

Research Article

Improvement Licensing Services based Digital on Building Management Information System (SIMBG)

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Abstract.

The current global trend demands better public services in the digital era and it is a challenge for the bureaucracy to adapt to a very fast-changing external environment by maintaining public trust, toward digital services, increasing the use of technology, and building new competencies for bureaucracies and organizations that are more agile. One of the licensing services with digital services is the Building Management Information System (SIMBG). The new SIMBG service brings problems because the implementing regulations and the capacity of the SIMBG Implementing Office are not yet ready. This study aims to solve the problem of implementing licensing through SIMBG in the regions at the beginning of the implementation of new building regulations. The method used in this research is descriptive qualitative. Primary data collection through interviews with the staff of the Implementing Agency and secondary data. Data analysis entails performing data reduction steps, data presentation, and drawing conclusions or verification. The results showed that the implementation of SIMBG was appropriate and needed to increase the capacity of the SIMBG Implementing Office and the Settlement of Retribution Regional Regulations and Implementing Regulations and to increase the issuance of PBG and SLF.

Keywords: bureaucracy, licensing, capacity

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Published 6 March 2023

Publishing services provided by
Knowledge E

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Selection and Peer-review under the responsibility of the IAPA 2022 Conference Committee.

1. Introduction

The current global challenge is the decline in public trust in the political system, public officials, institutions, and experts, technological advances have changed lifestyles and destroyed many jobs, and demands for better public services in the digital era and it is a challenge for the bureaucracy to adapt to The external environment is changing very fast. (Singapore Experiences in Buliding a Future Ready Public Service Eropa Conference, 2018). From the global trend, the consequences of Public Sector Transformation in Indonesia are carried out by maintaining public trust towards digital services, increasing the use of technology, and building new competencies for ASN and more agile organizations.



Global changes bring changes in society, starting from a primitive society to agriculture, industry, and information and towards an intelligent society. Innovative society is the concept of Smart Society applied and measured in 3 sub-dimensions, namely: Community interaction (Community), Learning Ecosystem (Learning), and Community security (Security). (Smart-Society @ Www. Information Systems.Org, n.d.). Lifestyle changes from centralized, physically segmented, time-constrained to distributed, virtual, connected, and timeless. Generation changes from the X Generation, namely the generation born in 1930-1980 with the generation born in the early years of the development of technology and information such as the use of PCs (personal computers), video games, cable TV, and internet to the Y Generation, namely the generation born in 1980-1995 with Millennials or Millennials are called. Generation Y uses many instant communication technologies, such as email, SMS, and instant messaging. This is because generation Y is a generation that grew up in the booming internet era [1]. Generation Y to generation C is synonymous with creative, fast, collaborative, borderless, and connective.

The cause of organizations failing to change is that they cannot get out of the past and cannot enter the future. This requires organizational leadership strength by bringing the organization to transformation. There are five organizational resources, namely human (personnel), material (material), money (money), and information (information and data) which are conceptual resources. Communication is one of the management resources. Information resources for managing physical resources are by obtaining (querying), collecting/preparing (assembly/prepare), max use (max use), and replacing/disposing of (Replace). In technology, input data is processed into a model and produces output or output in the form of information. Indonesia needs to improve the quality of its human resources with digital technology [2].

In manual information systems traditional information systems that do not use a computer as a tool to process data are referred to as manual information systems. Using a computer that replaces the function of a typewriter does not mean that the company has used a computer-based information system. This system is still classified as a manual information system that uses a computer instead of a typewriter. Traditional patterns that are rich in modifications are difficult to apply to computer-based systems that require the use of models that allow computers to take over the role of data processing that will help managers in managing information into decisions.

A computer-based information system (CBIS) is an information system that is connected (online), on time (real-time), and reliable (reliable).

The development of information systems goes hand in hand with advances in communication technology, even both of them create technological leaps that accelerate the growth of both capabilities together [3].

Computer-based information systems have a clear pattern: the parent system (super system), subsystems, and subsystems up to the smallest system that cannot be described anymore.

