

Inventoring Factors of Building Licensing Processes in Gianyar District

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Abstract This study examines the factors that building owners do not apply for a building permit (IMB) in Gianyar Regency. The sample in this study were building owners who did not take care of IMB in Gianyar Regency with a total population of 285 people with a random sample of 25 samples of requests for information on spatial planning that could potentially take care of building IMB. This research was conducted by collecting data by means of observation, interviews and questionnaires with the Delphi method as an analysis technique. The results show that there are 5 factors that influence building owners not taking care of building permits in Gianyar Regency, namely not knowing the IMB rules, no fees to take care of the IMB, processing the old IMB and difficult procedures, insufficient administrative requirements and no time to take care of the IMB. The factor that most influences building owners is that there is no fee to arrange a building permit. Obstacles in managing the IMB are 1) The community does not understand the procedure, 2) The community is not prepared to pay IMB levies, 3) The community is deliberate to violate the applicable rules 4) complaints of no cost, 5) expensive IMB 6) There is no timeliness 7) lack of socialization and lack of supervisors in the field so that new buildings are still found without permits.

Keywords— Building Permits, Building, Building Owner.

I. INTRODUCTION

BUILDING management is a development activity that includes the process of technical planning and construction implementation, as well as building utilization, preservation and demolition activities. [3]. In the implementation of spatial planning involves two components: natural and human, with their interaction. Interaction of the both causes a conflict of interest and will also affect the ecosystem and social system. [10] Every person who will construct a building must have a building construction permit. [11] Building construction permit (IMB) is a permit granted by local governments to building owners to build new, modify, expand, reduce, and / or maintain buildings in accordance with applicable administrative and technical requirements. [10] The building permit for the community will provide a sense of security in the form of a guarantee of legal certainty for the building to avoid being sued by other parties after the building is built. [9] Local governments in implementing services to the

community in the building permit process through the One Stop Integrated Service Service, in accordance with the mandate of the Minister of Home Affairs Regulation Number 138 of 2017 concerning the Implementation of Regional One Door Integrated Services. In Gianyar Regency, since 2017, licensing services have been centered in the Investment Service and One Stop Integrated Services (DPMPTSP).

Licensing services provided by the government are constantly being updated according to laws and regulations and technological advances. Although on the way there are still problems related to the provision of services that are less than optimal and less responsive. Many opinions have emerged in the public that stem from experience in licensing, with complaints about the services provided by the government. The government as a service provider needs to improve its quality, both from human resources, facilities and infrastructure in order to provide satisfaction to the community in licensing services, so that it becomes one of the benchmarks for the success of public services.

Based on observations made by the author, there are several obstacles and problems in licensing services at the

Investment Service and PTSP, especially building permits (IMB and SLF). One of the obstacles is the ineffective coordination with related service agencies, the professionalism of employees / officers which is not optimal and the inadequacy of the issuance management according to the determined SOP. In accordance with these conditions, not a few people as building owners in constructing the building do not take care of the building permit. IMB service problems that occur among the community, the author tries to do research on the factors that are the basis for the building owner not taking care of the IMB, where the community should have a role in implementing the Regional Regulation on the Building of the Building. The purpose of this study was to determine the factors that cause the building owners to not take care of the IMB in Gianyar Regency.

II. RESEARCH METHODS

In accordance with the problems and research objectives, the authors classify this research into mixed types of research using quantitative and qualitative research. The types of data used are primary data and secondary data. The data used in this study are the 2017-2020 spatial information land (ITR) data from the Gianyar Regency Public Works and Spatial Planning Service, and the IMB application data for 2018-2020. Population data is all applicants who take care of spatial information (ITR) as many as 285 people, and a random sample of research is determined as many as 25 samples of building applications.

This method uses a series of questionnaires or questionnaires. Data collection carried out in this study was carried out by observation, interviews, collecting similar information, the same type of factor conclusions were made from stage 1 to be more detailed to help collect information using a questionnaire in stage 2 using the Delphi Method. The basic principles of Delhi are: [2]

- Anonymity: experts who give opinions do not know each other (withheld);
- Iteration: assessments by experts are compiled and re-communicated in two or more cycles, so that a social learning process takes place and changes in the initial assessment are possible;
- Controlled feedback: communication of the assessment is done in the form of a summary of the answers to the questionnaire;
- Statistical answers: a summary of each person's answers is presented in terms of a measure of central tendency: frequency distribution;
- Expert consensus: agreed opinion of a case (end result).

III. RESULT AND DISCUSSION

The problem of building permits in Gianyar Regency is that there are still many building owners who are warned by the supervision and control team of space utilization about their buildings that do not have a building permit. Based on

this, it is necessary to know the main factors that cause building owners to not take care of permits for buildings that are built.

