

# **An Effectiveness Model of Service Policy of Building Permit (IMB) Based on A Green Spatial Environment in Palembang City**

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## **Abstract**

This study is entitled an Effectiveness Model of Service Policy of Building Permit (IMB) Based on Green Spatial Environment in Palembang City. The objective of this study is to find an Effectiveness Model of Service Policy of Building Permit (IMB) Based on a Green Spatial Environment in Palembang City. This study uses a qualitative descriptive approach. Data collection techniques used are observation, documentation, and in-depth interviews with the informants. Data analysis techniques used are field data collection, data reduction, data categorization, data analysis, and drawing conclusions. The findings of this study are: (1) The Building Permit as a source of local original revenue in the Effectiveness Model of Service Policy of Building Permit (IMB) Based on Green Spatial Environment in Palembang City has not been successful; (2) The service standards of Building Permit in the Effectiveness Model of Service Policy of Building Permit (IMB) Based on Green Spatial Environment in Palembang City can be said to be fairly successful; (3) The Clarity of Benefits in the Effectiveness Model of Service Policy of Building Permit (IMB) Based on Green Spatial Environment in Palembang City can be said to be fairly successful. The suggestion put forward in this study to increase Building Permit as a source of local original revenue in the Effectiveness Model of Service Policy of Building Permit (IMB) Based on Green Spatial Environment in Palembang City should take some measures, one of which is by picking up building permit applications from existing Subdistricts in Palembang City, so that the people in the Subdistricts no longer need to carry out the management of Building Permit application in the Office of Investment and One Stop Integrated Services of Palembang City. The targets set by the Building Permit authority also tend to increase from the previous year's realization, this is because the determination of the target of the Building Permit was not determined in the previous year's realization, therefore it is necessary to evaluate it to determine its effectiveness.

## **Keywords**

Effectiveness Model, Policy, Building Permit, Spatial

## **1. Introduction**

Since the reformation era and the ratification of the Indonesian Act number 12 of 2012 concerning regional autonomy, the talk of regional autonomy has become increasingly widespread, not only at the political level but also at the public level. At the same time, the echo of demands from various regions is increasingly audible with varying degrees of demands. Apart from that, it seems that the implementation of the regional autonomy also saves a lot of hopes and concerns of the community, including the sector of public services.

The concern, among others, relates to the increasing practice of corruption, collusion and nepotism (KKN) among regional government officials. It is realized that autonomy provides flexibility for the regions to carry out all regional policies. The problem is that full power often gives birth to the officers who act as they wish (abuse of power). The past experience shows that such a situation will foster a new ruler who is attached to the practices of KKN in terms of the accountability of public services. If the dichotomy also colors every local government policy, even the public services provided, it will challenge the hopes and confirm various concerns above.

The retribution from Building Permit (IMB) is one of the potential Regional Original Revenues (PAD). The Government of Palembang City must optimize PAD (Fujimori et al. 2014; Umanailo and Ali 2019). The key to optimizing PAD lies in the service of the regional government apparatus and their ability in "how to create auto money", meaning how accountability is the ability of the apparatus to explore the potential and to develop new strategies to bring income to the region. The problem is that the regional government apparatus are still struggling with the old paradigm in which the implementation is always dependent on money, not the public services.

The accountability of IMB services must realize regional autonomy and the creation of efficiency and effectiveness of the regional development that has implications on the public services, various policies of local / city governments, the public service behavior, and the issue of the performance of the regional / municipal government apparatus, namely how they deliver public services in the field of IMB.

Whether or not it was realized, in the city of Palembang, the access has been opened with the issuance of operational policies concerning public services in the form of One-Stop Integrated Services (PTSP). At the same time, there has been a change and development of information and communication technology, which has moved very rapidly from the industrial age to the new century, in the change of knowledge based on society (Rog et al. 2014). Our biggest challenge today is how to control the driving force of the information revolution that occurs which can move in a direction that sports the wheels of regional development through IMB services.

