PUBLIC SERVICE ACCOUNTABILITY IN MANAGING SURAT IZIN MENDIRIKAN BANGUNAN (S-IMB)

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Abstract

The implementation of public service accountability is guided by the Decree of the Minister of State Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services through Transparency and Accountability of Public Service Delivery, which contains the importance of providing public services. Licensing services in Medan City can be carried out at the Medan City DPMPTSP, one of the licensing services is the administration of Surat Izin Mendirikan Bangunan (S-IMB). The permit is still not in accordance with the Service Standards, which is for a period of 30 working days. One Stop Service and Investment Service for Medan City. The research method used is descriptive research method with a qualitative approach. Data collection techniques were carried out by means of interviews, observations, and documentation related to Surat Izin Mendirikan Bangunan (S-IMB). The data obtained were analyzed qualitatively by examining what had been collected using Sheila Elwood's Process Accountability theory which has the following indicators: Procedure, Cost, Timeframe and Responsiveness at the Medan City Investment and One-Stop Integrated Service Office, it has been running quite well but not yet optimal. There were several obstacles, such as permits not being completed on time, due to the lack of files from applications that were not submitted simultaneously to the officer. So that the incoming file must be returned to the applicant to complete the file and it takes a long time to complete the lack of files.

Keywords: Accountability, Surat Izin Mendirikan Bangunan (S-IMB)
INTRODUCTION

Good governance practices depend on the extent to which cooperation among the three pillars of a nation – people, government and entrepreneurs – is unique, coordinated and balanced. Efforts that can be made to create order and continuity in a system of governance are made through the concept of good governance or good governance.

Accountability is a prerequisite for establishing good governance, democracy and the mission of good governance. Publicly accountable government agencies mean they always want to be held accountable. The practice of good governance is a prerequisite for a government to realize the aspirations, achievements and ideals of a country and nation. For this reason, there is a need to develop and implement appropriate, clear and effective accountability systems so that the administration can operate efficiently, effectively, cleanly, responsibly and free from KKN.

Public service is basically the provision of services to the community related to meeting the needs of the community as citizens. Given that local governments make substantial contributions to the state in the form of taxes, fees, and other levies, they are entitled to adequate benefits from the state. The implementation of public service accountability is guided by Decree No. 63 of the Minister for Empowering National Authorities of 2003 on General Guidelines for the Implementation of Public Services and subsequently elaborated by Technical Guidelines on Transparency and Accountability in Implementation. It has been. The importance of public service includes the importance of providing accountable public service. This accountability includes responsibility for performance, responsibility for costs, and responsibility for public service products. A form of public service

Local governments are now focused on licensing services. Licensing is also an important aspect of public service in the course of public service by the city of Medan. Medan City continues to organize and improve in order to realize the services it provides to its citizens. Permitting service is one of the most important for Medan City to improve the welfare of citizens and to carry out spatial planning in Medan City itself to achieve good spatial planning.

Surat Izin Mendirikan Bangunan (S-IMB) or more commonly known as an IMB is a legal product containing a permit or permit issued by a local head (district/city government), must be owned/managed by the owner who wishes to build or demolish it, building extensions and renovations (Sekeon et al., 2022). It is important that the IMB (building permit) itself is present on the building. This is because it aims to create a building plan that conforms to the desired order to create security, comfort or legal certainty.

Possession of a building permit is an obligation of any individual or group seeking to construct a building. This letter will serve as legal evidence for buildings constructed under Law No. 28 of 2002 on Buildings. Approval services by Medan City itself can be performed by Medan City Investment and One Stop Service Office. The permitting services provided by this agency, one of which is the Permitting Service for Obtaining Surat Izin Mendirikan Bangunan (S-IMB), continue to fall short of community expectations.

These licensing issues arise for a variety of reasons. Apart from that, the unsatisfactory service is also due to a lack of public education about the importance of permits. Some buildings in Medan are required to obtain an IMB before construction. What is happening now is to process the IMB in favor of those buildings (Resmala et al., 2019). This is because it takes a long time for managers to provide management services and the lack of public awareness of the importance of building permits, Medan will become a more orderly and orderly city.

A problem the researchers learned from their temporary observations is the device's own limitations in performing permit processing services, making applying for permits to build
homes difficult and time-consuming. There is no potential Approval manager not submitting together, making managers slower to deal with repeated submission file errors.

**THEORETICAL BASIS**

**Good Governance**

Good governance has traditionally been the focus of public administration. Community demands on governments for good governance continue to be centrally implemented with consultation and public attention to public services (Situmorang & Simanjuntak, 2019). Achieving good governance is a key indicator of the implementation of government management and development processes that are effective, efficient and free from corruption, collusion and nepotism. Government accountability in all stages of preparation, funding and evaluation of public service programs.

**Accountability**

Accountability refers to whether the actions of public bureaucracy or the services provided by government comply with norms and values accepted by the people, and whether public services can meet people's real needs. It's a measure of what (Djalil, 2014). Accountability is therefore related to the philosophy that governments whose primary task is to serve people are obliged to do so. To be directly or indirectly responsible for a person. Simply put, Sterling said that accountability is the willingness to respond to public services. Appropriate accountability processes or systems for state agencies or public bureaucrats are therefore an important prerequisite for improving the quality of public services.

