

## **The Integrity of Implementation Regarding Integrated Services One Door on the Department Of Investment and Integrated Service of Pinrang District**

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**ABSTRACT:** This study aims to describe the implementation of One Stop Integrated Service at the Department of Investment and Integrated Service One Door Pinrang District. This research is qualitative research. The research data was obtained from the informant as many as six people. Data collection through in-depth interviews, observation, and documentation. The level of validity and reliability of data through the validity of data by checking the level of credibility, transferability, reliance, and conformability. Data were analysed using qualitative data analysis technique through data collection process, display data and conclusion/verification. The result of the research shows that One Stop Integrated Service in Pinrang Regency serves Licensing and Non-Licensing service products based on the standard system, mechanism, and procedure as outlined in SOP form. Services are provided through the Front office, and Back Office, with the competence of the required apparatus and their implementation under the supervision of their direct supervisors by legislation and providing security guarantees and provision of complaints handling centres, suggestions, and inputs directly and indirectly.

Keywords: Integrity, One Stop Service, Public Service

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### **I. INTRODUCTION**

Quality and high-quality services are the primary concern of public organizations. The primary trigger is information disclosure, which encourages the public to gain rights and obligations. Therefore, the hope to be able to get the best service is now also begun to depend on government organizations (Prianto 2006: 22). The basic idea is born from the concept of good governance in the form of good management and right governance that demands the government to realize a democratic government. The community then seated to be one of the main pillars that must be involved to understand the government. The main essence that can support the government's success in realizing good governance is through the bureaucratic gates in formulating, implementing and overseeing various public policies. Bureaucratic reform becomes a gradual and systematic rearrangement of the government function for the efficient utilization of the state apparatus, including institutional or efficient institutions with explicit (transparent) management, filled with professional human resources, high accountability to the community and generating public servants the prime (Tamin, 2004, 25-26).

Poor public service is not new, the facts on the ground still show a lot of this. The World Bank reported in the World Development Report 2004 and the 2002 Governance and Decentralization Survey (GDS) study in Agus & Bevaola (2003: No II) find three crucial issues that occur in the field in public service delivery, i.e. service discrimination, the certainty of cost and service time, and the low level of general satisfaction with public service. Effendi (2009) found that bureaucratic licensing constraints include licensing, policy, institutional, human resources, and procedures that potentially hamper the investment climate, so it is recommended that two models of bureaucratic licensing reforms are holistic-strategic models at the ideological level and separation model of authority at the operational level.

The presence of better institutional public services continues to grow in some districts/cities to provide administrative services. One Stop Service (PTSP) is one of the fastest growing institutions since the issuance of Home affairs ministerial regulation Number 24 the Year 2006 and Number 20 the Year 2008 and finally with the publication of Presidential Regulation Number 97 the Year 2014 which guides Local Government to establish a new institution. PTSP sector ally in the region is not yet optimal, so the hope to create a conducive investment climate has not been achieved. The reality shows that the implementation of PTSP has not provided the ease of business that has been the government policy. These weaknesses are the fact that there is a need for innovation or other breakthroughs or the right model in providing licensing services to the service users.

This research was conducted to describe the implementation of PTSP at the One Stop Service and One Stop Service (DPMPTSP) of Pinrang Regency as an institution that became the pilot project of Regional Action Plan for the prevention of corruption in South Sulawesi in 2013 and received assistance in improving the quality of public services and preventing criminal acts of corruption from Canadian International Development Agency in cooperation with the Corruption Eradication Commission (KPK) of the Republic of Indonesia by establishing the Support To Indonesia's Islands of Integrity Program For Sulawesi (SIPS).

Related to the integrity of PTSP implementation in DPMPTSP Pinrang Regency as one element in improving the quality of public services, DPMPTSP Pinrang District in the report of the public sector integrity survey 2011 in Pinrang District to the public perception of the users of PTSP service unit implemented by SIPS Project has concluded that the implementation of PTSP in Pinrang Regency has an integrity value of 5.83, meaning that the cost is still below the minimum standard value of integrity established by KPK. This fact reinforces that the PTSP Unit in Pinrang Regency has a high frequency of granting gratification from users to officers. This indicates that the corruption eradication and prevention program has not been fully implemented, and if it has been applied it has not shown significant results.

Empirical facts and reality show that the quality of public services displayed by the bureaucrat apparatus is still reaping criticism and even considered harmful. This is indicated by the diversity of public appreciation that received public services by the government. This according to Dwiyanto (2006) led to a crisis of confidence in the form of protests and demonstrations to the bureaucracy both at central and regional levels.