The description above indicates that the Municipality Government of Palembang has not fully had the access and the driving forces to innovate and to create to realize the performance of IMB services provided by the apparatus which are expected by the community and the business world which are followed up with the appropriate regional government strategies and policies, in accordance with the environmental changes both internal and external at this time. The above issues, then, led to the birth of factors that hindered, namely the absence of an ideal model of accountability for IMB services (Ahern 2007; Tahir and Umanailo 2019). In fact, before the policy is implemented, the searches can be carried out which can explain and predict obstacles that may be encountered before the implementation process occurs. The end result, the information becomes an important point to note towards the successful implementation of the policy later. Unfortunately, it has not been done much in the government bureaucracy.

Based on the aforementioned description of the problem, the objective of the study is to find, uncover, understand, describe and interpret the inhibiting factors, and further to find, reveal, understand, describe and interpret the efforts made to reduce the barriers to the accountability of the IMB Service in the city of Palembang in order to improve the quality of regional autonomy.

## **2. Method**

This study uses descriptive qualitative approach. A qualitative research aims to obtain a full picture of a matter according to a careful human perspective. A qualitative research relates to the ideas, perceptions, opinions, or beliefs of the people being studied, all of which cannot be measured by numbers. This study describes or depicts the inhibiting factors of an Effective Policy Implementation in Building Construction Permit (IMB) in Palembang City.

The data used in this study are the primary data, namely data obtained from the results of the interviews with resource persons, the observations, and the documentation at the Office of Investment and One-Stop Integrated Services of Palembang City. (DPM-PTSP); and the secondary data, namely the data obtained by the researcher from various supporting books, documents, reports and other reference sources that are relevant and can complement the information obtained through the observation and the interviews. The data collection techniques used in this study are documentation, in-depth interviews, and observations. The techniques of data analysis used in this study are: Field data collection; Reduction of data obtained; Data categorization; Analyzing data; Conclusion Withdrawal.

## **3. Results and Discussion**

### **3.1 BP (IMB) As a Source of Local Original Revenue (PAD)**

Building Construction Permit (IMB) is one of the potential Regional Original Revenues (PAD). The Municipality Government of Palembang must optimize PAD. The key to the success in optimizing PAD lies in the service of the

regional government apparatus in knowing and implementing "how to create auto money", meaning that the ability of the apparatus to explore potential and develop new strategies to bring income to the region must be accountable. The problem is that the regional government apparatus are still struggling with the old paradigm in which the implementation is always dependent on money not public services.

As stipulated in the Indonesian Act Number 34 of 2000 concerning Regional Taxes and Regional Retribution and the Government Regulation Number 66 of 2001 concerning Regional Retribution, it is explained that retribution is divided into 3 (three) groups, namely (i) Public service levies; (ii) Business service levies; and (iii) Certain permit levies. While the Building Construction Permit itself is one type of levy collected by the regional government through the related agency, in this case the Office of Investment and One-Stop Integrated Services of Palembang City (PTSP DPM) which is part of a certain permit levy category.

One of the regions that has a large portion of revenue from building permit levies is Palembang Municipality. The permit to build a building itself is a permit that must be owned by an individual or entity that will carry out the building construction. Building Permit levies are part of the revenues of Palembang as a rapidly developing city, which inevitably raises development in all fields, ranging from buildings with residential, business, social-cultural, religious and buildings with other functions.

Serving the public by paying attention to the demands and challenges of globalization, the bureaucratic reform policy is a strong foundation for all apparatus to achieve the three targets of Bureaucratic Reform, namely the realization of a clean government free from corruption, collusion and nepotism; increasing capacity and accountability of bureaucratic performance and increasing quality of public services.

Improving the quality of public services is expected to be able to increase the interest of business people to invest and develop businesses that can help improve the economic activities of the community and have a positive impact on increasing Regional Original Income (PAD).

The greater the need to carry out the government in the city of Palembang, the more effort is needed in exploring the potential sources of revenue. PAD as a source of independence for regional revenues continues to be sought so as to be able to finance the burden of regional financing, both in the implementation of government and in development. Retribution is one of the sources of PAD also has a role in the city of Palembang itself. Building Permit levies play a dominant role compared to other types of retribution.