A. Factors Building Owners do not Have a Building Permit Based on the First Stage Using the Delphi Method

In the first stage, data collection using a questionnaire uses an open and directed question format, where respondents are given the freedom to write / answer interviews about the factors that cause the community not to take care of the IMB, while according to local regulations regarding applicable buildings, buildings that are to be utilized must have a compulsory IMB as a legal aspect of the building.

B. Assessment of Building Owners' Factors Not Obtaining Building Permits Based on the Second Stage Using the Delphi Method

Based on the results of the second stage questionnaire, the respondent's assessment of the nine answer categories according to which they are the factors that most cause building owners not to take care of building permits can be seen in table 1.

TABLE I
THE SECOND STAGE VALUE SCORE REGARDING THE FACTORS OF BUILDING

Factor Enumeration	Phase II	
	Score	Rank
1 Don't know the IMB rules	103	2
2 Management of old IMB	113	4
3 Ignorance of local regulations	145	7
4 There is no fee to apply for an IMB	93	1
5 The building has been built a long time ago	135	6
6 Lack of supervision from local government	150	7
7 Information on the exemption of IMB management	161	9
8 There is no time to take care of an IMB	114	5
9 There are not enough administrative requirements	111	3

OWNERS DOES NOT TAKE CARE OF THE IMB IN GIANYAR REGENCY

Based Based on the results of the sample, five influencing factors were determined by ranking 1 to 5. The lowest score and the first rank was the answer that there was no cost to take care of the IMB with a score of 93 while the highest score was in the category of no time to take care of IMB and management The old IMB is in the last rank with a score of 114.

C. Assessment of Building Owners' Factors Not Obtaining Building Permits Based on the Third Stage Using the Delphi Method

With The results of the scoring, the researcher determined one main factor that was the cause based on the five categories of answers that the researcher had determined which was rated by the respondent to find out the results of the research at the third questionnaire stage, it can be seen from table 2.

TABLE II
THE THIRD STAGE SCORE IS ABOUT THE FACTORS OF
BUILDING OWNERS WHO DO NOT TAKE CARE OF IMB PERMITS
IN GIANYAR REGENCY

Factor Identification	Phase II	
	Score	Rank
1 Don't know the IMB rules	68	2
2 Management of old IMB	83	4
3 There is no fee to apply for an IMB	60	1
4 There is no time to take care of an IMB	84	5
5 There are not enough administrative requirements	81	3

From table 2 it is known that the results of the selection of answers in stage III are determined based on the ranking according to their respective scores. The results from table 2. obtained the first rank, namely there is no cost to take care of the IMB with a score of 60. Rank 2 is that they do not know the IMB rules with a score of 68. Rank 3 is insufficient administrative requirements with a score of 81. Rank 4 is the IMB factor management of IMB is long and the procedure is difficult with a score of 83 while ranking 5 or last is no time to take care with a score of 84.

TABLE III
THE MEAN AND MEDIAN VALUES ARE BASED ON THE
RESULTS OF THE CALCULATION OF DATA PROCESSING IN
PHASE II AND III OF THE DELPHI METHOD REGARDING THE
FACTORS OF BUILDING OWNERS NOT TAKING CARE OF IMB
IN GIANYAR REGENCY

Responden	Phase II	Phase III
1	1	1
2	1	1
3	2	2
4	8	4
5	3	2
6	2	2
7	6	4
8	8	4
9	5	2
10	1	1
11	2	1
12	3	2
13	8	4
14	1	1
15	8	5
16	6	4
17	4	2
18	1	1
19	5	4
20	2	2
21	1	1
22	1	1
23	2	2
24	8	4
25	4	3
Amount	93	60
Median (Me)	3	2
Evenly (x)	3	2

TABLE IV
THE FREQUENCY OF THE RESULTS OF THE CALCULATION
OF THE DATA PROCESSING OF THE PHASE II AND III DELPHI
METHOD REGARDING THE FACTORS OF BUILDING OWNERS
NOT TAKING CARE OF THE IMB IN GIANYAR REGENCY

Phase I	Phase II	Phase III
	F	f
a (1)	7	-
b (2)	5	8
c (3)	2	8
d (4)	2	1
e (5)	2	7
f (6)	2	-
g (7)	-	-
h (8)	5	-
i (9)	0	1
	25	25

The third stage of the building owners is also given a previous score, the same as stage II but is more concise. The results of the third stage indicate that the average and median of the results of the calculation of the value of stage II. With this it is further confirmed by the existence of these calculations that the cost is a consideration for the building owner not to take care of the IMB. It can be seen that the main factor that causes building owners not to take care of the IMB is because there is no cost to apply for the IMB.

