

Effectiveness of Integral Licensed Services on Door Office In Dinas of Investment And Service Integrated one Door South Sulawesi Province

¹ Rahmawati Hanafie

¹ Student Master of Legal Studies of the Graduate Program of Indonesian Muslim University
Corresponding Author: Rahmawati Hanafie

Abstract: The purpose of this study is to determine the effectiveness of services at the Investment Department and integrated service one door South Sulawesi Province and to determine what factors affect the effectiveness of service at the Investment Department and integrated service one door South Sulawesi Province. The research method used alada empirical law research, namely peneliterhadap the implementation of the rule of law and its effectiveness.

Keyword: *Effectiveness, Integral Licensed Services*

Date of Submission: 20-05-2018

Date of acceptance: 04-06-2018

I. INTRODUCTION

Basically human need service, even in extreme can be said that service can not be separated with human life. Communities all the time always demand quality public services from the government, although these demands are often not in line with expectations because empirically the public services that occurred during this time is still complicated, slow, expensive, and exhausting. This causes adverse impact on the development of service quality that is often terlantarnya efforts to improve service delivery and lack of innovation in service and less local government to improve the quality of service.

Since the start of regional autonomy, there has been no consensus about the efficient and targeted model of regional autonomy. It is clear from the government's decision to revise Law Number 22 Year 1999 and Law Number 25 Year 1999 by making Law Number 32 of 2004 on. Regional Government and Law Number 33 Year 2004 regarding. Financial Balance between Central Government and Local Government, because it is considered threatening the harmonization of policy implementation. Nevertheless, there are still many thoughts and interpretations of public economic experts and local governments that have not been accommodated.

In the field of investment, the implementation of Regional Autonomy causes the emergence of problems that cause foreign investors are reluctant to invest their capital in Indonesia. Implementation of seemingly half-baked autonomy creates cost uncertainty and length of time dealing with licensing and bureaucracy and even autonomy policy. Area. Deregulation and debureaucratization of one stop service by several agencies, offices and offices concerned in the field of licensing or in other fields is very urgent in relation to accelerate economic development populist and poverty alleviation.

Article 1 Number 11 of the Regulation of the Minister of Home Affairs Number 24 Year 2006 explains that the implementation of One Stop Integrated Service is the activity of licensing and non-licensing which the management process starts from the application stage until the document is published in one place. While in Article 11 Number 12 of the Regulation of the Minister of Home Affairs Number 24 Year 2006 explained about the parallel permit which means is the provision of licenses granted to business actors conducted at the same time includes more than one type of permit, which is processed in an integrated and concurrent.

In Article 26 Paragraph 2 of Law Number 25 Year 2007 regarding Capital Investment, it is mentioned that One Stop Integrated Service shall be conducted by an institution or institution authorized in the field of investment which obtains the delegation or delegation of authority from institutions or institutions that have licensing authority and non-licensing in the central level or the institution or region authorized to issue licensing and non-licensing in the province or district / city. Then in Section 3 it is mentioned that the provisions concerning the procedure and the implementation of One Stop Integrated Service are regulated by a Presidential Regulation.

In addition to the establishment of PTSP, it is necessary to encourage the implementation of public services in each region that in fact has not been fully done. One of the obstacles is the delegation of authority of

the Regional Head of the Regional Device Work Unit (SKPD) that conducts licensing and non-licensing to the PTSP institution.

In order to realize the excellent service to the public, the government has issued the Decree of the Minister of Administrative Reform of the Republic of Indonesia Number 63 Year 2003 on General Guidelines for Public Service Provision which contains the criteria of excellent service, namely simplicity, clarity and certainty of service, security, openness, efficiency, the uniform and the timing.

In governmental organizations, service to the public is the ultimate goal that can not be avoided because it is the obligation to provide services by creating the best service to the community.

Because it has become a duty then the government should seek the best solution to the problems that are often faced, including the internal constraints of the problems that come from within the agency itself and external constraints namely the constraints that come from the community of service users in relation to public services handled, besides that also employees should always provide the best service to the community as a whole.

Given the quality of good service can lead to a sense of satisfaction and positive attitude from the community. This is because satisfaction is the feeling of pleasure or disappointment of someone who comes from the comparison between his impression of one's performance and expectations.