At the Office of Investment and One Stop Integrated Services of Palembang City (DPM-PTSP), the implementation of one-stop integrated services is an integral part of public services that mandates the apparatus to carry out service duties with the principle of excellent service which ultimately gives satisfaction to the community in accordance with the tasks and the functions, namely coordinating and carrying out administrative services in the licensing sector in an integrated manner with the principles of coordination, integration, synchronization, simplicity, security and certainty. The following table 1 is related to the target and realization of IMB in Palembang City.

Table 1 Target and Realization of Palembang City IMB for 2014-2018 (in billion rupiah)

Year	Target of <i>IMB</i>	Realization of <i>IMB</i>	%	Target of <i>PAD</i>	Realization of <i>PAD</i>	%
2014	1,530	2,049	134	60,438	34,415	56
2015	2,000	2,384	119	56,479	52,348	92
2016	2,600	2,779	106	85,928	85,895	99
2017	2,860	2,895	101	149,206	155,428	104
2018	3,035	3,173	105	156,422	160,000	102

Source: The Office of Investment and One-Stop Integrated Services of Palembang City (DPM-PTSP)

Realization of Building Construction Permit (IMB) in Palembang City increases every year and always exceeds the target set. The realization of PAD was only achieved in 2017 and 2018, while in 2014 until 2016 the predetermined target was not achieved.

The determination of the IMB target in each year is based on the potential of the year, not that of the previous year, because the potential for that year could be smaller than that of the previous year. The PAD target is increased every year, whereas the target set by the IMB is decreasing. The magnitude of the target in the IMB is determined through a meeting in the House of Representatives (DPR) (Kothencz and Blaschke 2017). The indicator in setting the target of IMB is the vast geographical condition of Palembang City which allows the government to collect IMB retribution fees which increases every year. Based on this, IMB as a source of PAD in the Effectiveness Model of Service Policy of Building Permit (IMB) Based on Green Spatial Environment in Palembang City has not been successful.

### **3.2 Building Construction Permit Service Standards**

The flow or procedure is the exact sequence of the stages of instruction that explain what must be done, who does it, when it is done and how to do it. The information flow for applying for IMB in the PTSP-DPM of Palembang City can be seen in the Standard Operating Procedure (SOP) which is known that there are several steps that must be passed to achieve the expected output as follows:

The First Stage, the Applicant or the Pemarkarsa seeks information about the requirements and includes building permit levies in the DPM-PTSP customer service of Palembang. The requirements that must be completed for applying for IMB are as follows: 1) Submit a written request to the mayor of Palembang through the Head of the DPM- PTSP; 2) Attach a photocopy of the applicant's Identity Card; 3) Attach a photocopy of the City Plan Statement (3 copies); 4) Attaching a photocopy of land certificate, if the proof of land ownership is not yet in the form of a certificate, the applicant must attach a statement that the land is not in the dispute that was registered with the official who made the land certificate 5) Attach a photocopy of proof of last year's full Land and Building Tax; 6) Attach recommendations from RT, Lurah and local Camat at the location of the building to be established; 7) For public buildings or their use that has an impact on the public safety, the environment, the traffic and fire extinguishing systems, they must attach recommendations regarding the study of the environment, traffic and related mechanical, electrical and fire extinguishing systems of the technical relevant SKPD; 8) Attach a picture of a building's architectural design (7 copies); 9) For a house building of more than 400 m<sup>2</sup> (four hundred square meters) and a non-residential building of more than 300 m<sup>2</sup> (three hundred square meters) must be designed by experts licensed to work in the field of architectural planners and higher than 2 two) the floor encloses the calculation of the structure by experts who are licensed to work in the construction planner (3 copies); 10) Attach a site plan approved by the City Planning Office for an area of 5000 m<sup>2</sup> (five thousand square meters) and above; 11) Attach a plan and calculation of reinforced concrete / steel construction along with details of iron / steel frame construction for a multi-storey building with an area of more than 25 m<sup>2</sup> (twenty five square meters); 12) For establishments or buildings which are located in reclamation swamp land and / or cultivation swamp land with an area of 1000 m<sup>2</sup> (one thousand square meters) or more must attach the recommendations from the Public Works Agency of Highways and PSDA.