D. The Agency's Assessment of the Factors that Influence Building Owners Not Applying for Building Permits

1) The Cost Factor

Based on the results of observations and interviews with several IMB applicants that the author conducted on January 25, 2021 and January 26, 2021, the authors can conclude that government agencies related to IMB management have determined IMB fees in accordance with regional regulations in force in Gianyar Regency, namely Gianyar Regency Regional Regulation Number 2 of 2015 concerning Amendments to the Regional Regulation of Gianyar Regency Number 14 of 2012 concerning Retribution for Building Construction Permits. This is done to adjust the weight and coefficient according to the function and classification of the building being applied for by the community. So that the costs incurred by the community are adjusted to the function and classification of the building.

2) The Ignorance Factor

Based on the results of observations and interviews that the author conducted, the author can conclude that government agencies related to the IMB have carried out socialization and information that has been carried out by the One Stop Integrated Investment and Licensing Service, brochures or on the local government website for building permits have been provided, but there were still people who owned buildings who did not understand the meaning and benefits of the IMB. There are also those who think that in rural areas the IMB is not needed, so that the community builds according to

the need for the space needed.

3) *Administrative Requirements Factors*

Based on the results of observations and interviews that the author conducted, the author can conclude that the administrative requirements required in the IMB application process by the One Stop Investment and Licensing Office are in accordance with applicable laws and regulations. If the IMB applicant has not fulfilled these requirements, the building owner must complete these requirements by the time limit given by the Dinas. This is done for all buildings that will apply for an IMB, both private buildings and buildings for public use.

E. The Assessment of Cost Calculation as the Main Factor of Building Owners Not Taking Care of Building Permits

From the simulation results of the IMB levy calculation that must be paid by the building owner's respondent to the one-stop integrated investment and licensing agency sampled, it can be seen that the calculated IMB fee is less than the estimated cost of building a building that was erected. Building owners do not have the awareness to take care of permits for buildings that are erected, building owners estimate that the IMB retribution fee will be expensive, building owners do not have the readiness to pay the IMB levy, even though paying the IMB levy is less than the building construction cost. In addition, building owners are not compliant in paying land and building tax (PPBB), because if they do not have an IMB, what is calculated in the land and building tax is land tax only. If the building is built, the tax will increase according to the calculation of the Regional Financial and Asset Management Agency (BPKAD). From this, many building owners do not take care of the IMB because it will increase the burden of paying taxes to local governments.

The expensive IMB fee is due to the following reasons:

- 1) There is a public perception which reveals that the processing of an IMB is expensive, even though the processing and fee fees have been determined based on local regulations regarding IMB levies.
- 2) There is a perception from the public that reveals that there are unofficial fees that must be paid to the related person, so that the IMB management can be completed according to the wishes of the applicant (in the case of acceleration of the issuance time of the IMB).
- 3) The inability of building owners to apply for permits due to low income.

F. The Constraints on IMB Management by Local Governments

- 1) Lack of socialization of Regional Regulations concerning Building Buildings and Regional Regulations concerning IMB Retribution to the public. Socialization is only carried out through warning boards to administer IMB and Regional Government Websites, direct socialization should be incentivized and invite

people with high potential for development and space utilization, so that compliance from the community to these regulations can be realized.

- 2) There is no timeliness given in managing IMB, lack of human resources owned by local governments and inadequate infrastructure in managing IMB by the community.
- 3) There is still a lack of supervisors in the field so that many community development processes are violated.
- 4) Lack of supervision and monitoring in the field so that it is still found that new buildings do not have IMB.

G. Constraints in the Management of Building Permits by Building Owners

- 1) The community does not understand the procedure, starting from submitting an application to the issuance of the building permit.
- 2) The community members who are IMB administrators are unprepared and pay the IMB restitution, while the requirement is to pay the IMB levy after the application is complete administratively and technically. After paying the levy, the IMB will only be issued by the One Stop Integrated Licensing and Investment Service.
- 3) The community's deliberation to violate the applicable regulations from the local government of Gianyar Regency in the IMB related to the building being built.
- 4) Lack of public awareness that to apply for an IMB with complaints there is no cost. In this case, the agency must act decisively with better coordination between agencies if in the field there are still people who do not have awareness of compliance with Regional Regulations.

IV. CONCLUSION

The conclusion of this study is that there are five factors that cause building owners not to take care of the IMB in Gianyar Regency, namely not knowing the IMB rules, no fees to take care of the IMB, processing the IMB is long and complicated, not enough administrative requirements and no time to take care of the IMB. The factor that most causes it is that there is no cost to take care of an IMB which is the biggest reason for building owners in Gianyar Regency.

The suggestions given in this study are as follows: (1) Building owners must reconsider when a building without an IMB is erected, because IMB is one of the legality aspects of a building, it is recommended to comply with the rules that have been made by the local government in Regional Regulations; (2) Building owners must care about established regional regulations; (3) The role of the government is needed to re-monitor buildings that were erected without the IMB and the local government also has a role to inform and socialize back to building owners, so that building owners know the benefits and importance of ownership of the IMB.

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