Society will be very satisfied if he gets good service, and of course it will bring positive impression in every society especially on the performance of government apparatus. The level of public satisfaction is an important indicator for the success of public services where the greater the perceived benefits of the public, the better the quality of service performed by the apparatus, on the contrary the low level of satisfaction indicates the poor service system of the public apparatus.

But in his journey there are still many problems related to the provision of services to the community. There have been many stories or experiences and some or even most of the community as users of public services complaining about the services provided by government agencies.

The fact that occurred before the establishment of the Office of Investment and Integrated Services One Door of South Sulawesi Province (DPMPTSP), still found weaknesses in general is the service of government apparatus has not been effective. The weaknesses are complicated and not simple service, lack of certainty of administrative requirements, lack of transparency of procedures in obtaining services, inefficient service, and lack of justice in service delivery, and some factors that may affect the service itself, among others from society, employee capabilities, applied regulations, and supportive facilities.

Community services can be categorized as effective if the community get the service with a short, fast, precise and satisfactory procedure. The success of improving the effectiveness of public services is determined by the ability of the government in improving the discipline of service personnel.

So far, the function of public services that is licensing and non licensing lies in the various units of local work units (SKPD) which has its main duty respectively, so that people have difficulty because too many procedures must be passed and convoluted licensing arrangements. the community must take care of SKPD-related SKPD which usually takes a long time. Considering this phenomenon, the South Sulawesi Provincial Government unites SKPD of Investment Coordinating Board to the Investment Service and Integrated Service of One Door of South Sulawesi Province (DPMPTSP) by issuing Governor Regulation Number 40 Year 2012 on Organization and Working Procedure of Technical Implementation Unit of Integrated Licensing Services On Regional Investment Coordinating Board of South Sulawesi Province of South Sulawesi.

Based on Decision of Governor of South Sulawesi Number 2239 / IX / 2010 concerning Delegation of some Governor's Authority to Head of DPMPTSP for Licensing and Non-Licensing in Investment and South Sulawesi Governor Decree Number 2076 / X / Year 2016 on Delegation of Authority of Licensing and Non-Licensing to the Head of South Sulawesi Province BKPM serve 188 types of licensing non-licensing which came into effect in 2013.

In the midst of public complaints about the quality of public services provided by the government, whether it is in terms of hospitality service officers, service time long enough to the service process is convoluted, DPMPTSP seeks to improve the quality of public services. The form of efforts of DPMPTSP is to hold socialization to the community about the types of licensing in DPMPTSP, Conducting Gebyar Free Licensing By several Stakeholders Year 2015 which officially opened by the Minister of State Apparatus Empowerment and Bureaucratic Reform and stipulate the Decree of DPMPTSP Head of South Sulawesi Province Number 188.4 / 317/12 / I / DPMPTSP on December 15, 2015 which refers to Permenpan RB Number 15 Year 2014 regarding Standard Operating Procedures (SOP), the length of time required for issuance of permit and non izi not later than 1 (one) working day and longest 7 (seven) working days since the file received completely and correctly. As a result, DPMPTSP was awarded Investment Award Year 2014 and Year 2016 from Head of BKPM RI, Award from Ombudsman RI as Best Compliance Best Predicate Year 2017.\

II. FORMULATION OF THE PROBLEM

I.

How is the effectiveness of service at the Investment Department and integrated service one door South Sulawesi Province? and What factors affect the effectiveness of service at the Investment Department and integrated service one door South Sulawesi Province?

III. THEORETICAL FRAMEWORK

1. Effectiveness

In general, the concept of effectiveness is a concept to measure productivity, showing how far reaching a goal that first determined. The word effective comes from the English "effective" which means successful, something done successfully. In line with the meaning of the word, (Robbin & Tika, 2006) defines effectiveness as the level of short and long term organizational achievement.

Then the effectiveness according to (Siagian, 2004) is the utilization of certain resources, funds, facilities and infrastructure in a certain amount consciously set before to produce a certain amount of goods or services in a timely manner.