The above conditions are also reinforced by several direct complaints and indirect complaints submitted to the Pinrang District DPMPTSP, where there are 9 (nine) direct complaints received by the Help Desk officers during 2013. Considering these conditions, it is essential to examine in depth why PTSP model in licensing service and capital investment in Pinrang Regency there are still problems in building integrity of public service.

## **II. RESEARCH METHOD**

This research focuses on the implementation of PTSP on DPMPTSP Pinrang District. The type of this research is descriptive-analytic, using phenomenology approach. Sources of data from informants selected through purposive sampling techniques, consisting of DPMPTSP Head, Head of Non-Business Licensing Service, DPMPTSP front office Officer Pinrang District, and Communities who have received the service. The focus of the research is the implementation of PTSP by applying the standards of public service by the Regulation of the Minister of Administrative Reform and Bureaucracy Reform No. 15 of 2014 as measured by indicators (1) legal basis, (2) requirements, (3). Systems, mechanisms and procedures / Standard Operating Procedures, (4) settlement period, (5) cost/tariff, (6) service products, (7) infrastructure and facilities, (8) implementing competence, (9). (10) Complaint handling, suggestions, and inputs, (11) number of implementers, (12) service guarantees, (13) service security and safety guarantees, and (14) evaluations of implementing performance.

The primary instrument of this study is the researcher itself by using the completeness of the study, which includes: (1) interview guides, (2) observation guidelines, and (3) document records. Data validation technique is performed to obtain data validity, and reliability can be achieved through examination of credibility, transferability, dependability, and conformability of data and sources. Data analysis techniques used qualitative data analysis through triangulation process after data collected through interview and observation directly in the field. After that process, the sequence of data, organize it into a pattern, categories, and units of basic description so that the theme can be found and can be formulated working hypothesis through data collection, data reduction, display data and conclusion/verification. The stages of the analysis activity are carried out in an interactive cycle process in which the researcher must be able to move between four "coil axes" (interactive analysis techniques) during data collection and move back and forth between reduction, presentation, verification and conclusion activities.

## **III. RESEARCH RESULT**

This research was conducted to know the implementation of PTSP in DPMPTSP of Pinrang Regency as a new institution in Pinrang Regency Government scope according to the provisions of Presidential Regulation No. 97 of 2014 as the organizer of PTSP and the regional apparatus of the Regency in the Field of Investment. The process needs to be put forward as an essential reference for analysing service delivery because after all the rationalization of the institute is based on the government's desire to improve the quality and quality of services to the community.

### **Legal basis**

The implementation of PTSP in DPMPTSP of Pinrang Regency is implemented based on the Regional Regulation of Pinrang Regency Number 24 the Year 2011 which has been amended by Regional Regulation of

Pinrang Regency Number 6 the Year 2016 which is followed up by Regulation of Pinrang Regent Number 48 the Year 2016. This legal basis is useful which affects on institutional PTSP, a delegation of authority, licensing mechanisms and procedures, incentives and convenience, and accelerated settlement time through a single door.

### **Terms**

The provision of services to the public shall be determined by administrative requirements and technical requirements. Administrative requirements such as a copy of ID card, company establishment deed, proof of land ownership, application form, and so forth. Technical requirements such as technical SKPD recommendations, drawings of building plan, and so forth.

### **Systems, Mechanisms and Procedures / Operational Standards**

The PTSP unit has a clear system and working mechanism as a service standard that must be met in the implementation of PTSP. The PTSP unit provides socialization of the system and SOP so that the public has precise information about the requirements of licensing and/or non-licensing arrangements as well as the public complaints mechanism. Systems, mechanisms and procedures / Standard Operating Procedures as a guideline for the work of PTSP officers in providing services in the PTSP Unit established through the DPMPTSP Head of Pinrang District Decree.

### **Settlement Period**

Determination of the settlement period of the PTSP Unit is 2-14 working days after the submission of the community file has been submitted with the terms and is declared complete and correct. The length of time of completion depends on the type of permit being presented. The PTSP unit specifies the settlement period between 2 - 14 working days adjusted to the service complexity of the example of Disturbance License, SIUP and TDP is set only 2 working days if the requirements are declared while the IMB is 7 to 14 working days depending on the complexity of the application, e.g., 1 storey IMB set 7 working days while IMB Housing set 14 working days. The community or business actor must first complete the requirements including recommendations from the Village Head, the judgment of the Sub-district Head, the recommendations of the relevant Regional Device Organizations (OPD), and other conditions. Communities or business actors need different time to meet the requirements of the application, sometimes sooner or later depending on the services provided by other institutions outside the PTSP Unit.

