

The Strategy to Increase Public Interest in Managing Building Permits in Mentawai Islands Regency

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ABSTRACT

This study aims to explain the strategy of the Mentawai Islands Regency One Stop Investment and Integrated Services Service to increase public awareness in dealing with Building Permits (IMB). This research is qualitative by conducting interviews with informants totaling 19 people from local government agencies and 15 people from the community to find out the PEMDA's strategy in increasing public awareness of managing IMB. The results of the study show that the community thinks they are building in their yard, why do they have to take care of a permit, then the building has no impact on the surrounding environment. Knowledge of building permits was obtained from the government, which had placed banners and billboards along the corridors. However, they do not want to take care of the IMB because it is not urgent and legalized and there are no applicable sanctions. The strategy to increase public awareness in managing the IMB is to conduct a lot of outreach and to place service assistant offices in the sub-districts. The next strategy is to improve the quality of IMB granting services by periodically training officers.

Keywords: Building Permit (IMB), Community Interest, Business Permit, Mentawai Islands Regency.



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INTRODUCTION

A building permit is an indispensable relationship between an authorized state official and the applicant (community). The problem is that until now, especially in rural areas, IMB has not been the focus of the attention of the government or the community. For example, when there are people who erect buildings in their area and do not ask the government for permission, the government does not take any attitude or does not give any punishment. While on the other hand, often people who build houses conflict with neighbors during their construction because they may make rowdy or even disrupt public order because the buildings erected are not by the neighborhood (Eirinaki et al., 2021).

The objectives and benefits of issuing an IMB by an authorized official include 1) To arrange the building to be by the spatial plan of the city area; 2) To ensure the safety of the community; 3) To achieve harmony and environmental sustainability; and 4) For the regulation and control of the implementation of establishing, using and tearing down buildings (Febriato, 2018). Based on the explanation from Refandy et al (2018) it can be extradited that the philosophy is that building permits are important and urgent, so the government as a regulator can monitor and regulate the permit process so that the land to be built is more organized and does not interfere with and endanger the community.

The problem that arises if the building community does not take care of the permit is it is likely that there will be some deviations such as 1) land that is not by its designation,

activities in the building site will disrupt community order; 2) The building that will take the shoulder of the road because it does not correspond to the basic coefficient of the building; 3) Inadequate parking space; and 4) The unorganized building so that it does not meet its aesthetics. In other words, as stated such as Tama (2015); Efridawati & Nasution (2013) with the community taking care of their building permits, they will avoid demolition. People who have IMB will get certainty and also legal protection. Permission is granted so that the building is ensured not to interfere with and also harm the interests of others. Later, if something happens, the state will protect to make the house built safer.

The condition that occurs in the Mentawai Islands Regency is that the comparison of those who own houses with those who already have IMB status with buildings that are built is only about 6%. It is important to research the strategy carried out by the government in managing IMB and when compared to the research conducted by previous friends, the target is more specifically internal human resources owned by the Investment and One-Stop Integrated Services (DPMPTSP), but now I try to see the source of the problem from external DPMPTSP, namely the community (Applicant).

Considering that there is still a lack of public interest in managing the IMB, the Mentawai Islands Regency Regional Government is trying to carry out a strategy to attract community interest so that when going to build a building, it is asked to take care of the permit first. With this strategy, the local government in addition to being able to put order the existing buildings in its area, there will also be income obtained as local original income in the form of regional levies, because in the permit there are payments that must be made by the applicant's community/corporate.

The term permit is defined as an act of state administration that allows acts that are generally not prohibited in laws and regulations as long as they are carried out by certain conditions specified in the applicable legal regulations (Suryani, 2008). The implication is that the building is to be built if given permission, and there is no violation of the law in it. When there are people who complain because of the cause of the building, the government will certainly review whether the permit granted deviates from the permissible provisions or not.

In general, building a house/office or another place of construction is an act that contains risks, this is because the building itself will be inhabited by humans for daily activities. The risk will be reduced when the building has certain conditions so as not to collapse and harm the people who live or the surrounding environment. Buildings are erected under conditions of careful consideration and calculation of the shape of the structure and the strength of the structure and the strength of the materials used. Of course, the government as the holder of the authority is able and controls the minimum limits of construction that must be built so that it is not risky. When people who ask for a building permit do not meet the requirements allowed by the government, the Government naturally has the right to demolish the building because it is considered a danger.

This is where the role of supervision comes in. Given the local government's permitting authority, it is the building requested by members of the public that provides an overview of the building to be erected complete with drawings and calculations of the construction structure. Then after scrutiny and consideration, if it meets the requirements, the permit is issued and the applicant is required to pay a levy for regional financial income.

The question is why is a levy needed? of course because there are services provided by the government to make the building not interfere with the public interest. This research aims to explain the strategy of the Investment and One-Stop Integrated Services Office of the Mentawai Islands Regency to increase public awareness of managing IMB.

