

Sub Theme: Public Management in the Society 5.0

**Quality of Building Information System Services
in the Management of Building of Merauke Regency**

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Abstract

An observation was made when a new website was launched through the ministry in order to improve the service quality of the Building Information System in the Management of Building Permits (SIMBG) at the One-Stop Integrated Service and Investment Service of Merauke Regency which consists of five quality dimensions, namely: tangibility, reliability, responsiveness, assurance, and empathy. The purpose of this research is to describe the service quality of the Building Information System (SIMBG) in making Building Permits at One-Stop Integrated Service and Investment Service. The research is a descriptive with a qualitative analysis approach in its method. The data collection techniques are: theoretical studies and field studies consisting of observations and interviews. 10 informants were interviewed in the study. They are five informants of IMB officers at DPMPTSP and five informants from the community who have made IMBs online. There are 3 data analysis techniques used, namely data reduction, data presentation, and drawing conclusions/verification. The conclusion of this study illustrates that the use of the 5 dimensions of Parasuraman has met the standards of SIMBG Service Quality at DPMPTSP Merauke Regency in the management of IMB. However, there are some shortcomings and things that have not been met, such as the length of time the applicant data upload process takes, the appropriate length of time for issuance, and coordination with each sub district in Merauke Regency regarding more intensive socialization of online licensing at the Merauke Regency DPMPTSP. Apart from that, it has shown that in general the quality of service is quite optimal in providing public services regarding existing permits in Merauke Regency.

Keywords:

IMB Online; public service; SIMBG

Introduction

The Building Permit (IMB) is one form of public service in the form of a permit granted by the Investment and One Stop Service Office (DPMPTSP) of the many permits granted. Before starting to build the building, the manager needs to have related permits regarding feasibility, comfort, security according to its function. IMB is not only required to

construct a new building, but is also required to dismantle the building, renovate, add, change the function of the room, or repair anything that changes the shape or structure of the building.

In the process of obtaining an IMB in the Merauke Regency area, there are interesting things that became the author's spotlight when conducting initial observations and reviews at the One Stop Integrated Service and Investment Service. The government through the Ministry regulates the management of this IMB online through SIMBG where this system is inseparable from President Joko Widodo's Nawa Cita program which requires a digital-based service system. Its derivatives are also regulated in Merauke Regent Regulation Number 72 of 2020 concerning Delegation of Issuance Authority and Signing of licensing and non-licensing to the Merauke Regency DPMPTSP.

The Building Management Information System (SIMBG) is a web-based application designed to provide services to the public, especially in IMB services, with the aim of managing various business permits, especially in IMB services with the aim of facilitating the management of various permits to conduct business (permits related to location, environment). and buildings), business licenses, as well as operational permits for business operations at the central or regional level, providing facilities for business actors to connect with all stakeholders and obtain permits safely, quickly, and in real time.

Methods

This type of research uses a qualitative research approach with a descriptive which is research on certain phenomena obtained by research from subjects in the form of groups or other perspectives.

Results and Discussion

The purpose of this research is to describe the service quality of the Building Information System (SIMBG) in the manufacture of Building Permits at the Investment and One Stop Service Office. Descriptive studies only revolve around the magnitude, descriptive form or existence of a variable. As well as describing an ongoing situation at the time of the study and examining the cause of a certain symptom in the form of written or oral facts from observable sources or behavior. Data collection techniques are techniques or methods used by

researchers in finding and obtaining data. In collecting research data, researchers used the following techniques: interviews, observations and documentation.

In this study, the analysis used is descriptive analysis with qualitative approach, the data analysis must be interpreted by describing the research results in the form of words or sentences. So that the data analysis in descriptive research with a qualitative approach is not in the form of one number. Propose 5 steps in qualitative data analysis, namely: First, data preparation; Second, understand the data; Third, data interpretation; Fourth, data verification; Fifth, present the data; Method of collecting data Data collection techniques are techniques or methods used by researchers in finding and obtaining data. In collecting research data, researchers used the following techniques:

1. Interview, conducted with :

- a. Head of IMB Licensing
- b. Front Office employees IMB
- c Back Office employees IMB d.IMB applicant

2. Observation

Observation is a method used to obtain data or information through the five senses which is carried out systematically, namely by holding direct or indirect observation in order to gain confidence on the data obtained through the existing facts. In this study, the implementer Observation is carried out by direct observation of the location.