### **Cost / tariff**

The PTSP unit has also established a tariff or fee mechanism and terms. The need for cost/tariff of public services is the responsibility of the state and society. Tariffs charged to the community or service recipients in the region shall be stipulated by the Regional Government with the approval of the Regency / City DPRD with specific fees for the PTSP Unit shall be stipulated by the Regional Regulation of Pinrang Regency Number 8 Year 2011 concerning Retribution of Building Permit and Regional Regulation of Pinrang Regency Number 21 of 2011 on the Distribution License Holder. While other types of licensing outside the Disturbance License and Building Permit are served free of charge.

### **Product Service**

This service product covers all types of permits that become District / City Authorities. PTSP simplifies the kind of service products based on Regulation of Pinrang Regent No. 2 of 2013 and the Decree of Regent of Pinrang Number 503/27/2013. Furthermore, based on Law No. 23 of 2014, the adjustment of licensing and non-licensing authority served six types of business and non-business licenses and eight types of investment permits and four types of non-investment licenses.

### **Facilities And Infrastructure**

The supporting element of the implementation of PTSP is the element of facilities and infrastructure as part of creating a conducive environment to provide services. Facilities and infrastructure supporting the provision of services sufficient and very helpful in providing services such as service space consists of (1) Front office, including information booth, registration booth, counter complaint, banking counter, waiting room, monitor screen, service computer, playground, consultation room and (2) Back Office, including technical team room, Chief Room office, Office Chief Room, computer, printer, etc.

### **Implementing Competencies**

One of the most dominant things considered to affect the quality of service is the quality of human resources. Human resource support in the PTSP Unit is sufficient because it has the required competencies in education background, knowledge competence, attitude, and skill. To improve the quality of service, the

competency apparatus development is carried out through the mechanism of PTSP Training implemented by BKPM, Ministry of Home Affairs and other agencies as well as the implementation of technical guidance of excellent services, in-house training, and others. Also, the apparatus has the required special competence, namely the mastery of computer and Internet.

### **Internal monitoring**

Implementation of internal control as a control mechanism to the correctness of procedure, fulfilment of requirement and quality of service given to applicant/society. For such purposes, internal supervisors and external supervisors conduct supervision of public service delivery. Internal control of the implementation of public services is undertaken through guidance by direct supervisors by legislation and oversight by functional supervisors following law.

### **Complaint Handling, Feedback, And Feedback**

The process of obtaining permits by the public should also provide a grievance mechanism, criticism and suggestions or input. Grievance handling mechanisms, ideas, and data from the people in the implementation of PTSP are conducted in two ways: Complaints directly at the counter and complaints are not directly via SMS, email or website.

### **Number of Executives**

In addition to the quality and competence of employees, the ratio of the number of implementers of service providers is also a key consideration. This means the ratio between the numbers of service personnel and the number and type of service products should be balanced. The results show that the number of officers is still lacking. The quantity of PTSP apparatus is not sufficient for front office and back office officers. Device employed is still the dominant status of honorary staff. The findings of this study assume that the rational number of service personnel with the type of service is still not balanced. The number of service providers even does not meet the ideal ratio. PTSP only has two service employees of 5 required.

### **Service Guarantee**

Implementation of PTSP provides assurance services to the public to avoid the occurrence of errors and the risk of fraud. Therefore, to prevent fraud in the process of processing and issuance of permits, as a guarantee is the completeness of the correct and valid files following the requirements and procedures of the application. Guarantees of services provided are based on applicable legislation regarding service mechanisms and processes in the form of provision of grievance mechanisms for the community, information requirements, and permit application procedures. Besides, all licenses issued are valid under applicable laws and regulations. Moreover, there needs to be a security guarantee for the applicant.

### **Security Guarantee and Safety Service**

This security and safety guarantee is in the form of creating a sense of security for the community in the administration of permits. It's formed through the provision of facilities and a conducive environment, including the provision of disability facilities, breastfeeding room, and playground. Assigning civilian security personnel as required meeting applicable security standards for the applicant or the public provides security guarantees.

### **Evaluation of Performance**

Assessment of implementing performance includes internal assessment and external evaluation. Internal evaluation is done through the Organizational Section (Public Service Development Team), which is guided by Regulation of the Minister of PANRB no. 1 of 2015 on Guidelines for the Evaluation of Public Service Performance on SAKIP and LAKIP. BKPM conducts the external evaluation through the assessment of PTSP ranking every 2 (two) years with an indicator of infrastructure, service type, authority delegation and SOP.