METHODS

Given that this research will explore and describe more phenomena from informants who are considered to know and understand IMB, including understanding strategies to increase public awareness in managing IMB, it is clear that this research is qualitative. Moustakas (1994) discusses the philosophical principles and procedures of phenomenological methods where he further explains that qualitative methods for phenomenological research are often referred to as interpretive paradigms. This qualitative method with an interpretive paradigm is a tradition of Sociology and Anthropology, but it is an important part of communication research. In addition, this research concerns human habits in the public domain, it will further explore their behavior in the licensing process. More in-depth research will qualitatively: 1) Explain the strategy of the Investment and One-Stop Integrated Service Office of the Mentawai Islands Regency to increase public awareness in managing IMB; and 2) Analyze factors that contribute to raising public awareness to take care of IMB.

To examine the strategy of the Investment and One-Stop Integrated Service Office of the Mentawai Islands Regency to increase public awareness in managing IMB, interviews were conducted with informants of 19 people, including four people from local government elements and 15 people from community elements. To examine the factors that contribute to increasing public awareness to take care of IMB, interviews were conducted with informants of four people. The number of informants observed and interviewed from the IMB applicant community is a minimum of 15 people.

Table 1. The number of informants observed and interviewed from the IMB applicant community

No	Report	Information Obtained
1	Head of DPMPTSP Service	<ol style="list-style-type: none"> 1. The strategy of the Mentawai Regional Government in increasing public interest in managing IMB 2. Budget for IMB monitoring 3. Obstacles encountered in the community in IMB
2	Head of Integrated Services	<ol style="list-style-type: none"> 1. IMB Procedure 2. IMB Terms 3. The number of IMB that has been issued. 4. Obstacles experienced by officers in providing IMB services
3	Head of Satpol-PP and Damkar	<ol style="list-style-type: none"> 1. Enforcement of IMB violators that have been carried out 2. Obstacles encountered in IMB enforcement 3. Efforts that have been made in enforcing IMB 4. Number of IMB Violators
4	Head of Enforcement	<ol style="list-style-type: none"> 1. Enforcement of IMB violators that have been carried out 2. Obstacles encountered in IMB enforcement 3. Efforts that have been made in enforcing IMB 4. Number of IMB Violators
5	IMB Licensing Applicant Society	<ol style="list-style-type: none"> 1. Public opinion on the importance of IMB 2. Obstacles that are often encountered in IMB management 3. The level of community satisfaction in managing IMB in terms of time costs and hospitality of service officers.

In the first stage of this interview, the researcher as the interviewer will build a positive first impression. Researchers must dress professionally. Considering that some of them

will be interviewed, researchers do not need to do ice-breaking and greetings, but rather probing. Of course, researchers will maintain ethics because bureaucratically some of the informants are heads/housewives, so respect must still be maintained, including the ethics of visiting or visiting people's homes.

In the next stage, the researcher makes an agreement and always arrives early and reviews the agenda, giving time for possible travel delays and getting lost, rather than risking arriving late for even a minute. Thank the informant for the meeting and confirm if there is any other information to be obtained to be able to make time back.

During the interview, there will be two treatment scenarios, namely recording using a smartphone and taking notes while conducting an interview. If permission is granted, it allows the interviewer to be more actively involved in the conversation as well as to reflect on the next best question rather than having to concentrate on writing down the answers. However, if the topic covered is at all sensitive, the respondent may be hampered by the recording of the device, even if complete confidentiality is promised and consent is given.

In interviews that are not recorded electronically, researchers take notes using booklets, notebooks, electronic tablets, laptop computers, or smaller notebook computers. The interview guide can be made in several layouts: bound as a booklet (with enough free space between the items for writing down the answers), entered into a concise format.

The collected data will then be analyzed by referring to the explanations of Maustakas (1994); Creswell (2018) where this stage of phenomenological analysis is 1) Researchers write thoroughly the results of interviews; 2) Researchers found statements in interviews about how the informant understood the topic, the details of the statement and his attitude towards people who did not take care of his IMB; 3) Grouping into meaningful units, the details of the units and writing down a textual explanation of his experience, including examples in detail for the researcher; 4) The researcher reflects on his thinking and uses his various imaginations or structural descriptions looking for the whole possible meaning and through a divergent perspective by considering the frame of reference for the phenomenon that occurred, and constructing how the symptoms are experienced; 5) Constructing all its explanations about the meaning and nature of taking care of IMB; 6) Researcher expressed his findings; and 7) Combine and string descriptions of findings into research reports.

To get maximum results and be able to answer research questions, researchers conduct data analysis. After the interview is over, the next step is to explore the results. As a kind of mixture between interview and observation.