The relationship between the CBIS components is the five components: the accounting information system, management information system, decision support system, Virtual office, and knowledge system. These computer-based information systems are interrelated and interconnected, so they can support each other to provide helpful information for management in solving problems—management information systems in business/products consisting of organization and management. There are changes in e-commerce, customer relations management, Enterprise resource planning, supply chain management, and knowledge management systems. This fifth is supported by information technology and provides solutions to solve problems. Problems such as late reports. Incorrect decisions, service products unable to compete, costs go up, and revenue goes down.

Indonesia's electronic participation index is still below Malaysia, and India has an e-participation index with the same score and ranking of 0.8571, ranking 29 out of 193 countries. The graph of the electronic participation index shows that from the e-participation index, which includes public access to electronic information, interaction with stakeholders regarding policy considerations and public services, and community involvement in the decision-making process, Indonesia is, in fact, still below Malaysia and India. United Nations, 2020). Development of the digital 4%) trend in Indonesia with internet user access for 7 hours 59 minutes/day with active internet users of 175.4 million (64%) in 2020 and an increase of 10% by 202 million (74 %).

E-government in Indonesia with care to protect, operating single windows (OSS) increases the efficiency of business license administration, e-catalog, and others. The development of e-government began in 2005 with the Surabaya city government, which was implemented during the period of the Head of Development, Mrs. Risma, who implemented e-procurement. E-government in the city of Surabaya has been applied to all offices and departments for faster and more transparent public services, such as regional financial management e-planning, e-musrenbang, e-development, e-budgeting, e-DPA, e-project, e-procurement, e HR recruiting employees, periodic salaries, promotions, mutations. E monitoring for CCTV, controlling billboards, taxes, and levies, monitoring waste.

In anticipating the development of information technology, implementing fast public services, and ease of doing business, the Government initiated Law No. 11 of 2020 concerning Job Creation and Government Regulation 16 of 2021 concerning Buildings which emphasizes digital licensing services in the administration of buildings through SIMBG. In the development of SIMBG implementation starting from August 2021, many districts/cities have not and have just implemented SIMBG.

The implementation of digital-based services through SIMBG is influenced by the capacity of organizations implementing SIMG, namely DPMPSTP and the Technical Office for Buildings. According to Armstrong (2009:226), "Organizational capacity is the capacity of an organization to function effectively. It is about its ability to guarantee a high level of performance, achieve its purpose (a sustained competitive advantage in a commercial business), deliver results, and, importantly, meet the needs of stakeholders". Another expert, Goggin et al [4]. defines it as a unified organizational element that involves (a) structure; (b) working mechanism or coordination between member units involved in implementation; (c) existing resources within the organization; and (d) financial support and resources needed to work.

The performance of policy implementation is influenced by four factors, namely: (i) The policy itself is related to the quality and typology of the implemented policy and typology of the implemented policy; (ii) the capacity of the mandated organization to implement the policy; (iii) the quality of human resources for the apparatus in charge of implementing policies; and (iv) the conditions of the social, economic, and political environment in which the policy is implemented [5].

Previous research that discusses digital building licensing services through SIMBG is Gardenghi John La at, the article Digitalization using a Prototyping Process: The Case of a Brazilian Public Service about The process used to do so may involve not only elements of technology but also social, political and organizational aspects. This paper presents how a physically delivered service provided by the Brazilian federal government was transformed into a digital service. This was performed with a prototyping approach of six steps: diagnose the service, analyze the service, identify the requirements, and elaborate, verify, and validate the prototype. An automation tool was used to perform the digitization, and there was constant interaction with the service provider. This article offers a detailed process to implement digitalization using prototyping, which can be used by other organizations to make digital services [6]; Research conducted by Lestari Ayu Lestari on Digital-Based Public Service Innovation (E-Government) in the Covid-19 Pandemic Era. this study seeks to identify quality indicators and obstacles that exist in the implementation of e-government during the pandemic. Based on

