction permits at the Minahasa Regency One-Stop Integrated Investment and Pelayana Office which is studied from: 1) submission, examination and registration of files; 2) site inspection and determination of retribution fees, 3) retribution payment and permit printing process; 4) permit ratification by authorised officials. the research results can be explained as follows:

### 3.1. Submission, Examination and Registration of Files

In the system component or mechanisms and procedures in making building construction permits in the DPMPTSP of Minahasa Regency, that the requirements that must be provided for processing building construction permits are application forms from villages and sub-districts, building request and measurement forms, drawings of land or buildings, photocopies of applicant ID cards and land certificates. So it is found that there are still obstacles that occur in the process of submitting and registering for building permits because there are still people who come who do

not have complete documents and do not know what files must be provided in making IMB.

### **3.2. Site Inspection and Retribution Fee Determination**

The presence of IMB is very important in a building, because it aims to create a building layout that is safe and in accordance with land use. [13]

In the process of examining the location, there are still obstacles because there are problematic locations such as locations that are not suitable for construction and locations that have problems with the surrounding community that do not allow construction to take place.

In making a building construction permit at the Investment and One-Stop Integrated Service Office of Minahasa Regency, only retribution fees are levied as stipulated in Regional Regulation No. 1/2012 on retribution.

### **3.3 Retribution Payment and Permit Printing Process**

The IMB retribution payment process is conducted at Bank Sulut Go (BSG). According to the existing SOP, the time from the creation of a building construction permit at the Investment and One-Stop Integrated Service Office of Minahasa Regency until the issuance of the building construction permit is 14 days, but research findings from interviews with people who have taken care of the building construction permit indicate that the building construction permit will be issued after one month.

In terms of service delivery time, the present methods are still less effective and efficient; following that, they must wait for a specified period of a few days to retrieve the findings that have been approved by the PTSP.[14]

The factors that cause delays in obtaining building permits are firstly the lack of technical personnel available to handle the making of building permits and the lack of supporting facilities and secondly the incompleteness of existing documents such as personal data documents and incomplete land data.

### **3.4 Endorsement of the Permit by the Authorised Official**

Licensing is carried out as one of the forms of government functions in the form of public services. [In carrying out the main functions or main tasks of the government, namely regulation and service functions, the limited ability of the government or those providing services can result in logical consequences for the

distribution of affairs to the lowest levels of society The process of issuing permits or authorising IMB SKs is still often delayed by 2 to 3 days. This is due to obstacles from human resources, such as the absence of employees and authorised officials can slow down the process of authorising or issuing SK IMB. This is because before the SK IMB is signed by the authorised official or the head of the agency, it will first be checked and initialed by the section head and the head of the licensing and non-licensing sector. When the employee concerned is not in the office the SK IMB will be delayed for issuance. Likewise, if the authorised official or the head of the office has an outside interest and is not present in the office, the process of issuing the IMB SK will be delayed for several days, this causes the IMB processing process to not run effectively in accordance with the existing SOP.

## **4. CONCLUSION**

1. Submission, examination, and registration of files.

In submitting application files, there are still many applicants or communities who do not know what requirements must be prepared to register, there are also applicant files that register are still incomplete.

2. Site inspection and retribution fee determination

The officer will go to the location if all the applicant's documents have been registered and in accordance with the requirements. After the site inspection, the retribution fee will be determined through PERDA 1/2012 on retribution.

3. Retribution payment and permit printing process

After the retribution fee has been set, the applicant makes payment at the SULUT-GO bank and then the file will be processed. However, the permit printing process is still often delayed due to the lack of supporting facilities and technical officers or human resources.

4. Permit Endorsement by Authorised Officials

In the permit approval process there are still delays because the authorised official and the employee concerned in the approval process are not in the office.

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