The requirements for making IMB are based on a joint agreement between DPM-PTSP and the City Planning Office through a coordination meeting held. If there is a change related to the requirements whether it is an addition or a subtraction, then the two offices will hold a joint meeting.

The second stage, after the applicant gets all the info and the requirements, the applicant completes all the necessary files. Then the completed file was taken to the Palembang City Planning Service as a technical team that handled building permits.

The third stage, in this third stage the applicant will get assistance from the SKPD technical team. The files that have been brought by the applicant will be brought to the City Planning Service and will be immediately examined and the applicant can wait for the process to complete. Here the City Planning Office conducts activities in the form of checking the completeness of the applicant's documents, if complete, an agreement sheet known as acc is provided, if it is not complete, it is returned to the applicant so that it can be completed again. Then for the building permits that have obtained an approval sheet by the Palembang City Planning Service, the permit can be registered and can be further processed at the Office of Investment and One-Stop Integrated Services of Palembang City (DPM-PTSP)

To apply for a building permit, at first, the applicant will get a form to register for a building permit and it must be done in the DPM-PTSP Office of Palembang. Then for the complete examination of the permit documents, the applicant must go to the City Planning Office itself to get an approval sheet or known as acc. This shows that the building permits technical team is not in one service place, where the applicant must go to two places in case the permit is in DPM-PTSP while the document inspection and acc file is done by the City Planning Office in the Palembang City Planning Service. This is different from other types of permits, such as the application for disturbances and route permits, the technical team is in the DPM-PTSP itself. When the applicant has obtained an approval sheet marked with an acc file, the applicant can only register the proposed building permit.

In the fourth stage, the applicant registers his permission to the registration counter at the DPM-PTSP Office of Palembang. The files that have received acc will be re-checked by the ticket service unit officer and if it has been accredited, the data can be entered into the licensing application system and the applicant will get a receipt that must be signed by the applicant.

The fifth stage is that the file that has been entered will be printed by the service unit. In this stage, the role of the applicant has ceased to exist because the acting system is the Office of DPM-PTSP of Palembang. The files that have passed through the service unit will be brought by the head of the service division to be submitted to the field coordinating team for the field to be checked, stamped and initialized to indicate that the files have passed the

requirements. In addition, the field coordinator will examine the application files, makes a cover letter, submit the files to the technical team of the relevant SKPD for further action.

The sixth stage relates to the position of the files that have been in the City Planning Office to be examined and a schedule of field checks is to be drawn up. The seventh stage, the information about the schedule of field checks can be found out by the applicant in the service unit. In which the applicant will be informed by a service unit officer or he/she can also ask directly for the schedule of field inspection to the service unit officer.

The eighth stage is when the applicant has obtained a schedule for field inspection of the building, the field inspection will be carried out together with the City Planning Office. Here the City Planning Office as the technical team reviews and carries out its duties ensures the place and description of the building to be built in accordance with the building plan that has been given to the engineering as attached in the permit document. Then after the City Planning Office completes its task, the City Planning Office will fill out the results of the examination in the form of recommendations including determining the amount of the levy to be charged (Sharp and Green 1994).

The Ninth Stage further processes the output of the eighth stage, namely the files of the application and recommendation. In which the files and recommendations from the City Planning Office will be handed back to the head of the Office of Investment and One-Stop Integrated Services of Palembang City (DPM-PTSP) and handed back to the Field coordinator (Korlap) party. Here the Korlap of IMB will give an initial as an acc. As he receives the files from the field coordinator, the head of service division will enter the levy in the licensing application system and print the payment order (SPM) and re-check the results of the research in the field and give the initials. Then from the head of service division, the files of the application, the recommendations and the SPM are submitted to the administration to be checked and initialized.

The tenth stage. The application files, the recommendations and the SPM are in the administrative unit and then subsequently will be submitted to the Head of the Office of Investment and One-Stop Integrated Services of Palembang City (DPM-PTSP) to be signed and when it has been signed the head of information division will be informed to notify the applicant that he has been able to make a payment that is given a time limit of 3 months.