**Public Service**

Public service is defined as the delivery of services and the fulfillment of the needs of individuals or communities concerned with an organization in accordance with established primary rules and procedures. Professional public service is guided by professionalism and ethical principles such as accountability, effectiveness, efficiency, integrity, neutrality and fairness to all beneficiaries. As a public entity, it must be able to ensure continuity in government administration, including the formulation of service policies and the management of resources derived from the community and for the benefit of the community.

**Licensing Service**

According to Ratminto (2015: 243) Licensing services are all forms of governmental action towards the public that are legal in nature or legitimize the property, rights, existence and activities of individuals or organizations. The rights of staff serving the service consumer community should be explained as clearly as possible, for example by creating task schedules and by apportioning rights. Cost transparency and certainty minimize the schedule and duration of services and the forms used so people don't have to worry when they want to arrange a permit. Maximize the validity period of permits to prevent the public from frequently applying for new permits or extend the validity period of permits.

**Public Service Accountability**

Public service forms consist of three main aspects: the provision of goods, services and government services. His one form of administrative services performed by the government is permitting services such as the production of various permit documents such as the production of Building Permit (IMB) permit documents. (According to Batinggi & Ahmad, 2013: 20) Argues that achieving good public service requires a revitalization of governmental duties and functions that require effective, efficient, transparent and accountable service delivery.

**Surat Izin Mendirikan Bangunan (SIM-B)**

Izin Mendirikan Bangunan or Commonly Known as (IMB) is a permit granted by a local administrator to a building owner to construct new buildings and to modify, expand, reduce and maintain
buildings in accordance with applicable technical control requirements. A building permit is a legal product for specific orders to create security, comfort and legal certainty. Izin Mendirikan Bangunan (IMB) are regulated by the Act No. 28 of 2002 on Buildings. The law stipulates that a building permit is mandatory for the construction of buildings.

In addition to Law No. 28 Year 2002, Building Permits are regulated by Law No. 26 Year 2007 on Spatial Planning and Government Decree No. 36 Year 2005 on Implementing Regulations of Law No. 28 Year 2002 on Buildings. It is very important to obtain a building permit (S-IMB) before constructing a building. This aims to create a safe and site-suitable development, enabling the creation of an orderly presence of the IMB, which is also urgently needed when buying and selling buildings. Building owners without an IMB can be fined 10% of the value of the building or even have the building demolished.

The research format used in this study is a descriptive research method with a qualitative approach. Social studies aims at describing and summarizing, using qualitative descriptive forms, the various conditions, situations and phenomena of social reality that exist in society and are the subject of research, and characterize this reality. I try to describe them as personalities, traits, models and associated symbols. A superficial state or description of a state, situation, or phenomenon.

Based on the above understanding, this study sets out the facts and explains how public service accountability in Surat Izin Mendirikan Bangunan (SIM-B) at the City's Investment and Licensing Services Office is carried out increase (HARDIYANSYAH, 2012). Data collection techniques are the most important step in research as they aim to obtain data. Without knowledge of data collection techniques, researchers cannot obtain the data they expect (Sugiyono 2018). Data collection techniques used in research include: Observe, interview, document.

RESULT AND DISCUSSION

Procedure

A procedure is a series of interrelated processes that represent the overall phases that must be performed in the delivery of a service. In other words, the service delivery process for service providers and beneficiaries has guidelines for steps or methods that should be followed at each stage from the completion of the process to the process of public service. These steps are systematically laid out and serve as guidelines for achieving a given outcome in public service implementation.

Service procedures are established in the form of standard operating procedures that serve as guidelines for conducting public service activities. The determination of standard operating procedures (SOPs) must undergo research so that the determined SOPs can facilitate the implementation of activities, inform service processes, and improve service quality. Medan City No. 067/77/DPMPTSP/2018 on Establishment of Service Standards and No. 060/6656/DPMPTSP/2017 on Standard Operating Procedures issued SP and SOP for Medan City Investment and One-Stop Integrated Service Reference for managing the license service.

The following service processes will continue in accordance with established standard operating procedures and service standards. In addition, there are no oversights or changes in flow in the process of obtaining a residential Surat Izin Mendirikan Bangunan (SIM-B). All Medan City Investment and One-Stop Integrated Services Service personnel understand their
respective duties and responsibilities in accordance with standard operating procedures in order to effectively proceed with the service process.

Fees for obtaining permits must be regulated and paid in accordance with laws and regulations. Certainty about the cost of obtaining permits guarantees transparent services to the public in accordance with Medan City Service Standards for investment services and one-stop integrated services. The number of permits issued in 2021 is 258 building permits (9.34%). 258 Rp. 2,950,634,575 from the IMB, the local original income from the building permit retaliation sector. Realization of one-stop investment and integrated service services in Medan city in 2021 increased by 209%. This increase in realization has definitely helped boost the local economy and stimulate the municipal economy.

