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IASET

IMPLEMENTATION OF THE INTEGRATED SERVICES POLICY

IN BPPT WEST JAVA PROVINCE

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ABSTRACK

The purpose of this research to cognize the: how the policy implementation of integrated services in BPPT of West Java Province, resource support in the implementation process of the policy administration services integrated licensing, support resources provided by the Government of West Java in general terms of quantity can be quite adequate, communication between the implementing organization at the implementation of integrated licensing services. The method used in this research is descriptive qualitative, so that through of this research, it was shown on the problems examined every detail related to policy implementation in an integrated service environment Integrated Licensing Service Agency (BPPT) West Java Province has not been optimal. A qualitative approach emphasizes the importance of understanding the behavior based on patterns of thought and action. As for the focus of this study is the behavior and actions of individuals who are directly carrying out the process of licensing services in the Integrated Licensing Service Agency (BPPT) West Java Province which include behavioral and social action officials in running position, duties and functions are characterized by the orientation of reciprocity directly in the issuing of licenses.

KEYWORDS: Implementation, Policy and Integrated Services

INTRODUCTION

The complexity of investment licensing in the last 10 years, the inclusion of Indonesia as a country with high over head costs, which is driving the adoption of integrated policies on a national policy that is one-stop service (President Decree No. 29, 2004) and the integrated one-stop service system (The Regulation No. 24, 2006).

The national policy on the integrated service has been turned out in their implementation at the district/ city level has not been optimally implemented as appropriate, in accordance with the national policy objectives of integrated services in the realization of easiness licensing procedures, transparent, fast, precise, definite, efficient and effective in accordance to the principles of good governance. Has not given optimal implementation of the policy on the integrated services by local government district / city level thought to be caused by the low availability of resources, causing a slowdown in implementing the Policy on integrated services that do not correspond to the completion time of 14 working days in accordance with the regulations of West Java No. 7 of 2010 concerning the provision of integrated services licensing.

- The slowdown in the implementation on the integrated services in the district / city level is shown by the low communication among the agencies involved in the issuance of licenses.

- The slowdown in implementation of the policy on the integrated services allegedly caused by the poor condition of the socio-cultural, economic, political and community participation unfavorable, and unsupported by the

system of cultural values, local governments are less concerned about the quick service.

- The slowdown in policy implementation on the integrated services are also thought to be caused by the lack of leadership that is capable of quick service integrate among the factors support resource competencies, the strategic environment and community participation, as well as the factor of social and cultural values, including leadership factors cares fast service.

- The slowdown implementing on the integrated services also allegedly linked to political problems, especially in local government leadership succession with a change of leadership and change of officials in the Government agencies particularly with respect to integrated services, so that the role of Local Government has not been optimal.

Paying attention to the many problems associated with implementing on the integrated services in West Java, the research on policy implementation of integrated services in BPPT of West Java Province considered very necessary and urgent. Understanding of standards and policy objectives for the integrated service providers integrated license is considered essential to strengthen the intention to perform an activity. Characters integrated service providers can be started from a good intention in carrying out activities in accordance with a noble goal, in the unity words, willpower and action. For the officers, standards and policy objectives are the foundation in dealing with the executors of policy in other organizations.

In quantitative terms the policy implementation process of service delivery integrated license in West Java have gained the support of local government apparatus resources an adequate. However, in the quality of human resources still has a lot of weakness, especially mentally weak that they have. It was indicated of the amount of delay in issuing of licenses in West Java, one of them for their involvement unscrupulous officials in the Government of West Java. Mental weakness of existing human resources to make the inconsistency of policy providers of integrated services between the spoken with his actions, whereas the unity of movement between words and deeds with determination boost heart will promote the quality of human resources. Coordination between OPD implementer of policy administration by West Java parliament only occur if there are crucial issues that come to the surface. Coordination that occurs more tends to be done in the framework of the settlement of the problems related to integrated services that already appears to be a public issue.

If the issue of integrated services is allowed, it is feared the victim of delay to the convoluted licenses of investment will continue to increase and could threaten the economic growth and sustainability of the investment, so that employers who are not served will be many more, and will be increasingly reduced role of micro, small and medium enterprises in economic development in West Java.

From some identification problems mentioned above, and look at the symptoms of licensing investment in West Java, the researchers formulate research questions (Research Question), which will be the object of study and discussion of qualitative and quantitative fieldwork, namely: How cans policy implementation integrated services BPPT of West Java Province.

LITERATURE RIVIEW

Methodology

The method used in this research is descriptive qualitative, so that through this study, can be seen on the problems

examined every detail related to policy implementation in an integrated service environment Integrated Licensing Service Agency (BPPT) West Java Province has not been optimal. A qualitative approach emphasizes the importance of understanding the behavior based on patterns of thought and action. As for the focus of this research is the behavior and actions of individuals who are directly carrying out the process of licensing services in the Integrated Licensing Service Agency (BPPT) West Java Province which include behavioral and social action officials in running position, duties and functions are characterized by the orientation of reciprocity directly in the issuing of licenses.