Observation carried out on objects including:

- a. IMB service implementation process at DPMPTSP Merauke Regency .
- b. The attitude and behavior of the giver service to the public

3. Documentation

Documentation is data collection by studying and convincing documents related to the focus of the researcher. Documents used in research because as a data source, it is stable, can be used as a evidence in the assessment, which is natural in nature according to the context. Documentation in the form of: documents regarding the site and condition of the Regency DPMPTSP Merauke , important archives, and the legal basis of laws and regulations about IMB.

Public services provided must be in accordance with indicators and principles in public services, so that they can meet the dimensions of the quality of public services as according to Zeithaml-Parasurman-Berry, namely:

- a) Tangibles: service quality in the form of office physical facilities, computerization administration, waiting room, information area.
- b) Reliability: the ability and reliability to provide reliable services.
- c) Responsiveness: the ability to help and provide services quickly and accurately, and responsive to consumer desires. IMB Services in Achieving Optimal Public Service Quality
- d) Assurance: the ability and friendliness and courtesy of employees in ensure consumer confidence.
- e) Empathy: firm but attentive attitude of employees towards consumers.

The research objective to be achieved by the author in this study is to describe the service quality of the Building Information System (SIMBG) in the manufacture of Building Permits at the Office of Investment and One Stop Integrated Services.

Conclusion

IMB Service Quality Improvement

1. Tangibles (Physical Appearance)

It can be concluded from what was conveyed by the applicants mentioned above, seen from the tangibles dimension in the online-based IMB service at DPMPTSP Merauke Regency, it is known that the physical equipment available at the DPMPTSP office is in the form of a large waiting room, chairs, information boards, air conditioning machines, machines. queue numbers, supporting facilities such as computers, and information boards that provide convenience for online-based IMB applicants who visit the Merauke Regency DPMPTSP office. In the process and access to online-based IMB services, there are still complaints submitted by the service, namely when uploading data on online-based IMB application requirements it takes a long time. According to the applicants, opening the SIMBG site is easy to find on the internet, and has a simple menu display.

2. Reliability or Competence of Service Officers

It can be concluded from the reliability dimension in the online-based IMB service at DPMPTSP Merauke Regency, it is known that the officers are quite careful in providing explanations as well as directions about the IMB application process, as well as the officer's incompetence in checking the completeness of the online-based IMB application requirements.

3. Responsiveness or Responsiveness of Service Apparatus

It can be concluded from the responsiveness dimension in online-based IMB services at DPMPTSP Merauke Regency, it is known that officers can respond with alacrity and friendliness in providing answers to overcome difficulties and complaints faced by each online-based IMB applicant at the Merauke Regency DPMPTSP office.

Officers are also able to respond quickly and accurately from the skills of officers in providing information and accuracy in meeting the information needs of applicants to complete the online IMB application file. In checking the application file submitted by each applicant, the officer is also careful in being friendly and not emotional to convey the right information to applicants who have difficulty processing the IMB application online so that all complaints submitted by the applicant can be responded to by the officer quickly. with a good attitude.

4 . Assurance or Assurance (Guarantee) Service

It can be concluded from the opinions that have been expressed by the informants in the interviews above, it can be seen on the dimension of assurance in the IMB service using SIMBG at the Merauke Regency DPMPTSP. at the Merauke Regency DPMPTSP Office where all the transparency can be seen during the IMB process on the Simbg website.