## **IV. CONCLUSION**

Regional Devices the organizer of PTSP is a local governmental instrument that has the main duty and function of managing all forms of licensing and non-licensing services in areas with a one-door system. PTSP is a licensing and non-licensing activity, whose management process begins from the application stage to the publishing stage of the document, conducted in an integrated manner in one place. With this concept, applicants directly come to one place and meet with the front office officer only. This can minimize the interaction between the applicant and the licensing officer and avoid unofficial levies.

Based on Presidential Regulation No. 97 of 2014 on the Implementation of One-Stop Integrated Services, PTSP was formed to aims to (a) provide protection and legal certainty to the community, (b) shorten service processes, (c) realize quick, easy, cheap, transparent service processes, definite, and affordable, and (d) bring closer and broader service to the community. The implementation of PTSP is carried out under the following principles: (a) cohesiveness, (b) economic, (c) coordination, (d) delegation or delegation of authority; (e) accountability; and (f) accessibility.

The policy published by the government as the foundation of the primary reference of service is the reality of Denhardt and Denhardt's (2000: 549) NPM view that a new form of public service built in a democratic state, in which the central role of the government is to help citizens articulate and fulfil their common interests in trying to control or direct the community. Interestingly, because in the perspective of this study the implementation of public services is still very minimal control of the population to fulfil its rights despite having a firm legal basis in the application. This realization is found in the percentage of the number and types of complaints and suggestions to the service received by the community. In the context of this study, even the rate of community complaints on PTSP is still meagre. At least this complaint is not necessarily a proof that the quality of service that has been given already meets the SOP that has been established.

While in reality, people must have their perceptions of the services they receive. Public service always leads to the assumption of providing goods and services by the government to the public. But in fact, the dominance of perception leads more to the provision of services by the government to the people in the public service. The concept of self-service has been widely expressed as the view of Haksever et al (2000) states that facility or service is interpreted as one form of economic activity that results in time, place, type, and psychological use.

If associated with the term public service, the understanding will lead to all processes or activities undertaken by the government against some people who have every productive business in a set or unity, and offer satisfaction even if the results are not bound to a product physically. Can also be interpreted as a service provider (serving) the needs of people or communities who have an interest in the organization by the rules and procedures that have been established.

The theoretical construction becomes a firm basis for tracking the implementation of PTSP implemented by the Pinrang Regency Government. PTSP policy is a policy mandated by Law Number 25 of the Year 2007 regarding Capital Investment. Under the Act, PTSP is intended to assist investors in obtaining ease of services, physical facilities, and information on investment. Public service is a service provided by state and state-owned enterprises to the public to meet their basic needs to create people's welfare (Nucholis, 2005). Public service by public bureaucracy is one of manifestation of the function of state apparatus as public servant besides as a state servant to prosper society (citizen).

The task of PTSP is in line with Tangkilisan's (2007) view that public service can be divided into three categories, namely: (1) public services organized by private organizations, (2) public services organized by primary civic organizations and (3) public services organized by civic organizations that are secondary. The construction of this research may also be referred to Nurcholis (2005) classifies public services related to services of goods and services comprising (1) private sector goods and services, (2) public sector goods and services, and (3) services goods and services included in the public sector and the private sector.

This research found that PTSP has a strong law based on the Regional Regulation of Pinrang Regency Number 24 of 2011, which is currently amended by Regional Regulation of Pinrang Regency Number 6 the Year 2016 which is followed up by Regulation of Pinrang Regent Number 48 the Year 2016. This legal basis is useful which enables system simplification, licensing mechanisms and procedures, incentives and convenience, and acceleration of completion time through a single door.

Based on the legal basis, PTSP in Pinrang Regency has made institutional strengthening several times. PTSP began to be accommodated in the Office of Integrated Licensing Service from now on Integrated Licensing Service Agency and Capital Investment and the last DPMPTSP. PTSP has also done licensing service licensing namely six types of business licenses and six types of non-business permits and eight types of investment permits and four types of non-investment permits.