the results of the search conducted, the authors found that using e-government still requires strengthening and maturation in terms of service quality in terms of efficiency, trust, reliability, and citizen support. The implications of this research can be used as consideration and input for the government to improve the quality and innovation of digital-based public services. The recommendations in this study are that improvements are needed on application servers and government websites, carry out socialization on an ongoing basis and require the readiness of reliable and experienced human resources, especially in the technology field [7]. ; Research conducted by Arnaldo YD on the Strategy to Improve the Quality of Public Services through Sympathetic Services in Kediri District: A Case Study of Building Permits that talk about licensing services are still experiencing a few problems, namely services that are still long, convoluted, and less effective. To overcome this problem, the One-Stop Integrated Investment and Services Office changed its service strategy by launching a service application for the Kediri District One-Door Licensing Information System (SIMPATIK). Launching this SIMPATIK service application can help the official staff process the IMB application. The public can submit applications through the SIMPATIK service, which can be accessed anywhere and anytime. The results of this study indicate that the strategy to improve the quality of DPMPSTP services in Kediri is quite good. In launching SIMPATIK, the department improved internal performance so that the service provided by the service is getting better. SIMPATIK automation is also quite good while maintaining human resources for the IMB file verification process that the applicant will submit [8].

Research conducted by Darma Adhi et al. I [9] on the Analysis of Community Satisfaction with IMB services through the SIMBG application in Denpasar City, namely, In its implementation in the field, the problems were still found. Community satisfaction with the SIMBG system can be measured by system quality, information quality, service quality, and perceived usefulness. This study aims to determine the relationship between system quality, information quality, service quality, and perceived effectiveness in applicant satisfaction. The results of this study were system quality, information quality, and service quality have a positive and significant effect on applicant satisfaction with a statistical t value $>$ t table value (1.96), and perceived usefulness was able to mediate the relationship between system quality, information quality, and quality. Service to the satisfaction of the applicant [10].

In this study, the problem of implementing licensing through SIMBG in the Regions at the beginning of the application of Government Regulation Number 16 of 2021 concerning Office Capacity Buildings that implement SIMBG needs preparation because operators need to learn SIMBG, DPMPSTP staff and the Technical Office for Building

Buildings starting from the organizational structure, namely the SIMBG Secretariat, Coordination and communication between DPMPSTP as the issuer of PBG/SLF permits and the Technical Office for Building that recommends Permits, HR who carry out SIMBG both as operators or vanguards as well as coordinators as well as facilities and infrastructure. Such as the Regional Head Regulation concerning the Expert Professional Team (TPA) and the Head of Service Regulation concerning the Technical Review Team (TPT) from across the Units.

Problem formulation based on the description above can be put forward with research questions as follows:

A. How to Improve Digital-based Building Licensing Services through SIMBG at the beginning of the implementation of Government Regulation No. 16 of 2022 concerning Buildings.

B. Meanwhile, the research objective is to examine and analyze digital-based Building Licensing Services through SIMBG

2. Methods

The research method used is qualitative with a case study method and is descriptive. Sugiono [11] explains that qualitative research is descriptive because the data collected is in the form of words or pictures and does not emphasize numbers. Creswell [12] says that qualitative research is research that is the background of the place and time of nature. This paradigm also allows for a qualitative interpretation of the research data obtained. Qualitative procedures still rely on data in the form of texts and documents, have unique steps in data analysis, and are sourced from different research strategies [12].

Based on Yin's opinion [13] case study is a suitable method if the main question of a research relates to how (how) and why (why). In addition, case studies are also used when the researcher has little opportunity to control the events to be investigated and if the focus of the research lies on contemporary (present) phenomena in real-life contexts [14].

Primary data studies through data collection techniques by interviewing the staff of the Building Technical Service and secondary data studies through data collection through websites, social media, books and presentation materials and others.

The data analysis technique used in this research is descriptive research as proposed by Sugiyono [11] where the aim is to analyze the data by describing or describing the

data that has been collected as it is without using the analysis that is usually put forward based on statistical analysis techniques [15].

The phenomenon to be studied is the problem of building licensing services through SIMBG at the beginning of the implementation of government regulation no. 16 of 2021 regarding buildings. Problem phenomena will be described systematically, factually and accurately.