Some experts put forward the notion of effectiveness, including as described below::

1. According to (Gibson, 2010) Effectiveness is the achievement of the target shows the degree of effectiveness.
2. Effectiveness is a measure of the completion of a particular job within an organization (Kumrotomo, 2005)
3. According to keban said that an organization can be said effective if organizational goals or values as defined in the vision achieved (Pasolong, 2011).
4. (Taylor), says that effectiveness is determined by several factors. For example: Maximize production, minimize cost, technical advantage, optimize source usage, and task specialization.
5. (Lubis & Huseini, 1987), states effectiveness as a very important concept in the organization because it becomes a measure of organizational success in achieving its goals. Therefore, the measurement of effectiveness is not a simple matter given the different goals of each organization and the diversity of the organization's own objectives. Furthermore, mentioning 3 (three) main approaches in the measurement of organizational effectiveness, namely:

1. Resource approach (resource approach) that measures the effectiveness of the input. The approach prioritizes the success of the organization to obtain resources, both physical and non-physical in accordance with the needs of the organization.
2. A process approach is to see how effectively the program executes from all internal process activities or organizational mechanisms.
3. A goal approach where the focus is on output, measuring organizational success to achieve the outcomes according to plan.

Based on these opinions, it shows that effectiveness is a measure to the extent that an organization can perform all its tasks and achieve all its goals or objectives. If this is linked to employee matters, then effectiveness can be viewed as a measure to the extent that employees or employees can perform all of their work in order to help the organization achieve its goals or objectives. Effectiveness is an activity or main tasks that are implemented to achieve organizational goals by maximizing the goal so that the goals achieved can be judged appropriate and positive.

2. Public Service

Service is one of the spearhead of customer satisfaction efforts and is a must that must be optimized both by individuals and organizations, because of the form of service provided reflected the quality of individuals or organizations that provide services.

According to (Hardiyansah, 2011) defines that "service can be defined as a given activity to assist, prepare and take care of whether it is goods or services from one party to another party". Service is essentially a series of activities, therefore the service process takes place on a regular and continuous basis, covering all organizational life in society. The intended process is carried out in relation to the mutual fulfillment of needs between the recipient and the service provider. The definition of service according to Kotler in Litjan Poltak Sinambela, et al (2011: 4) is "any beneficial activity in a collection or unity, and offers satisfaction even if the result is not bound to a product physically.

Everyone wants a service that is received and perceived as expected. In general, people want the same service from the government's apartment, because citizens who have the same position in the law are entitled to the same service. Friendly and professional service has become a requirement that must be fulfilled by the organizers of state administration (Waworuntu, 1997: 18). Base on decision . Minister of Defense of the State Apparatus Number 63 Year 2003, the definition of service is All forms of services carried out by government agencies at the central, regional, and environment of BUMN in order to meet the needs of the community and in the implementation of the provisions of the legislation.\

Furthermore Based on the Law of the Republic of Indonesia, article 1 number 25 of 2009 concerning Public Service, the definition of public services is an activity or series of activities in the framework of fulfilling the needs of services in accordance with the laws and regulations for every citizen and residents of services, goods and / or administrative services provided by public service providers.

Meanwhile, according to the Decree of the Minister of Administrative Reform No.63 / KEP / M.PAN / 7/2003, public service is all service activities undertaken by public service providers as an effort to meet the needs of service recipients and the implementation of the provisions of legislation. And further according to (Ridwan & Sudrajat, 2009) public service is a service provided by the government as a state organizers to his community to meet the needs of the community itself and has a goal to improve the welfare of the community.

The Government has an important role to provide excellent public services to all its residents as mandated in the Act. Article 1 of Law Number 25 Year 2009 concerning public services mentioned the definition of public services as follows: Public service is an activity or series of activities in order to fulfill the need for services in accordance with the laws and regulations for every citizen and resident of the goods, services and / or administrative services provided by the public service providers.

Public Service (Public Service) by public bureaucracy was one of the manifestation of the function of state apparatus as a public servant in addition as a servant of the state. Public service by public bureaucracy is meant for welfare state.

Regarding service (Kotle, 2006) argues that service is any beneficial activity within a set or unity, and offers satisfaction even if the outcome is not tied to a product physically. Sampara (in Sinambela, 2006: 4), states that service is an activity or sequence of activities that occurs in direct interaction between a person with another person or machine physically, and provides customer satisfaction. While the term public derives from the Latin word "populus" or "poplicus", which means some large populations (people) in civic unity cases. In English, "public" means general, society, country (Vasquez, 2001: 5).