**Time Period**

Timely and guaranteed services also affect people's satisfaction with public services. The building permit arrangements in Medan City Investment and One Stop Services Service are governed by the decrees of his DPMPTSP Service Officer on Service Standards. Based on this, the deadline for obtaining a building permit from Medan City Investment and One-Stop Services Service is 30 working days. Some people in the community take a long time to complete a file, up to him two weeks. When submitting the file, the number of days for the permit process was not taken into account, but the processing time at the Medan City Investment and One Stop Service Office was recorded at the start of the application submission by the applicant, thus allowing the permit to be completed. I was spend time on established SOPs and service standards.

**Responsiveness**

The degree of environmental support also influences efforts to deploy responsive employees (Simanjuntak et al., 2020). The role of leaders and peers is to be actively involved in efforts to create an atmosphere that encourages more agile and adaptable ways of serving the community. is the form that was created. The responsiveness mentioned is also the form provided by Medan City Investment and One Stop Service Service to accept applicants.

Responsiveness includes prompt and accurate service, convenient service, demeanor of officers, and response to citizen complaints. Good responsiveness is an indicator of effective and efficient service. This is demonstrated by service personnel performing their duties and responsibilities in accordance with standard operating procedures or service standards. As a result of interviews with municipalities, it was explained that the officials/employees of Medan City Investment and One Stop Service Service have a very high degree of responsibility. Officials/staff of Medan City Investment and One-Stop Integrated Service Service treat potential permit applicants who come to the DPMPTSP office in a courteous, courteous, and friendly manner, and provide a clear and understandable approach to permit administrators and the community. We have provided the necessary information to help you through the approval process from start to finish.

Medan City DPMPTSP employees strive to provide the best service and comfort to the community, starting with polite and friendly language so that the community receives satisfactory service as per the current regulations. Providing convenient and timely services to the community is the guarantee of services provided by Medan City DPMPTSP employees according to existing service standards.
CONCLUSIONS

1. Procedure
The flow of the permit processing process is in accordance with the SP (Service Standards), no flow is skipped when the applicant is processing a Building Permit at the Medan City DPMPTSP. However, the delivery of information and requirements to the public via online that has been carried out by the Medan City DPMPTSP has not worked as expected. There are still many people who don't know how to register if only through the website. This can be proven by the presence of people who come direct to obtain information and requirements for obtaining a Building Permit when the applicant is processing the permit.

2. Cost
The cost of obtaining a Residential Building Permit (S-IMB) carried out at the Medan City One-Stop Investment and Integrated Services Service is in accordance with the applicable provisions according to the Medan Mayor's regulation Number 44 of 2018 the second amendment to Mayor's Regulation Number 83 2017 concerning technical instructions for implementing Regional Regulation Number 5 of 2012 concerning Retribution for Building Permits. With the certainty of the cost of obtaining permits, it will guarantee transparent services to the public.

3. Time Period
In the process of obtaining a Residential Building Permit (S-IMB) at the Medan City Investment and One-Stop Services Service, it has not proceeded according to the provisions based on the SP (Service Standard) at the Medan City DPMPTSP. In the process of obtaining a Building Permit, the processing time often exceeds the time specified in accordance with the SP (Service Standard), namely 30 working days. One of the causes of excess time is because the requirements submitted by the applicant are incomplete, when completing the file it takes a long time when the applicant completes it. Meanwhile, time continues to run from the time the applicant submits his application. This resulted in the process of licensing services for Building Permits often experienced not being timely.

4. Responsiveness
The responsiveness of employees in obtaining a Surat Izin Mendirikan Bangunan (SIM-B) at the Medan City Investment and One-Stop Services Service has been very good. Medan City DPMPTSP employees try to provide the best service to the community in order to provide satisfying service to the community in accordance with Service Standard procedures in serving the community. Providing comfortable, fast and timely services to the community is a guarantee of services provided in accordance with the Service Standards owned. The attitude of the service officers is competent in understanding the tasks that must be carried out when the permit applicant arrives and is alert/quick to serve the arrangement for a Residential Building Permit at the Medan City DPMPTSP.

It is better if the process of conveying information and licensing requirements to the public via online should be further improved so that the permit processing process can run quickly and on time. So that the community does not have to come to the Medan City DPMPTSP office repeatedly to obtain information and requirements for obtaining a Surat Izin Mendirikan Bangunan (SIM-B). If the applicant already knows the information and requirements through the website owned by the DPMPTSP, then the applicant has prepared all the requirements and then immediately submits the permit application.

The cost of obtaining a Building Permit at the Medan City Investment and One-Stop Services Service is in accordance with the Medan Mayor's Regulations. This
must be maintained by referring to the Medan Mayor's Regulation. The Medan City Investment and One-Stop Integrated Services Service during the service period for obtaining a Surat Izin Mendirikan Bangunan (SIM-B) must pay attention to the time of completion of the permit so that the permit can be completed on time according to the Service Standards for 30 working days. The responsiveness of employees at the Medan City Investment and One-Stop Integrated Services Service to the people who are processing permits is very good and act swiftly in serving permit applicants. This must be maintained and improved. Guided by Service Standards.

BIBLIOGRAPHY