3. Results and Discussion

The basis for implementing SIMBG is Law 11 of 2020 concerning Job Creation, Law Number 28 of 2002, and Government Regulation Number 16 of 2021 concerning Buildings which state that SIMBG is a WEB-based electronic system used to carry out the process of implementing PBG, SLF, SBKKBG, RTB, and Building Data Collection are accompanied by information related to Building Implementation. In Article 59 (9), the provider of construction supervision or construction management services must notify the implementation of each stage of work to the Regional Government through SIMBG; Article 236 inspectors procedures for inspectors inspections and reports through SIMBG; Professional Expert Team article 239 and article 240 procedures for examination by TPA and TPT through SIMBG; Minutes of Inspection of Cultural Heritage Buildings (BGCB) article 255 uploaded by the Secretariat to SIMBG; Ps 257.258 PBG Technical Plan Documents uploaded by the Secretariat to SIMBG, ps 263 Implementation and Supervision of BG through SIMBG; Ps 276 The issuance of SLF and SBKKBG is carried out no later than 3 (three) working days since the statement letter of function eligibility is uploaded through SIMBG. A general and specific description of the trend of people using digital applications for licensing.

The use of SIMBG for several functions that are currently carried out is still in the service of Building Approval (PBG), Certificate of Building Functionality (SLF), and Professional Expert Team data. (TPA) while the benefits of building ownership certificates (SBKKBG), making demolition plans (RTB), and building data collection have not yet been implemented. The utilization status of PBG, SLF, and TPA can be seen in Tables 1, 2, and 3 below:

Table 1 shows the use of Building Approval (PBG) nationally. PBG applications through SIMBG are 66,293, and PBG issued are 20,370 (20.29%), still showing a small number; SLF applications are 16,108, while SLF published and submitted to applicants are 3,837 or 11.47%. This indicates that there are still many shortcomings in SIMBG implementation,

TABLE 1: PBG Utilization Status.

PBG Application	Technical Service Process			Licensing Service Process	Rejected		Rejected
	The completeness of document	Consultation	Retribution	Payment	Payment Validation	Rise	
27.770 (Jan 22)	17.633	4.224	612	1.107	2	4.133	59
66.293 (Jun 22)	41.392	-	-	3640	-	20.370	531
41,88 %	42,60 %	-	-	30,41%	-	20,29%	11,11%

Sumber: www.simbg.pu.ac.id (Ditjen Cipta Karya, Kemen PUPR), 2022

TABLE 2: Status Pemanfatan SLF.

SLF Application	Technical Service Process	BG Technical Service	DPMPSTP	Submitted
6.324 (Jan 22)	2.041	3.204	580	439
16,108 (juni 22)	-	11.167	915	3.827
30,25 %	-	29,23 %	63,39 %	11,47%

Sumber: www.simbg.pu.ac.id (Ditjen Cipta Karya, Kemen PUPR), 2022

TABLE 3: Data Profesi Ahli.

TPA/TPA Candidates	Candidates for TPA/TPA Academics	Prospective TPA/TPA Professional Association	Prospective TPA/TPA Expert Profession
1027/1.554	281/456	655/955	87/142

Sumber: www.simbg.pu.ac.id (Ditjen Cipta Karya, Kemen PUPR), 2022

and it is necessary to increase the capacity of the Organization that handles SIMBG implementation.

The implementation of accelerated PBG services through SIMBG encourages multiplier effects in the property sector, namely the absorption of labor on a large scale which has a significant multiplier effect in driving more than 174 other industries, such as building materials, roof tiles, cement, nails, iron, wood, and others. Accelerate economic recovery.

The implementation of building permits, such as Building Approval, which was previously used by the community for IMB, is used by the community as a function of residential, socio-cultural, and business buildings, which are used as the basis for credit at the Bank. Meanwhile, now it has been shifted by the Function-worthy Certificate (SLF) as a condition for the use of the building to ensure the safety of the occupants and users of the building. For housing Developers taking housing loans, the Bank will ask for SLF requirements as credit guarantees by Law 1 of 2013 concerning Housing and