The Eleventh Stage. The front office will register the applicants and provide SPM to the applicant to make payment at the South Sumatra Bank located in front of the DPM-PTSP Office of Palembang. If the applicant has made a payment with the proof of payment slip submitted to the front office and checked according to the amount of the retribution that has been determined. After the payment phase is complete, the permit along with the regional levies (SKRD) can be printed and checked by the head of the division of service and administration and then signed by the Head of the Office of Investment and One-Stop Integrated Services of Palembang City (DPM-PTSP) and the applicant can obtain a permit and SKRD at the front office, precisely in the retrieval section.

This is made clear by the field coordinator of the Office of Investment and One-Stop Integrated Services of Palembang City (DPM-PTSP) through interviews, as follows: "The mechanism at PTSP is in accordance with the SOP, so if from the initial stage the applicant came to PTSP beforehand he got the technical guidance (bimtek) from the relevant office called City Planning, after getting bimtek, checking the file okay, then they come to the front counter to register the permit (Bailey and Caprotti 2014). Well, after the file is delivered, later we will continue to the relevant office to have it managed technically. If it is technically okay, then the recommendation from the technical team is issued to be forwarded to the applicant in the form of SPM that is the retribution that must be paid. After the retribution is paid, SK is made. So the interaction between agencies must be related because we cannot issue recommendation without the technical agency".

Based on the SOP of IMB making, it can be said that in making the IMB there is coordination established between DPM-PTSP and the City Planning Office. The coordination that is established is sequential coordination, in which the SOP requires that the City Planning Office do its part first before DPM-PTSP can continue its work. The coordination that is established between DPM-PTSP and the City Planning Office can be seen in the fifth stage until the ninth stage of IMB making which explained earlier.

The explanation reveals that the flow of information can be seen in the SOP of the Secretariat of DPM-PTSP of Palembang City. The SOP shows a flow of IMB making, the requirements, the implementers and the standards of service time at each stage are all mentioned. To apply for the IMB at the Office of Investment and One-Stop Integrated Services of Palembang City involves the City Planning Office as a technical team. It has a long bureaucratic flow, many tables that must be passed by IMB applicants. In addition, the applicant has to deal with two service locations because the technical team of IMB making is not located in one place of services. DPM-PTSP is located on Jl.Merdeka while the City Planning Office is located on Jl. Pangeran Sido Ing Lautan.

One of the rules that underlies the entire processes of the application of building construction permits is the stipulation of an agreement regarding the Standard Operating Procedure (SOP) contained in the Regulation of the Mayor of Palembang Number 21 of the Year 2012 concerning the Standard Operating Procedures of the Secretariat of the Office of Investment and One-Stop Integrated Services of Palembang City, in which there are rules related to



the procedure for applying building construction permits involving both Offices, namely the Office of Investment and One-Stop Integrated Services of Palembang City and the City Planning Office of Palembang, in which each stage of the procedure is sequential which means that the permit cannot be issued if the applicant fails in following the existing procedure. Then each stage has the time limit which has been determined, as can be seen in Table 2 as follows:

