

## **ESTABLISHMENT LICENSE SERVICES**

### **(Study on the Implementation of the Regional Regulation of East Kutai Regency Number 10 of 2012 concerning Certain Licensing Charges on One-Stop Integrated Service Bodies and Investment in East Kutai Regency)**

**Anitha Fithrianie<sup>1\*</sup>**

<sup>1</sup>Master of Public Administration, Merdeka University Malang

Supervisor I: **Prof. Agus Sholahuddin, MS**

Supervisor II: **Dr. Roos Wijayani, MS**

*\*Corresponding author: E-mail: [anithaabin7184@gmail.com](mailto:anithaabin7184@gmail.com)*

#### **ABSTRACT**

The policy for building permits levies has been stated in the regional regulation of Kutai Timur Regency Number 10 of 2012 concerning certain licensing fees. Retribution for building permits, hereinafter referred to as retribution, is a regional levy as a payment for the granting of building permits (IMB) by the Regional Government to individuals or entities, including changing buildings. This regulation was made to increase regional income and to supervise and control building construction in East Kutai Regency. This study aims to analyze the implementation of the East Kutai Regency regional regulation Number 10 of 2012 concerning certain licensing fees and to find out what indicators encourage and obstruct the service of apparatus in the One Stop Services Agency and Investment in East Kutai Regency. The results show that it can be seen that there are many of the things that support the implementation of the IMB levy policy. However, the problem is that in its implementation, many people still do not have an IMB as well as the policy process. Although the government and society have worked according to existing regulations. But not being equated with a good response and compliance with policies, will make policy implementation not yet going well. The supporting factors and the inhibiting factors for implementation are seen from six things, namely size and policy objectives, resources, characteristics of implementing agents, disposition of executors, communication between organizations and the economic environment, socio-political influence. Suggestions are needed for good communication with the community to understand together that policies are made to be understood and implemented so that the policy objectives can be achieved.

**Keywords:** Service, Performance, Building Permit

©2020 Published by *University of Merdeka Malang*

## **1. INTRODUCTION**

The policy for building permits levies has been stated in the regional regulation of Kutai Timur Regency Number 10 of 2012 concerning certain licensing fees. Retribution for Building Construction Permits, hereinafter referred to as retribution, is a regional levy as payment for the granting of a building permit (IMB) by the Regional Government to individuals or entities including changing buildings. This regulation was made to increase regional income and to supervise and control building construction in East Kutai Regency. This study aims to analyze the implementation

of the East Kutai Regency regional regulation Number 10 of 2012 concerning certain licensing fees and to find out what indicators encourage and obstruct the service of apparatus in the One Stop Services and Investment Agency of East Kutai Regency. As an important source of revenue that can make a separate contribution to the PAD of East Kutai Regency, the One Stop Services and Investment Agency (BPTSP-PM) based on the Regional Regulation of East Kutai Regency Number 10 of 2012 is expected to be able to optimize the potential for regional revenue from the establishment permit levy sector. Building (IMB) in East Kutai Regency. However, based on preliminary observations made by researchers, several problems were still found related to the implementation of the Building Construction Permit (IMB) service policy based on Regional Regulation Number 10 of 2012 at the One Stop Services and Investment Agency (BPTSP-PM) of East Kutai Regency. It was found that there are still many buildings that do not have a Building Construction Permit (IMB) and many buildings are not in accordance with the zoning designation and spatial plan for the East Kutai Regency area, which until now there has been no control action or effort taken by the relevant agencies. So that the responsiveness and appropriateness of the community to have a building permit (IMB) in the district is still very low.

## **2. LITERATURE REVIEW**

### **Public Service**

Public service, according to Dwiyanto (2015: 14), is a very important element in government administration. Public services are simply understood by various parties as services provided by the government. All goods and services provided by the government are then referred to as public services. In addition, Dwiyanto explained again that the previous literature states "what government does is public service". This opinion shows that basically the government does have a very important role in the delivery of public services

### **Regional Retribution**

According to article 1 number 64 of the Law on Regional Taxes and Regional Levies, regional levies, hereinafter referred to as levies, are regional levies as payment for services or the granting of certain permits specifically provided and / or given by the regional government for the benefit of individuals or entities (Abuyamin, 2013: 435-436).

### **Retribution for Building Construction Permits (IMB) According to the Regional Regulation of East Kutai Regency Number 10 of 2012.**

In this Regional Regulation, what is meant by Certain Licensing Retribution is a levy on certain government activities in the framework of granting permits to private persons or entities which are intended for fostering, regulating, controlling and supervising activities of spatial use, use of natural resources, goods, infrastructure, certain means or facilities to protect public interest and environmental preservation. Retribution for Building Construction Permits, hereinafter referred to as retribution, is a regional levy as payment for the granting of building permits (IMB) by the Regional Government to individuals or entities including changing buildings. Building Construction Permit (IMB) is a written permit granted to construct / modify a building by the Regent or a designated official (Article 1).

## **3. METHODS**

### **Research Design**

The approach used in this research is a qualitative approach to this type of descriptive research.