Housing Areas and Government Regulation number 64 of 2016 concerning Housing and Settlement Areas. Hospitals/clinics require SLF as a basis for securing patients and hospital visitors according to the Minister of Health Regulation 24 of 2016 concerning technical requirements for hospital buildings and infrastructure; 2016 data were 2,269 hospitals and 544 exceptional hospitals. The hotel business makes SLF a requirement to attract hotel residents that the building is safe as a place to stay. The requirements for SLF as a hospitality permit are by the Regulation of the Minister of Tourism and Creative Economy of the Republic of Indonesia Number PM.53/HM.001/MPEK/2013 concerning Hotel Business Standards Article 7 (1) the Basic Requirements as referred to in paragraph (1) consist of: a. Certificate of Registration of Tourism Business in the Business of Providing Accommodation for the type of Hotel Business; b. the proper functioning of the building; c. statement of fit for health; and D. water quality adequacy. Factories for export business are required by foreign parties to complete building standards with SLF as a guarantee of safety for their workers. Factory buildings in Indonesia that always export are Palm Oil, Fish Factory, and others.

The type of building permit, namely the Proof of Building Ownership (SBKKBG), still cannot be implemented in every building because the implementation rules do not yet exist. Meanwhile, the SBKKBG for Flats and Apartments has been in effect since regulations have been in places, such as Law 20 of 2011 concerning Flats and Minister of PUPR Regulation No. 17 of 2021, procedures for issuing SBKKBG.

The development of SIMBG implementation in East Java only 46% of the 38 districts/cities of East Java have implemented SIMBG; this can be seen in Table 3 below:

SIMBG implementation in East Java Province based on research on SIMBG implementation in Madiun City and Gresik Regency is by Table 4 below:

From the problems of implementing digital-based licensing services through SIMBG, it can be analyzed from various aspects, namely:

1. Aspects of SIMBG Services and Applications

Time of ApplicationApplication at SIMBG, procedures for calculating PBG levies through SIMBG, policies for MSME actors, and leadership policies in using the SIMBG application. The implementation of SIMBG in Regencies/Cities needs to be accompanied and facilitated by the Ministry of Public Works and Public Housing, Directorate General of Human Settlements, and Directorate of Building Arrangements.

The SIMBG application is still not stable in its implementation; applicants who input data from the SIMBG ApplicationApplication to the Building Technical Service Office have not received it. Finally, the applicant re-enters the PBG or SLF application data which was previously deleted the data first.

TABLE 4: Development of SIMBG Implementation in 17 Districts of East Java.

No	Regency/City	PBG Retribution Regulation	PBG		SLF	
			Application	Publishing	Application	Publishing
1	Pacitan	not yet	55	28	19	6
2	Ponorogo	already	62	9	58	50
3	Trenggalek	not yet	76	54	8	0
4	Tulungagung	not yet	49	24	40	56
5	Blitar	not yet	62	104	132	224
6	Kediri	not yet	237	30	14	0
7	Malang	not yet	169	11	56	1
8	Lumajang	not yet	79	18	44	0
9	Jember	not yet	214	1	14	1
10	Banyuwangi	already	354	1	105	2
11	Bondowoso	not yet	67	41	10	8
12	Situbondo	not yet	76	59	20	2
13	Probolinggo	not yet	293	314	45	61
14	Pasuruan	not yet	222	18	136	38
15	Sidoarjo	not yet	455	204	39	25
16	Mojokerto	already	139	6	157	12
17	Jombang	not yet	310	743	36	0
18	Gresik	not yet	181	4	242	99
19	Madiun City	not yet	358	222	49	30

Source: www.simbg.pu.ac.id (Directorate General of Human Settlements, Ministry of PUPR), august 2022; DPUPR Gresik Regency and Madiun City, Sept 2022.

TABLE 5: SIMBG Implementation in Madiun City and Gresik Regency.

Regency/City	Total population	SIM BG Version 1		SIMBG new version	
		IMB	SLF	PBG	SLF
Service					
Madiun City	196.917 (th 2021)	-	203 (th 2019-2021)	139	9
Gresik Regency	1.311.215 (2022)	357	110	-	170

Source: PUPR Office of Madiun City and Gresik Regency, 2022.

