

The Use of Construction Management Information Systems: Efforts to Improve the Service Quality for Building Permit in Polewali Mandar Regency

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ABSTRACT

Public service innovation offers the use of technology as an effort to improve service quality. The One-Stop Integrated Investment and Licensing Service of Polewali Mandar Regency has currently used the Building Management Information System (SIMBG) application to provide convenience in building permit services, but the implementation of the application has not been implemented optimally in providing services to the community. Through qualitative methods, this study aims to analyze the improvement in the quality of service for building permits/building applications in Polewali Mandar Regency, through the use of the SIMBG Building Management Information System, which has been in use since 2018. The data in this study were predominantly sourced from interviews. , which is also strengthened by the results of observation and documentation. Each data obtained before it reaches the analysis stage, is carried out by a reduction process, and triangulated to test the validity of the data. After the data is considered valid, the data is analyzed and presented in the form of narratives and pictures and conclusions are made. The results of data analysis show that the use of SIMBG has not been optimal in increasing the quality of building permit services. This is influenced by poor network quality which then also has an impact on employee performance in providing services. Through SIMBG, SIMBG employees and operators can improve their skills and abilities in using technology to provide services.

A. INTRODUCTION

Public services in Indonesia are the most frequently discussed topic (Djamrut, 2015; Meyliano & Putra, 2018; Widyawati et al., 2021). This is because the services provided so far have not been able to meet community satisfaction. Various problems still color the process of providing public services, both health services, educational services, and licensing services (Irmawati et al., 2017; Robby & Tarwini, 2019; Yulianti, 2017).

As part of the essence of good governance (Afrisal & Sahabuddin, 2022), public service providers need innovation to overcome all deficiencies and obstacles in providing services (Putri, 2017). This has also been expressly regulated in the Regulation of the Minister of Utilization of State Civil Apparatus

and Bureaucratic Reform Number 9/2015. In this regulation, the government requires public service providers to innovate at least once a year to improve service quality.

Success in implementing public service innovations must be supported by the implementation of E-Government (Wardani & Ngumar, 2018). This is because the implementation of public services has different characters, types and needs. The implementation of E-Government in Polewali Mandar Regency in an effort to improve the quality of public services has been carried out by the One-Stop Integrated Investment and Licensing Service. The application used is the Building Management Information System (SIMBG).

The licensing service application used by the Investment and One-Stop Integrated Licensing Service for Polewali Mandar Regency, has been integrated with the Ministry of Public Works and Public Housing in line with the Regulation of the Minister of Public Works and Public Housing Number 19/PRT/M/2018 Concerning the Implementation of Building Construction Permits and Certificate of Proper Building Function through Electronically Integrated Business Licensing Services.

Through SIMBG, the government of Polewali Mandar Regency hopes that all permit application processes can be properly administered, making it easier to carry out open controls to find progress for the realization of effective and efficient services, and can reduce the accumulation of licensing documents. However, according to the results of observations, it shows that the government's expectations for the presence of applications have not been able to be realized. In the operation of SIMBG there are still some problems. The network which is the most needed resource in using SIMBG is still unstable. In addition, the presence of SIMBG is still not well known by the public, due to the lack of socialization carried out by employees of the One-Stop Integrated Investment and Licensing Office of Polewali Mandar Regency.

The presence of this study aims to determine the increase in licensing services, especially building permits in Polewali Mandar Regency, West Sulawesi through the use of a Building Management Information System. This research contributes to the government of Polewali Mandar Regency that in innovating public services the government needs to pay attention to the availability of adequate technology and human resources to improve service quality.

B. METHOD

In this study, qualitative methods were used, with the consideration that through this method it would be easy to present data in accordance with the phenomena, views and perceptions of researchers about improving the service quality of the One Stop Investment and Integrated Service of Polewali Mandar Regency through the use of the Building Management Information System (SIMBG) in Polewali Mandar Regency.