These findings can then be generalized that the indicators of the implementation of PTSP have been done well, among others, the legal basis which becomes the legal umbrella of the application of PTSP has met the formal requirements of the regional government organization so that there is no need for institutional strengthening. DPMPTSP in preparing service standards especially the requirements of the application include administrative provisions and technical requirements. Regulatory elements include requirements relating to individuals and companies whereas technical requirements include requirements relating to the type of service provided. Technical specifications shall be made by referring to or referring to the prevailing laws and regulations such as sectoral ministerial regulations, regional regulations, and regent regulations.

However, a Regional Regulation shall stipulate any type of licensing or a Regent Regulation based on sectoral ministry policy. Conditions in the DPMPTSP there are several types of licensing has no legal basis in

the form of local regulations or Regents Regulations such as SIUP, TDP, TDG, Industrial Business Licenses and so on. So in setting the requirements do not refer to the local policy but the sectoral ministry policy. In the context of the implementation of the application requirements, the researcher found that sometimes the front office officers did not pay much attention to the conditions set and there were even some blank fields of an application form.

The study calls for tactical steps to (1) develop local policies for each licensing delegated to the Head of the PTSP; in the form of a Regional Regulation or a Regent's Regulation is guided by the sectoral ministry policy and may be simplified in the requirements of the application, (2) the front office officer must commit to check the terms selectively and comprehensively each submitted petition so that it can be assured that the proposed request meets the requirements of the policy regions, and (3) the front office officer must have an information technology tool that facilitates the checking of application requirements such as the application of Information Systems or scanners digitally.

This research requires that mechanisms and SOPs, on each licensing delegated to the Head of PTSP already have SOP. The preparation of SOPs shall be guided by Regulation of the Minister of PANRB concerning Guidelines for the development of SOPs for government administration comprising legal basis, description of activities, related parties, service mechanisms, requirements, costs, time norms and service products. Researchers found that some types of licensing are set time norms that are not by sectoral ministry policies such as SIUP / TDP is set 3 (three) working days when sectoral ministry policy is set 1 (one) working day only and some other types of permit. The researcher also found that in the preparation of the SOP did not involve the regional apparatus organization (OPD) and the technical team, so that the SOP set was done unilaterally by PTSP.

Specifically based on the results of the study requires that, and PTSP can innovate in the form of simplification of SOPs including simplification of requirements, mechanisms and time norms, (2) PTSPs in the preparation of SOPs must involve 3 (three) components of PTSP organizers namely PTSP, OPD, and technical teams and involving other stakeholders in the form of public test, seminar, FGD or similar activities, and (3) PTSP can perform one day service for licensing type which can be issued within 1 (one) day such as SIUP, TDP, Permit of principle, and Nuisance Permit.

If you search within the completion period, the researcher finds that some types of licenses issued do not correspond to the completion period in the SOP, such as SOP of Distraction Permit for 3 (three) days but are published longer than the settlement period specified. Likewise with all types of licenses issued. The study identifies that the delay in completion of each application for permission is (1) the application file submitted by the applicant to the front office officer is stored first and not directly sent to the back office officer, (2) the technical team is not in place (PTSP office), (3) the professional side is slow in recommending the permit, and (4) the PTSP officials are not in place and no delegation of authority or mandate of signing the license to the lower level officers is required.

The idea is that to improve the quality of one-stop service in Pinrang district it is necessary to consider the following: (1) PTSP appoints supervisors who are tasked to monitor the service flow or service process from information officers, registration officers, back office, technical team, (2) The PTSP establishes an integrity pact for all PTSP officers (front office, back office, head of Division, professional team, and Head of Service) for commitment to SOP, and (3) PTSP implements a "punishment" system and rewards "for PTSP officers.

## **V. CONCLUSION**

Implementation of PTSP in DPMPTSP Pinrang District has a firm legal basis in providing licensing services to the public or business actors in Pinrang District. Implementation of PTSP is implemented based on the system, mechanism, and procedure / SOP starting from submission of application, completeness of requirement files up to the issuance of a permit. PTSP in Pinrang Regency has adequate facilities and infrastructure to serve six types of business licenses and six types of non-business licenses and eight types of investment permits and four types of non-investment permits. However, PTSP still lacks the apparatus in front office staff, and PTSP has made efforts to increase the competence of the device.

The operation of the PTSP is carried out under the supervision of its direct supervisor in accordance with the laws and regulations to control the service delimitation under the SOP, to monitor the correctness of procedures, fulfil the requirements and quality of services provided to the applicant / community and provide security guarantees through the handling of complaints, suggestions and input from the conducted by means of direct charges through counter complaints and indirect complaints via SMS, email, or website. To measure the performance of services then performed performance evaluation through LAKIP / SAKIP and PTSP ranking.

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