When applying for SIMBG, the file must be complete, if it is not complete, the applicant must complete, and there is already a service from the PUPR Service with wa (CP SIMBG) based on the experience of the author who applied for a residential house PBG with an area of 50 m2 with a simple category, the requirements must have been completed with drawing plans, land certificates with pdf files. The long process is that if the applicant experiences an error because he clicks on the SLF of the existing building, the applicant must repeat it, while the files that are already in the SIMBG must be deleted first.

TABLE 6: Data on SIMBG Service Preparation in Madiun City and Kab. Gresik.

Regency/City	Revised BG Regional Regulation according to PP 16 of 2021	PBG Retribution Regulation	SIMBG Secretariat HR	TPA	TPT
Madiun City	Process	Process	Supervisor 2 people; operator 3 people	Madiun Mayor Decree No. 640-401.110/287/2021 regarding the Establishment of a Professional Building Expert Team	Decision of the Head of PUPR Madiun City No. 640-401.110/1501/2021 on Forming the Technical Assessment Team
Gresik Regency	Process	Process	staff 4 people; operator 6 people and 1 Supervisor	Regent's Decree No. 050/37/HK/437.12/2022 regarding SIMBG secretariat	-

Source: Department of PUPR and DPMPSTP of Madiun City and Office of CK & Perkim and DPMPSTP of Gresik Regency, 2022

However, with the latest development and the policy of the Ministry of Public Works and Public Housing, if the building already exists, it is recommended that the applicant immediately applies for the SLF. At the same time, the PBG will be issued directly.

PBG and SLF Technical Data, such as files, are still in pdf form because the drawings use Autocad (So TPA and TPT cannot calculate directly and calculate it manually for building area. So the process of Issuing PBG, SLF, and SBKBG is old.

Using the SIMBG application in processing PBG and SLF still requires strengthening and maturation in terms of service quality in terms of efficiency, trust, reliability, and citizen support. These implications can be used as consideration and input for the government to improve the quality and innovation of digital-based public services. Improvements in application servers and government websites carry out socialization on an ongoing basis and require the readiness of reliable and experienced human resources, especially in the technology field [16]

Innovations/Policies of the Head of PUPR Headquarters in SIMBG: Applicants who do not master Information Technology/Offline assisted by SIMBG/Clinic secretariat officers; Business applicants or MSMEs who are unable to be administered by the PUPR Service for the completeness of the PBG plan drawings and files/lists. See SLF.

The development of PBG and SLF services through SIMB from 17 regencies in East Java, namely for PBG Services with the third highest PBG Issuance, namely Jombang Regency as many as 743 with 310 PBG applications; Probolinggo District 314 and

PBG applications 293 and Sidoarjo District with 204 PBG issuances and 455 PBG applications. Meanwhile, the three highest SLF issuances are Blitar District, with 224 SLF issuances and 132 SLF applications; Probolinggo District, with 61 SLF issuances with 45 applications and Ponorogo Regency, with 50 SLF applications and 50 SLF issuances, this is the question why there are more issuances than applications, namely Sidoarjo Regency for PBG and Probolinggo Regency for SLF.

2. Setting Aspect

The calculation of the PBG levy at SIMBG is still not maximal because the Regency/City Government is still submitting the PBG Retribution Regulation. This process is a bit long even though the applicant has been interviewed regarding the technical requirements of the building plan and administrative requirements, namely land certificates. According to CP SIMBG, this process has been submitted to the Head of Service for approval. This process should be automated at SIMBG; there is no need for manual procedures for superior administration. This process should require assistance/supervision from the Central Government and technical assistance in preparing BG Policy. Based on data from the Ministry of Home Affairs on January 24, 2022, 81 regions have submitted an evaluation of the Ranreperda for PBG Retribution, as many as 25 Ranraperda have been evaluated, and 56 areas are still in the process.

In the construction of buildings, especially for the technical planning of buildings, the cost of technical drawings is still considered expensive by the community, especially business buildings; there are still many MSME actors and entrepreneurs. There needs to be a national cost standardization adjusted to the regions.

The SIMBG application helps applicants, the community, and the local government. By SIMBG standardization, however, it is necessary to cross-check field data such as KRK/KKPR (suitability of spatial use activities), SPPL (Statement of Environmental Management and Monitoring) so as not to have an impact on the community and the environment of the BG development site.