The research data comes from the results of interviews which are strengthened by observations made by the researchers themselves, and the results of the documentation. Analysis of research data used the interactive model analysis technique described by (Miles et al., 2018). The first step taken in analyzing the data is to reduce the data. Data reduction was carried out by grouping data according to the dimensions of service quality which consisted of tangibles, reliability, responsiveness, assurance, and empathy. The data on the tangibles dimension is what explains the availability of resources. Reliability, data that provides an explanation regarding the ability of employees to provide services accurately and reliably as previously promised. Responsiveness, namely data that describes the willingness or readiness to provide services according to community needs. Assurance, which is related to data that explains or describes the knowledge, attitudes and behavior of employees that can affect public trust in employees, and finally, empathy, which is data that is able to explain the form of attention, sympathy and seriousness of employees in providing services. The next step is to triangulate the data with the aim of testing the validity of the data, then the data is presented in narrative and image form. The last stage is drawing conclusions.

C. RESEARCH FINDINGS AND DISCUSSION

The creation of a Building Management Information System (SIMBG) in Polewali Mandar Regency is inseparable from Government Regulation Number 16/2021 concerning Regulations for

Implementing Law Number 28/2022 concerning Buildings. The Regulation has abolished the building permit, and replaced it with a Building Approval (PBG).

To get PBG, people in Polewali Mandar Regency, West Sulawesi can directly access its site <https://simbg.pu.go.id>. The menu display from the SIMBG website can be seen in Figure 1. The Standard Operating Procedures for SIMBG are regulated in the Decree of the Head of the One Stop Investment and Integrated Service Number 2/2021.



Figure 1. Display of SIMBG
Source: <https://simbg.pu.go.id>, 2022

The linkage of service innovation carried out by the One Stop Investment and Integrated Service of Polewali Mandar Regency to the quality of service for building permits or what is now better known as building approvals is presented below:

a. tangible

The enforcement of building construction permits / building approvals through the SIMBG system does not change the condition of the Office of Investment and One Stop Integrated Office of Polewali Mandar Regency in providing services. Facilities and infrastructure that support the convenience of the community in obtaining services are still provided and attention is paid to the quality and quantity, as shown in Figure 2.



Figure 2. One-Stop and Integrated Investment Service office facilities Polewali Mandar Regency

Source: Researcher Personal Documentation, 2022

The community's visit to the Office of the Investment and One-Stop Integrated Office of Polewali Mandar Regency was caused by the public's ignorance regarding the existence of online services that had been prepared. Another cause is the service server which always experiences interruptions resulting in downtime or errors.

In addition, according to the results of interviews and observations, network availability at the Office of Investment and One-Stop Integrated Office of Polewali Mandar Regency is not good. This is because the internet network coverage in Polewali Mandar Regency is not optimal and comprehensive. The impact of this is that when both employees and the public want to upload several files for building permits/building approvals they have to wait a few minutes, and it's not uncommon for them to repeat uploading files several times.

b. Reliability

OfficerThe Investment and One Stop Integrated Service Office of Polewali Mandar Regency, which serves as the service operator for building permits / building approvals, has been given training and outreach regarding the operation of SIMBG. Therefore, operators are considered capable and reliable in using and operating SIMBG to provide services to the public.

The results of the interviews also show that the operators are very careful in providing information and directions for the use of SIMBG to the public. When giving directions for using SIMBG, the operator does not forget to show the standard operating procedure for using SIMBG. According to the narrative of the community, the service flow contained in the standard operating procedures is very easy, and the flow is not complicated.

The Head of the One-Stop Investment and Integrated Service of Polewali Mandar Regency emphasized not only training in using computers and networks for SIMBG operators, but the training was also given to all employees of the One-Stop Investment and Investment Service Office of Polewali Mandar Regency.

c. Responsiveness

The provision of services provides its own challenges for employees of the Investment and One-Stop Service Office of Polewali Mandar Regency. Not all people who complain convey their complaints in a polite tone. Sometimes employees get anger from society. According to the results of the interviews,

even though the employees were faced with this situation, employees of the Investment and One-Stop Service Office of Polewali Mandar Regency continued to provide good service, not responding in a higher tone.