Thus, based on the description discussed above can be concluded that public service is the process of fulfillment of the wants and needs of society by the state administration in this case the country established by the public (community), of course with the aim to improve the welfare of the community. In essence the state in this case the government (bureaucrats) must be able to meet the needs of society. This need to be understood is not necessarily individualized but the actual needs are expected by society.

IV. DISCUSSION

One of the objectives of establishing a State government is to promote the common good. The mandate, among others, has been described in Article 33 of the 1945 Constitution of the State of the Republic of Indonesia and constitutes a constitutional mandate underlying the establishment of all laws and regulations in the economic field. The Constitution mandates that national economic development should be based on the principles of democracy that can create the realization of Indonesia's economic sovereignty. The linkage of economic development with the populist economic actors is re-established with the Decree of the People's Consultative Assembly of the Republic of Indonesia Number XVI of 1998 on Economic Politics in the Framework of Economic Democracy as a source of material law. Thus, the development of investment for micro, small, medium and cooperative enterprises is part of the basic investment policy. In this regard, investment should be part of the national economy and be placed as an effort to promote national economic growth, create jobs, promote sustainable economic development, increase national technology capacity and capabilities, promote community economic development, and realize the welfare of the people in a competitive economic system. The purpose of the implementation of investment can only be achieved if the supporting factors that hamper the investment climate can be overcome, among others through improvement of coordination between central and regional government, the creation of efficient bureaucracy, legal certainty in the field of investment, high economic cost, and climate conducive business in the field of employment and security of business. With the improvement of various supporting factors, it is expected that investment realization will improve significantly. The atmosphere of kebatinan formation of Law on Investment is based on the spirit to create a conducive investment climate so that the Law on Capital Investment regulates the things that are considered important, among others related to the scope of the law, the basic policy of capital investment, the form business entities, the treatment of investment, the business sector, and the linkage of economic development with the people's economic actors embodied in the regulation concerning the development of investment for micro, small, medium and cooperative enterprises, rights, obligations and responsibilities of investors, investment, approval and licensing, coordination and implementation of investment policies in which regulates the institutional, operational of investment affairs, and provisions governing dispute settlement.

Public service is defined as any activity undertaken by the government against a number of people who have every profitable activity in a collection or unity, and offer satisfaction even if the result is not bound to a product physically.

a. Standards of Public Service

Component of Service Standard as regulated in Law Number 25 Year 2009, in this regulation is divided into two parts namely

1. Service Standard Components related to service delivery process include:

- 1) Requirements
- 2) Systems, mechanisms and procedures
- 3) Duration of service
- 4) Cost / tariff
- 5) Product service
- 6) Handling complaints, suggestions and inputs

2. Service Standard Components related to the service management process in the internal organization (manufacturing) include:

- 1) Legal basis
- 2) Facilities and infrastructure, and / or facilities
- 3) Competency implementing
- 4) Internal control
- 5) Number of implementers
- 6) Guarantee of service
- 7) Security guarantee and safety of service
- 8) Evaluation of implementing performance

In this rule the focus in the process of preparing Service Standards is a component of Service Standards related to service delivery.

This section is the focus of attention in the preparation due to this component the service providers relate to service users. Components of Service Standards in this section shall be published.

As for the components of Service Standards associated with the internal management of service development and development process submitted to each organization of service providers. This component becomes a part that needs to be informed during the process of discussion with the community.

Preparation of Service Standard Draft in addition to pay attention to the components of Service Standards, service organization organizations also need to pay attention to the specification of the type of service to be prepared Standard Services. Focus on specification of this type of service is important to avoid errors in the determination of requirements, time, procedures and service costs.

The steps to be taken in preparing the Standard Service Plan are:

1. Identification of Requirements

Requirements are terms (documents or other items / items) that must be met in the maintenance of a particular type of service, both technical and administrative requirements. Terms of service is a demand that must be met, in the process of providing services in accordance with the provisions of legislation. Terms of service may be documents or goods / other things, depending on the needs of each type of service.