5 . Empathy or the attitude and concern of service staff

It can be concluded from the empathy dimension in the online-based IMB service at DPMPTSP Merauke Regency, it is known that the officer shows his firm attitude by providing services by prioritizing the interests of the applicant based on the queue number with a polite attitude, listening and paying attention to every complaint submitted by the applicant so that the IMB service is based online. at the Merauke Regency DPMPTSP Office can run in an orderly manner in accordance with the standard service procedures that have been set. Although there are some applicants who think that the services provided by officers are still discriminatory because there are applicants who feel that the online IMB application process is not timely for completion, but it does not cause disappointment from the applicant

because the officer is able to be friendly in providing an explanation regarding the applicant's complaint at the counter. information and complaints on the implementation of online-based IMB services at the Merauke Regency DPMPTSP Office.

Suggestion

Based on these conclusions, the following suggestions can be given.

1. Judging from the tangibles dimension, with the applicant's poor assessment of online-based IMB services through the use of an internet networked system on the SIMBG site, it is hoped that the One-Stop Integrated Service and Investment Service (DPMPTSP) of Merauke Regency will be able to upgrade the server and integration of the menu on the SIMBG site so as to realize quality online-based IMB services.
2. Due to the high level of complaints and complaints from the public regarding the online-based establishment permit service, the Merauke Regency Investment and One-Stop Integrated Service (DPMPTSP) should be able to make online complaints facilities more open and flexible.
3. Judging from the dimensions of reliability, responsiveness, assurance and empathy with the assessment from the applicant, it is expected that the Operator Officer at the Merauke Regency Investment and One Stop Integrated Service (DPMPTSP) can continue to improve their skills and expertise in mastering online-based IMB services considering that there are still problems in the application of the SIMBG site.

Conclusions and Suggestions

Based on the description of the results of the research and discussion, the following conclusions can be drawn: Implementation of Public Services at the Investment and One Stop Service Office of Merauke Regency in terms of the Tangible Dimension (Physical Evidence) it can be concluded that there are still many weaknesses due to the obstacles presented by the applicant that there are still many of them who have to come directly to the registration counter, also the length of time required by the applicant to upload data on the online-based IMB application requirements through the SIMBG website so that the tangible dimension tends to be assessed as still less than optimal, but in other indicators such as appearance, comfort, and the use of assistive devices, it has been fully implemented properly .

Judging from Dimension Reliability (reliability) is already implemented and in accordance with the expectations of society, namely the expertise of employees in using the

tools of service, accuracy officers, and service standards are clear, for Dimension Responsiveness (Responsiveness) has been applied in accordance with the wishes of the people proved because no complaints from service users related indicators in Responsiveness dimension which responds with fast, precise, accurate, and timely.

Public Services at the Investment and One Stop Service Office of Merauke Regency in terms of the Assurance Dimension have been implemented properly in accordance with the wishes of the community which have indicators of timely guarantee and guarantee of cost certainty. This is evident because there are no complaints from service users related indicators within the dimensions of Assurance and on Dimension One final dimension of Empathy (Empathy) has been implemented well by their attitude put the interests of users of the service, officers are friendly, be polite and courteous, also absence of treatment This is discriminatory so that many applicants are satisfied with the services at the Merauke Investment and One Stop Service.

Suggestions that can be given from the results of this thesis research are as follows.

Judging from the tangibles dimension, with the applicant's poor assessment of online-based IMB services through the use of an internet networked system on the SIMBG site, it is expected that the Merauke Regency One Stop Integrated Service and Investment Service (DPMPTSP) will be able to upgrade the server and integrate the menu. on the SIMBG site so that it can realize quality online-based IMB services. Due to the high level of complaints and complaints from the public regarding the online-based establishment permit service, the Merauke Regency Investment and One-Stop Integrated Service (DPMPTSP) should be able to make online complaints facilities more open and flexible.

Judging from the dimensions of reliability, responsiveness, assurance and empathy with the assessment from the applicant, it is hoped that the Operator Officer at the Merauke Regency Investment and One Stop Integrated Service (DPMPTSP) can continue to improve their skills and expertise in mastering online-based IMB services considering that there are still obstacles in SIMBG site application.

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