The patience of the employees of the Investment and One Stop Integrated Office of Polewali Mandar Regency in providing services is inseparable from the role of the leadership who always gives advice to employees, especially those who work as SIMBG operators. While providing services to the One Stop Investment and Integrated Service of Polewali Mandar Regency, they must prioritize polite language, as well as provide explanations that are easily understood by every member of the public. From the results of the interviews, it is also known that employees of the One-Stop Investment and Integrated Service Office of Polewali Mandar Regency employees are swift in providing assistance and answering public complaints regarding the use of the SIMBG system, so that this makes services at the One-Stop Investment and Integrated Service Office of Polewali Mandar Regency able to be carried out quickly and precisely.

d. Assurance

One that often becomes a problem in providing services to the community is time certainty. According to service operational standards and the results of interviews, it is known that the guarantee for completion of building permits/building approvals online through SIMBG is 28 days. This includes the file verification process and site survey.

Even though the time certainty has been determined, it does not rule out the possibility of completing services that require a long time. The information obtained shows that in carrying out services online, employees often find people uploading files that are incomplete and not in accordance with the needs of the service. So this can lead to a long service process.

In addition, related to guarantees for the legality of services for online services, according to the information obtained, employees always provide confidence to the public that public data sent via the website will be guaranteed security and will not be disseminated. For service tariffs, according to community statements, they have adjusted to existing regulations. Employees of the One Stop Investment and Integrated Office of Polewali Mandar Regency, always provide explanations regarding the amount of the tariff in obtaining building permits / building approvals.

e. Empathy

Providing online services in obtaining building permits / building approvals can avoid discriminatory treatment in services. According to the information obtained, the SIMBG operator will process community files according to the registration order contained in the system. If in the process of obtaining building permits/building approvals, the community visits the Office of the Investment and One-Stop Integrated Office of Polewali Mandar Regency, then the service process is adjusted to the order of the queue number.

For the community or in this case the applicant for a building permit when the queue number arrives is not in place, then the service will continue to the next queue number, and the applicant is welcome to take the queue number again so as not to disturb the service process. This is according to the information obtained, it actually makes the community have a view as a form of discrimination in the service of building permits / building approvals in Polewali Mandar Regency. The community also perceives the use of online-based services as a form of discrimination, because when the network is less stable, the service will last longer when compared to the public or applicants who receive services directly.

In terms of the attitudes of SIMBG operators and employees of the One Stop Investment and Integrated Service of Polewali Mandar Regency, according to the results of observations and information, it has shown the attitude that public service providers should have. Employees are polite, and give smiles to everyone who will be served. In addition, employees always prepare time to serve any public complaints.

Discussion

The presentation of the research results provides information that the use of SIMBG has not been able to fully improve the quality of service at the Office of Investment and One-Stop Integrated Polewali Mandar Regency. Of the five indicators of the quality of public services that are used as tools in conducting analysis, there is one indicator that has not contributed optimally to improving the quality of services, as summarized in the following table:

Table 1. Identification of Research Results

Indicator	Identification	
	Good	Not good
Tangibles (Direct Evidence)		√
Reliability (Reliability)	√	
Responsiveness	√	
Insurance (Jaminan)	√	
Empathy (Empathy)	√	

Source: Processed by the Author, 2022

The service innovation carried out by the One-Stop Investment and Integrated Service of Polewali Mandar Regency has not been supported by the availability of adequate facilities and infrastructure. The network, which is the main source of using technology in service delivery, still often encounters obstacles. This is due to the uneven internet coverage in Polewali Mandar Regency, so that the public service innovations carried out do not have an impact on improving the performance of employees of the Investment and One Stop Integrated Office of Polewali Mandar Regency in providing services to the community.