<b>No</b>	<b>Activities</b>	<b>Official in Charge</b>	<b>Duration</b>
1.	Providing information on the requirements of file completeness	Front Office	5 minutes
2.	Conducting technical guidance with the technical team of the relevant <i>SKPD</i> .	Technical Team	5 minutes
3.	Checking the completeness of the applicant's documents, if complete an approval sheet is issued. If not returned	Technical Team	15 minutes
4.	Registering a licensing application	Front Office	5 minutes
5.	Re-checking the completeness, if complete system input	Front Office	5 minutes
6.	Printing receipts and signing	Front Office	1 minute
7.	Receiving the receipts and signing	Applicant	5 minutes
8.	Checking the applicant's file, stamping and giving initial on the receipt	Head of Service Division	2 minutes
9.	Checking the applicant's file and making a cover letter, submitting the file to the technical team of the relevant <i>SKPD</i>	Field Coordinator	5 minutes
10.	Receiving the applicant's file and scheduling field checks	Technical Team	10 minutes
11.	Conducting field checks	Technical Team	60 minutes
12.	Filling in the results of field checks in the recommendations	Technical Team	45 minutes
13.	Inspecting the recommendations, inputting levies in the system, printing payment orders ( <i>SPM</i> ) and giving initial	Field Coordinator	2 minutes
14.	Checking <i>SPM</i> and giving Initials	Head of <i>DPM-PTSP</i>	2 minutes
15.	Checking <i>SPM</i> and giving Initials	Administrative Officer	2 minutes
16.	Checking <i>SPM</i> and giving Initials	Head of <i>DPM-PTSP</i>	2 minutes
17.	Providing information to the applicant, informing him that he can make payment	Head of Information Division	5 minutes
18.	Submitting the <i>SPM</i> to the applicant	Head of Information Division	1 minute
19.	Receiving payment, verifying the amount of retribution on the deposit slip with the one stated on the <i>SPM</i> and validating the deposit slip / providing a stamp on the deposit slip-proof.	Bank	2 minutes
20.	Submitting proof of payment to the front office of <i>DPM-PTSP</i>	Applicant	1 minute
21.	Receiving the proof of payment and routing system	Front Office	1 minute
22.	Printing a permit and <i>SKRD</i>	Head of <i>DPM-PTSP</i>	15 minutes
23.	Inspecting, giving initial to the permit and <i>SKRD</i> .	Field Coordinator	1 minute

24	Inspecting, giving initial to the permit and <i>SKRD</i> .	Administrative Officer	1 minute
25	Inspecting, signing of permit and <i>SKRD</i> .	Head of <i>DPM-PTSP</i>	2 minutes
26	Submitting the permit and <i>SKRD</i>	Front Office	1 minute

Source: Processed by the author from the SOP of the Secretariat of DPM-PTSP

Table 2 presents the time limit for each stage of IMB making starting from the beginning, that is giving information to the applicant regarding the requirements up to the *SKRD* permit being submitted as a sign that the permit has been completed. For the overall standard, the time needed for making IMB is 15 working days, but in the implementation, in the field, the making of IMB is in fact still exceeds the predetermined time limit. As stated by the Secretary of the DPM-PTSP of Palembang in an interview as follows:

"In our procedure, there is no change. We are running according to the procedures. There is no procedure that has been ignored. The only problem is the time of completion. It usually takes longer time for the file when a survey is carried out by the City Planning Office which can take months for the file there because it is sometimes difficult, but it can also be speeded up, but it's a different story"

The explanation reveals that the determination of the standard completion time of IMB making changes from 15 working days to months. This can also be seen from the Belated Recapitulation of Building Construction Permits, in which there is a delay in the service of building construction permits that reaches 151 days, with the starting time on March 16, 2017, with file position in the City Planning Office with file status of conducting surveys and determination of retribution. Then on July 11, 2017, the file was sent to the Head which takes up to 43 to 151 working days.

So based on the explanation, it can be said that there is a change regarding the agreement of the completion of making of IMB in the PTSP-DPM of Palembang City from 15 working days to 43 to 151 working days. The change occurs at the stage of the field inspection (survey) conducted by the City Planning Office.

The Office of Investment and One-Stop Integrated Services is responsible for administrative and information-giving matters. The City Planning Office is responsible for matters of file checking, field surveys and determining the amount of retribution. Based on the existing SOP, the coordination between the two offices interrelated to each other. One unit cannot do its work before another unit has completed its task. With these linkages, the two agencies must do their best to do their work in accordance with the existing standards so as not to hamper the other's work. Because the work is hampered in one service unit, it will automatically hamper the work of the other service unit. As stated by the Secretary of the Office of Investment and One-Stop Integrated Services of Palembang as follows:

"Usually the file takes longer time when the survey is carried out by the City Planning Office, which can take can months for the file to be there because it is sometimes difficult, on the other hand, it can also be accelerated, but it is a different story in between quotation marks. If the file has been there for a long time, automatically the issuance of permits is not in accordance with the existing SOP."