RESULTS

Based on the results of interviews conducted throughout the Tua Pejat area, the permits for residential houses relative to the community built without permits, while buildings for trade and industrial business activities, take care of permits. Based on the findings of the study, the following information was obtained: 1) People think they are building in their yard, why do they have to take care of permits when the building has no impact on the surrounding environment, they know that every time they want to build a building, there must be a permit; 2) Knowledge of building permits is obtained from the government who has installed banners and billboards along the Mentawai Regency corridor road starting from Pejat Old Port to the Airport; and 3) They also generally know the benefits of managing IMB. However, they do not want to take care of the IMB because it has not been urgent and ratified and there are no sanctions in force. To questions related to the impact caused by not taking care of the IMB, they replied that one of the buildings would not be

organized. The impact of IMB violations on surrounding housing is that it will become crowded because one building with another building is too close together, and the environment looks shabby because it is not organized. The buildings that are erected do not care about the comfort and health that exists in the surrounding residents and there will be a misuse of land that has been determined or determined by the local government. IMB becomes a legal legality whose substance contains approvals or permits issued by the Mentawai Islands Regency government. They replied that IMB is an obligation that must be owned or taken care of by building owners who want to build, tear down, reduce area, and add or rehabilitate buildings.

Based on the results of the interview, the strategy that has been prepared by DPMPTSP to increase public awareness in managing IMB, the service referred to the entire ranks and Satpol PP conducts FGDs by carrying out several emphasizes including 1) Based on differences in people's perspectives on IMB caused by orientation, feelings, level of education, socioeconomic conditions and cultural background have given rise to low awareness of some people in the Mentawai Islands Regency to take care of and have a Building Permit (IMB); 2) Limited service human resources are also one of the inhibiting factors in licensing services. The Office of the Development Administration Section of the Regional Secretariat of the Mentawai Islands Regency stated that the lack of quantity of existing officers has resulted in the speed and timeliness of services being slightly hampered because the service providers cannot fully meet the demands of the service. The results of this study reinforce the study that Putra & Mutmainah (2016); Kharisma & Yuningsih (2017) have studied that limited human resources in services will hinder the service process that goes into the field; 3) The geographical factors of the Mentawai Islands consisting of various islands make it difficult for the Mentawai Islands Regency Government to supervise IMB violations. The findings of this study also reinforce what Situmorang (2020); Barlian et al (2021) has done that geographical conditions/locations can influence people to come to the place of service; 4) Factors of Supporting Facilities and Infrastructure so that the function of the Mentawai Islands Regency Regional Government can be more optimal in providing IMB services, various kinds of supporting facilities and infrastructure must be available properly and adequately, especially administrative facilities and infrastructure such as Technical Guidelines then computers, and others are still limited. The results of this study also strengthen the study conducted by Kaseger et al (2021) that the factors of facilities and infrastructure will affect the quality of services in the government; 5) The strategy to increase public awareness in managing IMB is to do a lot of socialization and place service assistant offices in sub-districts in several islands such as Sipora, Siberut, and Sikakap; and 6) The next strategy is to improve the quality of IMB services for the Community by providing training to officers periodically.

Based on the results of interviews with informants, they know the importance of IMB and its impact, but so far they have not changed their behavior starting from the manifestation of attitudes or changes in their behavior. Based on the resumes of several informants, the following information can be obtained (See Table 1).

Table 1. Results of the IMB Awareness Questionnaire

No	Indicator	Percentage
1	Informants consider it important to have an IMB	100%
2	Informants understand the importance of IMB functions and benefits	80%
3	Informants consider the importance of having an IMB as a means of legal protection, so that a sense of comfort and security in carrying out business activities	87%

No	Indicator	Percentage
4	Informants consider it important to have an IMB to improve owned business, by applying for credit	78.4%
5	Informants consider socialization through banners and billboards to be an effective means of increasing public awareness of IMB management	88.8%
6	The informant considers that the IMB will not run effectively if the IMB violator is silenced	86.4%

The results of these findings reinforce what Sukmanto (2021) has studied that a person's behavior in managing IMB is related to interests. So a change in a person's behavior occurs when public awareness arises because there is a higher interest that is the state/public. Likewise, the results of research by Mahriadi (2021) that changes in people's behavior appear after they are given a lot of socialization which changes people's attitudes and awareness then appears.

CONCLUSION

Based on the results of the study, it can be concluded in general as follows: People think they build in their yard, why should they take care of permits, when the building has no impact on the surrounding environment, They know that every time they want to build a building, there must be a permit. Knowledge of building permits was obtained from the government which had installed banners and billboards along the Mentawai Regency corridor road starting from Pejat Old Port to the airport. They also generally know the benefits of managing IMB. However, they do not want to take care of the IMB because it has not been urgent and ratified and there are no sanctions in force. The strategy to increase public awareness in managing IMB is to do a lot of socialization and place service assistant offices in sub-districts on several islands such as Sipora, Siberut, and Sikakap. The next strategy is to improve the quality of IMB services for the community by providing training to officers periodically. The study also recommends that people who take care of IMB at the sub-district level in the Mentawai Islands local government, need to evaluate the IMB enforcement system. The lack of understanding of the Building Law also shows that their knowledge of how to implement the regulation is still low. The government at a higher level should pay attention to understanding the law itself as the basis for implementing the building permit system. This study can be valuable information for local governments as a basis for increasing public awareness in managing IMB. The next suggestion relates to the geographical condition of the Mentawai Islands Regency which demands the expansion of services in three island locations, namely North Siberut, South Siberut, Sipora, and Sikakap. Thus there is no reason for the community to take care of IMB is limited because of the range of services.

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