Reasons for using descriptive qualitative research method, because the problem cannot be solved partially but involves related parties that can be completed simultaneously, other reasons due to the internal conflict between relevant agencies issue a license that requires in-depth research.

RESULTS AND DISCUSSIONS

Results

The results of this research indicate that the implementation policy of the policy integrated services in BPPT of West Java, resource support in the implementation process of the policy administration services integrated licensing, support resources provided by the Government of West Java in general terms of quantity can be quite adequate, communication between the implementing organization at the implementation of integrated licensing services. Implementation is the next step based on a policy formulation.

The presence implementation of the policy, which is the concrete form of conceptualization in policy formulation, is not automatically guarantee the passage of a program well. Therefore, a policy implementation is generally bundled with monitoring or monitoring policies. Given the complexity of the policy implementation is the same as with policy formulation, it is necessary to note the various factors that will influence it. Merilee Grindle said in the policy implementation will be associated in it at once political and administrative processes.

DISCUSSIONS

As for the conditions to be able to implement State policy is perfect in theory Implementation Brian W. Hogwood and Lewis A. Gun cited by Wahab (2005: 71-78), namely:

- External conditions faced by the implementing agency or agencies will not experience interference or obstacles that seriously. These constraints may be physical nature, political, and so forth;

- For the implementation of the program available time and resources are adequate;

- The combination of necessary resources actually available;

- The policy will be implemented based on the relationship of causality that are reliable;

- The causality relationship is direct and only a little chain connecting;

- Relationship small interdependence;

- Deep understanding and agreement on objectives;

- The tasks are specified and placed in proper sequence;

- Communication and coordination was perfect;

- The parties have the power authority can demand and get a perfect adherence.

According to Van Meter and Van Horn cited by Solichin Abdul Wahab (2005: 65) in his book "Policy Analysis" to formulate the implementation process as: "*Those actions by public or private individuals (or groups) that are directed at the achievement of objectives set forth in prior policy decisions, (actions performed by individuals / authorities or groups of governmental or private directed at achieving the objectives outlined in policy decisions).*" Of the three above definition of the above can be seen that the implementation of policies related to three things: (1) the objectives or policy goals; (2) the activity or activities of the achievement of objectives; and (3) the results of activity. It is also in line with what is expressed by Lester and Stewart Jr. cited by Leo Agustino (2012: 139) where they say that: "*Implementation as a process and an outcome (output). The success of an implementation of the policy can be measured or seen from the process and achieving the goal the final result (output), namely: whether or not achieved the objectives to be achieved* ".

Another opinion was delivered by George C. Edward III cited by India hono (2009: 31), namely public policy implementation model pointed to the four variables was instrumental in achieving a successful implementation:

- Communication, which designates that every kindness will be implemented properly if there is effective communication between the program managers (policy) with the target group (target group).

- Resources, which appoint every policy must be supported by adequate resources, both human resources and financial resources.

- Disposition, pointing characteristics that clung to the implementer of policy or programs. An important character possessed by the implementer is honesty, commitment, and democratic.

- The bureaucratic structure, appoint that the bureaucratic structure to be important in policy implementation. Aspects of this bureaucratic structure includes two first important thing is the mechanism, and implementing its own organizational structure.

Then India hono Dwiyanto (2009: 143) states that: Policy implementation appoint running activity in the realm of actual policy, whether conducted by the organs of the government and the parties specified in the policy. Implementation of the policy is the most important stage in the policy. This stage determines whether the policies pursued by the government is really applicable in the field and managed to produce outputs and outcomes as planned.

The policy Implementation is a concrete form of conceptualization in policy formulation, is not automatically guarantee the passage of a program well. Therefore, a policy implementation is generally bundled with monitoring or monitoring policies. Given the complexity of the implementation of the policy is the same as with policy formulation, it is necessary to note the various factors that will influence it, thus the implementation of policies related thereto will be political and administrative processes.

Mazmanian and Sabatier (1983: 138), considers that an implementation policy has always been associated with three variables, namely: (1) variable characteristics of the problem, which consists of the availability of technology and technical theory, the diversity of the behavior of the target group, the nature of the population, and the degree of behavior change which are expected; (2) variable carrying capacity regulation, which consists of clarity and consistency of purpose, the accuracy of the allocation of resources, integration of hierarchy among the implementing agencies, decision rules of the executing agency, recruitment formal enforcement officials and outside parties access; (3) variable non-regulation

consisting of socio-economic conditions and technology, public support, attitudes and resources owned groups, support from official superiors, commitment and leadership skills executive officials.