The way that can be done in identifying service requirements is to look at what needs are required for the completion of the service process. To facilitate this process of preparation, pre-existing Service Standards may be used as reference. In the process of identifying the service requirements, it is also necessary to note whether the requirements should be delivered at the beginning, at the end or gradually as needed.

2. Identification Procedure

Procedure is a standardized service procedure for the recipient of the service. Procedure service is a process that must be passed by a customer to get the necessary services. In addition, service providers must have Standard Operating Procedures (SOPs). The expected result of this stage is the stages of the service process as the preparation of Standard Operating Procedures.

1. Identify Time
2. Service time is the length of time required to complete the entire service process of each type of service. Then the time required in each service process (from start to finish) is summed up to find out all the time it takes.
3. This service time identification process is performed for each type of service. In calculating the time, it is necessary to take into account both the procedures governing the relationship with the service user, as well as the procedures governing the inter-personnel relationship.
4. The expected result of this stage is the time required to complete each type of service.

3. Cost / Tariff Identification

Fees shall be the fees charged to the recipient of services in the maintenance and / or obtaining of services of an operator whose amount is determined by agreement between the organizer and the public.

The process of identifying service fees is also done based on each stage of the service procedure. What is the cost required for each service stage? In this process is also at the identification of costs to be charged customers and the cost to be charged unit service manager. The calculation of the two components of the service charge is important to know how much the cost will be charged to the customer, and how much is charged to the manager. Identifikasi Produk Pelayanan

Product service is the result of services provided and received in accordance with the provisions that have been set. Service products may be the provision of goods, services and / or administrative products provided and received by the service user in accordance with the stipulated legislation. The process of product identification services can be done based on the output (output) generated from each stage of service. The end result of this service procedure is the "product" of a type of service. This identification process is carried out for each type of service. The expected result of this identification process is the list of service products generated from each type of service.

4. Handling of Grievance Management

The service organization shall establish a grievance management mechanism. Commonly used forms of grievance management include: provision of suggestion boxes / complaint boxes, text messages, complaint portals on the website, and provision of complaints officers.

To facilitate complaint handling, a complaint management procedure should be established. In the complaint mechanism should be clearly informed the name of the officer, telephone number, email address, and office address that can be contacted.

In addition, it is also necessary to regulate the grievance mechanism if there are problems that can not be resolved within the organization's internal organization. More detailed matters relating to the management of this complaint are made in accordance with applicable laws.

The results obtained in each process of identification of the Service Standards further form the Service Standards for the drafting of Service Standards.

5. Principles and Standards of Public Service

To be able to provide a satisfactory service for service users, service delivery must meet the principles of service include:

1. Transparency. Open, easy and accessible to all parties in need and provided adequately and easily understood.
2. Accountability. Can be accounted for in accordance with the provisions of legislation.
3. Conditional. In accordance with the condition and ability of the giver and the recipient of the service by sticking to the principle of efficiency and effectiveness.
4. Participatory. Encouraging public participation in the delivery of public services by taking into account the aspirations, needs and expectations of the community.
5. Equal Rights. Not discriminative in the sense of not distinguish the tribe, race, religion, class, gender and economic status.
6. Balance of Rights and Obligations. Giver and recipient of public services must fulfill the rights and obligations of each party.

The result of the research shows that although normatively there are service standards based on the principles that have been emphasized but there are still obstacles in terms of the principle permit which tends to extend the bureaucratic path in the implementation of investment activities. It is even considered that there has been a contradiction between the Regulation of the Head of the Capital Investment Coordinating Board of the Republic of Indonesia Number 12 of 2011 concerning Guidelines and Procedures for Submission of Application for Exemption Facility or Redemption of Corporate Income Tax, with Regulation of the Head of Investment Coordinating Board of the Republic of Indonesia Number 14 of 2015 on Guidelines and Procedure of Permit Principle of Capital Investment. The contradiction is assessed on the principle permit, namely that if in PERKA BPKM NO.12 YEAR 2011, Permit Principles of Investment is required only to investors in initiating investment activities in order to obtain fiscal facilities and the business field is also given fiscal facilities, the PERKA BKPM NO.14 Year 2015, is defined more broadly as a mandatory permit to start a business. It is also mentioned that the principle permit, in addition to being issued by the Central Government, may also be issued by the Provincial and Regency / City Governments in accordance with its authority, through the implementation of One Stop Service (PTSP), in this case by the One Stop Coordinating Board in the region.