In addition, talking about the obedience of the implementors, it can be seen from how the executor carries out the task properly. As stated by the Secretary of the Office of Investment and One-Stop Integrated Services of Palembang City regarding the obedience of the implementers through an interview: "There is no licensing process that violates the established procedures, such as ignoring certain stages, but if there is a family member who needs help, he/she can usually be prioritized."

So based on the interview, it can be said that in all procedures each stage has been carried out according to the procedure, but when the service process occurs, discriminatory indications sometimes occur in this procedure, for example, the applicants who have relatives among the officials will be served faster than the people who do not have any acquaintances or relatives.

### **3.3 Clarity of Benefits**

Viewed from a beneficial aspect or not, the more useful the implementation of public policy, the easier the process of the implementation will be, in the sense that the time needed is not so long. In the reverse implementation model, if it is not useful it will be difficult in the process of further implementation.

As for the link between the clarity of benefits of the Office of Investment and One-Stop Integrated Services of Palembang City is the use of technology as a working system of DPM-PTSP employees who have used the Licensing Service Information System (SIPPERI) to help employees work effectively and efficiently. The use of information technology is referred to as e-government or an explanation of the use or use of information technology that enhances relations between government and other parties. Information technology is any technology that can

help and facilitate human beings in making, changing, storing, communicating and even disseminating information. Technology is a computer network consisting of various information processing components that use various types of hardware, software, data management, and the technology of information network. The use of information technology can provide benefits to the implementers in terms of saving time, energy, costs and so on. For the DPM-PTSP of Palembang City, the use of information and communication technology can help implementers in carrying out their duties, including coordinating the making of building permits. The Office of Investment and One-Stop Integrated Services of Palembang City uses e-mail and cellphone media to communicate and coordinate with the Related Offices. The field coordinator of the Office of Investment and One-Stop Integrated Services of Palembang City (DPM-PTSP) through an interview said that: "For clear communication, there is one through email, the second by phone, we also have a WhatsApp group for sure. right, and the third is officially in service, there is also official service.

In the implementation of service activities, DPM-PTSP has developed and implemented an electronic data input and processing system using the Integrated Licensing Service Information System (SIPPERI). The application of this system is limited to the Government To Employees as a media publish which is the electronic government that is intended for employee performance activities as community service. Whereas as a media publish which means that this activity is one direction, where the government publishes various data and information which can then be accessed by parties who have interests online (Potestio et al. 2009).

The benefit of the technology of the Integrated Licensing Service Information System (SIPPERI) in the coordination of making IMB for DPM-PTSP with the City Planning Office is as a media for monitoring the position of the existence of the applicants' IMB files. Through this system, the last position of the applicant's requesting file can be seen and how long the file will be completed at each stage can be known. If the file is still in the City Planning Office and has exceeded the specified time limit, the DPM-PTSP through the field coordinator will inform the City Planning Office that the file has passed the deadline or issues a warning which means the file must be completed immediately and the City Planning Service must immediately send the applicant's file for further processing by the DPM-PTSP of Palembang City.

Based on the explanation, it can be said that the coordinating officers in issuing building permits in the Office of Investment and One-Stop Integrated Services of Palembang City and the relevant Office, namely the Palembang City Planning Office have used information and communication technology as a form of technology using cellphones and email. Then for the working system of DPM-PTSP, Palembang City uses the Integrated Licensing Service Information System (SIPPERI).

#### **4. Conclusion**

Referring to the results of the analysis and the discussion of the Effectiveness Model of Service Policy of Building Permit (IMB) Based on a Green Spatial Environment in Palembang City, it was concluded that the Effectiveness Model of Service Policy of Building Permit (IMB) Based on a Green Spatial Environment in Palembang City has been successful. This can be proven by the fact that: IMB as a source of PAD in Effectiveness Model of Service Policy of Building Permit (IMB) Based on a Green Spatial Environment in Palembang City has not been successful; The standard of building permit services in the Effectiveness Model of Service Policy of Building Permit (IMB) Based on a Green Spatial Environment in Palembang City can be said to be fairly successful; Clarity of Benefits in the Effectiveness Model of Service Policy of Building Permit (IMB) Based on a Green Spatial Environment in Palembang City can be said to be fairly successful.

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