The capacity of the Technical Service in the preparation of building building legislation regarding regional regulations concerning levies. Many building approvals do not yet exist. This can be referred to as the development of SIMBG implementation in 19 East Java regencies, according to Table 3 above. In East Java, only two regions already have a PBG Retribution Regulation, namely Ponorogo Regency and Mojokerto Regency. Meanwhile, the City of Madiun and the Regency of Gresik, where the authors conducted the research, also did not yet have a Regional Regulation on PBG Retribution.

3. Institutional Aspect

The organizational capacity of the SIMBG Implementing Service, namely the PUPR Office as the implementer of the Recommendations and the DPMPSTP, which issues PBG and SLF permits, needs to be improved, starting with coordination and communication from these two services that handle HR resources and carry out building licensing services starting from the front guard to the top managers who determine policies. as well as financial resources and supporting facilities and infrastructure. [17] [18] SIMBG Supporting Institutions already exist in each Regency/City. However, there are still areas that have not been implemented, such as the Decree of the Regent/Mayor regarding the SIMBG Secretariat, the Expert Professional Team (TPA), and the Expert Assessment Team (TPT) such as in the City of Madiun and Gresik Regency where the research was carried out The author and also according to the data from the Ministry of PUPR in Table 3 that there are 1,554 TPA 1027 and TPA candidates; from Candidates for TAP Akademi 281 and TPA Academics 456; Candidates for TPA of Profession Association 655 and TPA of Professional Association 955 as well as Candidates for TPA of Profession of Experts are 87 and TPA of Profession of Experts are 142.

4. Coordination and Communication Aspects

The implementation of SIMBG services involves more than one institution, namely the Technical Office, which recommends PBG and SLF, and DPMPSTP, which issues PBG and SLF, the potential for causing differences in the interpretation of policy objectives to become more significant and create complexities such as (i) communication difficulties; (ii) coordination problems; (iii) and conflicts related to different interpretations of policy objectives [19] [20].

Suwarto says that communication is the transfer of information to obtain responses, coordinating meaning between a person and the audience, sharing information, ideas, or attitudes, sharing elements of behavior or modes of life through rules, adjustment of thoughts, and creation of symbols. They are shared in the minds of the participants. In short, communication is an internally experienced, purely private event shared with others or the transfer of information from one person or group to another, primarily through symbols. Communication is more accessible to understand as the re-creation of information ideas by the public if it is given instructions with symbols, slogans, or central themes. Hasbiansyah said that government communication is critical in organizing communication between superiors and subordinates. Communication, as described above, from the explanation above it can be said that communication is a process of building togetherness by transferring information to obtain responses, coordinating between communicators who deliver and those who receive, sharing information, ideas, or attitudes, and sharing elements of behavior through devices. Set of rules [21].

The influence of communication is very influential in the improvement of SIMBG policy implementation for PBG and SLF services. Internal communication carried out by the Head of the Service with the Head of Division, Secretary, Coordinator/Kasi to the Staff and External Communication with the Community/Public who takes care of PBG or SLF increases the number of issuance of building permits [22]

4. Conclusions

From the data from the discussion, the following conclusions can be drawn:

1. Implementation of SIMBG needs to be evaluated on the application due to errors in the internet network system, and the human resources that use it need to be trained intensively
2. In improving digital-based Building Licensing Services through SIMBG at the beginning of the implementation of Government Regulation No. 16 of 2022 regarding Buildings, it is to accelerate the completion of the preparation of the Regional Regulation on PBG Retribution through discussions with the Regency/City DPRD as well as with the Provincial Government and technical assistance from the Ministry of PUPR so that the Regional Regulation on PBG Retribution is completed immediately and can increase Regency/City PAD.
3. Institutionalization of the SIMBG Secretariat, the Regulations of the Expert Professional Team, and the Expert Assessment Team need to be established in all Indonesian regencies/cities guided by PP 16 of 2021 concerning Buildings.
4. Coordination and communication are influential factors in implementing digital building permits through the SIMBG application.

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