V. CONCLUSION

1. One Stop Integrated Service at the Office of Capital Investment and Integrated Services One Door of South Sulawesi Province has not been effective so that regulation in the form of regional regulations is becoming

increasingly important as a legal basis providing guarantee on legal certainty, justice and benefit. to increase the rate of significant economic growth, which in turn improves the welfare of society.

1. 2. The factor of money is influential is the provision of licensing services is the role and contribution of the investment industry in the region that is against regional economic growth and strengthen the competitiveness of local governments and the absorption of labor is very significant, so the existence of local regulations as umbrella act absolute.

REFERENCES

- [1]. Abdul Latif, *Pembentukan Peraturan Perundang-Undangan di Indonesia (suatu Kajian Hukum Normatif)*, UMI Toha, Makassar, 2007
- [2]. Ali.A.Wibisono dan Faisal Idris, *Panduan Perancangan Undang-Undang Intelijen Negara*, Penerbit, Pacivis University of Indonesia, Jakarta, 2006.
- [3]. Anis Ibrahim, *Legislasi dan Demokrasi – Interaksi dan Konfigurasi Politik Hukum, Dala Pembentukan Hukum Di Daerah*. Malang: In-Trans, 2008.
- [4]. Bintoro Tjokroamidjojo, *Reformasi Nasional Penyelenggaraan Good Governance dan Perwujudan Masyarakat Madani*. Cetakan Ketiga. Jakarta: Lembaga Administrasi Negara, 2004.
- [5]. modal/pengaturan-izin-prinsip-dan-izin-investasi-terbaru-tahun-2015/)
- [6]. Esmi Warassih, *Fungsi Cita Hukum Dalam Penyusunan peraturan perundangan Yang Demokratis*. Arena Hukum, Majalah Penelitian dan Pengembangan Hukum, Fakultas Hukum Universitas Brawijaya, Malang, Nomor 15 Tahun 4, Nopember 2001.
- [7]. Goesniadhie, Kusnu, *Harmonisasi Sistem Hukum – Mewujudkan Tata Pemerintahan Yang Baik*. Cetakan Pertama. Malang: A3-Nasa Media, 2010.
- [8]. Handoyo B.Hestu Cipto, *Prinsip-prinsip Legal Drafting & Desain Naskah Akademis*. Yogyakarta: Universitas Atma Jaya, 2008.
- [9]. Hilman Hadikusuma, *Metode Pembuatan Kertas Kerja atau Skripsi Ilmu Hukum*, Mandar Maju, Bandung, 1995.
- [10]. Irawan Soejito, *Teknik Membuat Undang-Undang*. Cetakan Keempat. Jakarta: Pradnya Paramita, 1988.
- [11]. Jazim Hamidi, dkk. *Panduan Praktis Pembentukan Peraturan Daerah Partisipatif*, Jakarta Prestasi Pustaka Publisher, 2008.
- [12]. Jeremy Bentham. *The Theory of Legislation*. Alih Bahasa: Nurhadi, “*Teori Perundang undangan – Prinsip-prinsip Legislasi, Hukum Perdata dan Hukum Pidana*”.Bandung: Nusamedia & Nuansa, 2006.
- [13]. Juwana, Hikmahanto., *Penyusunan Naskah Akademik Sebagai Prasyarat Dalam Perencanaan Pembentukan Rancangan Undang-Undang*, Makalah Rapat Pembahasan Tahunan Prolegnas Pemerintah Tahun 2006, Cisarua Bogor,2006.

IOSR Journal Of Humanities And Social Science (IOSR-JHSS) is UGC approved Journal with Sl. No. 5070, Journal no. 49323.

Rahmawati Hanafie.” Effectiveness of Integral Licensed Services on Door Office In Dinas of Investment And Service Integrated one Door South Sulawesi Province.” IOSR Journal Of Humanities And Social Science (IOSR-JHSS). vol. 23 no. 06, 2018, pp. 81-87.