### **Research Focus**

Supporting Factors and Inhibiting Factors for Implementation of Building Construction Permit (IMB) Service Policies. With indicators:

1. Internal factors
2. External Factors.

### **Research Informants**

The informants in this study were:

- 1) Head of One Stop Services and Investment Agency.
- 2) Head of Licensing and Non-Licensing Services for the Economy and Development.
- 3) Administrative Service Staff and License Issuance.
- 4) Kelurahan / Village officials.
- 5) Community (who have received services).

#### **Data Collection Techniques**

Interview

Observation

Documentation

#### **Data Analysis Techniques**

#### **Data Condensation**

In data condensation, it refers to the process of selecting, focusing, simplifying, abstracting, and transforming data contained in field notes and transcripts.

#### **Data Presentation (Data Display)**

Researchers present data in the form of brief descriptions, tables and charts. Presentation of data in the form of tables and charts showing an overview of the social context designed to combine information arranged in an existing and easily accessible form.

#### **Conclusion Drawing / verification**

This conclusion includes the element of transivity, the relationship between the element of transience and the social context and the element of transience used in the social context.

## **4. RESULTS AND DISCUSSION**

Based on the results of research on the Performance Analysis of Public Service Apparatus at the One Stop Integrated Service Agency and the Investment of East Kutai Regency, a study on Building Construction Permits shows that the performance of public service personnel has a poor performance category because in general the indicators of Internal and External Factors are not fulfilled. , the conclusion of each indicator is as follows:

- 1) In connection with internal factors, several indicators are marked, namely:
  - a. The orientation towards changes made by employees by attending education, training and comparative studies is in a good category. Employees are motivated to participate in these activities to broaden their knowledge and develop themselves.
  - b. Service ethics shown by the service apparatus of the One Stop Integrated Service Agency and Investment are in a bad category because there is still discrimination against the community, employees prioritize relatives or acquaintances in the permit processing process.

Based on the results of research on the Performance Analysis of Public Service Apparatus at the One Stop Integrated Service Agency and the Investment of East Kutai Regency, a study on Building Construction Permits shows that the performance of public service personnel has a poor performance category because in general the indicators of Internal and External Factors are not fulfilled. , the conclusion of each indicator is as follows:

- 2) In connection with internal factors, several indicators are marked, namely:
  - a. The orientation towards changes made by employees by attending education, training and comparative studies is in a good category. Employees are motivated to participate in these activities to broaden their knowledge and develop themselves.
  - b. Service ethics shown by the service apparatus of the One Stop Integrated Service Agency and Investment are in a bad category because there is still discrimination against the community, employees prioritize relatives or acquaintances in the permit processing process.

## 5. CONCLUSION

It can be seen that there are many suitable things that support the implementation of the IMB levy policy. However, the problem is that in its implementation, many people still do not have an IMB as well as the policy process. Even though the government and society have worked according to existing regulations. But not being equated with a good response and compliance with policies, will make policy implementation not yet going well. The supporting factors and the inhibiting factors for implementation are seen from six things, namely the size and objectives of policies, resources, characteristics of the implementing agent, the disposition of the executors, communication between organizations and the economic, socio-political influence.

## REFERENCES

- Abuyamin, Oyok. 2013. *Perpajakan Pusat dan Daerah*. Bandung: Humaniora.
- Anderson, James E. 1979. *Public Policy Making*. New York NJ: Holt Reinhartnwinston.
- Badrudin, Rudy, 2011. *Ekonomi Otonomi Daerah*, UPP STIM YKPN Yogyakarta.
- Baleke. 2016. *Implementasi Kebijakan Pelayanan Izin Mendirikan Bangunan (IMB) di Kabupaten Nunukan*. Tesis. Program Pascasarjana Universitas Terbuka Jakarta.
- Dwiyanto, Agus. 2015. *Manajemen Pelayan Publik: Peduli, Inklusif, dan Kolaboratif*. Yogyakarta: Universitas Gajah Mada Press.
- Moleong, Lexy. J. 2002. *Metodologi Penelitian Kualitatif*. Bandung: PT. Remaja Rosdakarya.
- Pandiangan, Liberty. 2002. *Pemahaman Praktis Undang-Undang Perpajakan Indonesia*. Jakarta: Erlangga.
- Prakosa, Kesit Bambang. 2005. *Pajak dan Retribusi Daerah*. Yogyakarta: UII Press.
- Putra, Fadhilla. 2012. *New Public Governance*. Malang: UB Press.
- Ratminto dan Atik Septi Winarsih. 2005. *Manajemen Pelayanan*. Yogyakarta: Pustaka Pelajar.
- Sugiyono. 2012. *Memahami Penelitian Kualitatif*. Bandung: Alfabeta.
- Akhmad. 2014. *Implementation of Building Construction Permit Services Policy (Study at the Integrated Service Office of Gowa Regency)*. Journal of Administrative Sciences Public Administration PPs UNM. Vol 1 No 1.
- Dervish, Muhammad. 2015. *Implementation of Building Permit (IMB) Policy at One Stop Services and Investment Office (KPTSP & PMD) in North Mamuju Regency*. e-Journal of a Catalog of Masters in Public Administration Study Program in PPs, Tadulako University. Vol 3 No 9. ISSN: 2302-2019.

### Laws and regulations:

1. Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services.
2. Law of the Republic of Indonesia Number 28 of 2009 concerning Regional Taxes and Regional Levies.
3. Regional Regulation of East Kutai Regency Number 10 of 2012 concerning Certain Permits Retribution.