The use of SIMBG in the Office of the Investment and One Stop Integrated Office of Polewali Mandar Regency is in accordance with the purpose of its formation, basically intended not only to improve the quality of existing services so far, but also to indirectly improve employee performance. This is as explained by (Pratama, 2020), that when an organization succeeds in carrying out an innovation, the organization has simultaneously improved the quality and performance of its employees. However, the limited network reach at the Office of Investment and One Stop Integrated Office of Polewali Mandar Regency, has made existing applications unable to function optimally and of course employees are returning to carrying out services in obtaining building permits / building approvals as before, namely manually.

A service system that still refers to these old habits can make employees not have the desire to continue to hone their skills in providing services in new ways. This is because they have mastered the old system, so there is no need for capacity building anymore. Thus employees are of course only able to complete services as before, no increase in the number and quality of services that can be implemented.

Although in terms of resources the Office of Investment and One Stop Integrated Office of Polewali Mandar Regency still has deficiencies, this has not prevented the leadership of the Office of Investment and One Stop Integrated of Polewali Mandar Regency from providing training to their employees. Leaders continue to provide training and socialization on the use of SIMBG, bearing in mind that innovation is dependent on technology and human resources (Walker et al., 2002). The provision of training and outreach is still being carried out as a provision for increasing the ability of employees to provide quality services when the network at the Investment and One Stop Integrated Office of Polewali Mandar Regency is stable again.

In addition, according to the presentation of the results of previous research, it is known that the most important thing in the use of technology in providing public services is increasing employee responsiveness, and this is also the same as what was found from research conducted by (Meyliano & Putra, 2018) that good employee response can make it easier for people to use service applications that they have never encountered before. At the Office of the Investment and One Stop Integrated Office of Polewali Mandar Regency, the good and fast response of employees in handling complaints about the

use of SIMBG, with a gentle and polite tone when giving explanations, has made the community feel that they are being cared for.

In accordance with the results of previous studies also explained that through the application of SIMBG in the service of building permits / building approvals, it has been able to provide information to the public that the completion time is 28 days if all the required documents have been uploaded and there are no network problems. In addition, through SIMBG the service of building permits / building approvals can avoid the assumption of discrimination in services.

The Building Management Information System (SIMBG) as a public service innovation for the Investment Service and Integrated One Stop Office of Polewali Mandar Regency in providing services for obtaining building permits / building approvals is basically an innovation in public services that has benefits for the community. Through this system, the community can get convenience in managing permits. Communities can get services related to complaints they get when applying for permits. And the most important thing is that they can get clarity on the time to complete the permit which has become a scourge for other communities in various regions when processing building permits. Apart from that, through this application, the community can get service justice, no longer is the community a priority for services because they receive assistance from other parties, because all file management is adjusted to the order of submission.

D. CONCLUSIONS AND RECOMMENDATIONS

Conclusion

The use of the Building Management Information System (SIMBG) in the service of issuing building permits / building approvals has made it easy for the community. People who want to get services for arranging building permits / building approvals can apply online, but when the network has problems the community can visit directly to the Office of Investment and One Stop Integrated Office of Polewali Mandar Regency. The facilities and infrastructure at the office are well available so that people waiting for services can feel comfortable.

Operators who operate SIMBG are very careful in providing information and directions for using SIMBG to the public. The services provided are in accordance with standard operating procedures for using SIMBG. The flow of service is easy, and not complicated. Employees of the Investment and One Stop Integrated Office of Polewali Mandar Regency are swift in providing assistance and responding to public complaints regarding the use of the SIMBG system. Employees of the One-Stop Investment and Integrated Service Office of Polewali Mandar Regency also have good hospitality and courtesy while providing services to the community. Apart from that, through SIMBG the community gets certainty on service time.

Recommendation

The Polewali Mandar Regency Government to maximize the use of SIMBG in improving service quality, it is necessary to make improvements to the internet network. These improvements are not only in the scope of government, in this case the One Stop Investment and Integrated Service of Polewali Mandar Regency, but need to cover all areas in Polewali Mandar Regency, so that people can access SIMBG wherever and whenever they need it.

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