The process of policy implementation not only the behavior of administrative agencies responsible for implementing the program and lead to obedience to themselves the target group, but also involves a network of political forces, economic, and social which directly or indirectly affect the behavior of all parties involved and that ultimately affect the expected impact and the impact is not expected, the implementation of the policy there are two (2) variables that affect the implementation of an implementation, namely Human Resources and Capital Resources. There are three steps in implementing a public policy think (Ibid: 163), namely: 1) Identify the problem to be interfered with, 2) Reaffirming the goals to be achieved, and 3) Designing the structure of the implementation process.

To implement public policies integrated services conceptually, with regard to how public policy was implemented. According to Nugroho (2004: 169): is closely related to the clarity of the strategic issues to be addressed and should be done in the context of public policy management by organizing framework-leading-Controlling, which is closely related to organizing the implementation of policies for the implementation and control of the implementation. According Saefullah A. Djaja (2010: 37), public policy analysis is basically divided into three levels, namely the level of policy formulation, the level of implementation or policy implementation, and policy evaluation level. Therefore, the community must be good actors in policy implementation. The successful of policy implementation at the operational level should be able to describe all the policies generated by policy makers and regulatory policies to be implemented properly and achieve results in line with the expected goals, it is in line with the opinion (Ibid: 36) that in the realization of a policy by the agency or implementing agencies required administrative policy or operational policies taken by the institutions or the implementing agency concerned.

Anderson (1978: 25) argues that "policy implementation is the application of the policy by the government's administrative machinery to the problem". While Edward Grindle (1980: 6) expressed "A general implementation process of administrative actions that can be investigated at specific program level" Based on that argument can be interpreted that the implementation of the policy is a process activity undertaken when the policy had been made The implementation phase is a very important step, because it is through the implementation process, a policy can be considered successful or not. In implementation involves the efforts of policy makers to provide the service or regulate the behavior of the target group (target group). According to Van Meter and Van Horn problem of implementation is assumed to be a row of decisions and everyday interactions that are not too need attention and implementation are also considered simple despite the presumption misleading in other words, the implementation does not contain any major issues.

For these case, the success of a policy implementation that depends on variables or factors to which each of these variables are interrelated According Mazmanian and Sabatier (of.cit: 78), defined as the implementation of a basic implementation of policy decisions, usually in the form of legislation, but can also form orders or decisions important executive or judicial decision. Typically, the decision identified the problem to be solved, mention of explicitly goals or objectives to be achieved, and various ways to structure or organize the implementation process. Implementation involve not only the behavior of the administrative body responsible for implementing programs or policies and give rise to obedience to themselves the target group, but also to the power network of political, economic and social that directly or indirectly affect the behavior of all parties involved and also have an impact on what to expect and what not to expect.

According Agustino (2012: 157) some of the factors that affect the implementation or not a public policy, namely:

the Determinants of Compliance Policy and Determinants of Refusal or Delay Policy:

The Determinants Fulfillment of Policy

- Members of the Society respecting Authority and the Government Decision

- The Awareness To Accept Policy

- The existence of Sanctions Law

- The existence of Public Interest

- The existence of Personal Interests

- Matter of Time

- The Determinants Refusal or Delay of Policy

- The existence of the policy Contrary to a fabricated Value System

- Absence of Law Certainty

- There Membership Someone In An Organization

- There Concept Disobedience Against Selective of Law

According to Abidin (2012: 163) Implementation of a policy is basically a multi-organizational transformation. Therefore, the implementation strategy linking the various layers and groups in the community The more interests to be accommodated, the more likely a successful policy is implemented.

CONCLUSIONS

The implementation of integrated services policy in BPPT West Java have 6 (six) basic elements, namely the first relates to the standards and purpose, show less understand the purpose of integrated licensing policy for realizing the management of licensing, transparent, fast, precise, definite, efficiently and effectively in accordance with the principles of good governance. Second, support resources in the process of implementing an integrated policy administration licensing services, support resources provided by the Government of West Java in general terms of quantity can be quite adequate. Third, communication between the implementing organization in the implementation of integrated licensing services. There is the implementation of communication in the form of coordination between the policy implementer OPD with BPPT. But this sort of coordination is still minimal and there is a difference data owned by each of the WTO. Fourth, implementation of organizational work into policy implementer integrated licensing services in West Java has not been supported by the technology thoroughly so that in the implementation of the work is often an obstacle. The absence of information system services and licensing services electronically as a system of clear and accurate information to be detected is why the licensing process has been delayed and problems and must be addressed immediately. Fifth, economic and social conditions as part of the environmental policy in West Java is quite conducive and supportive to successful implementation of the policy of integrated licensing services in West Java. However, in the context of the political conditions are less supportive of the effectiveness of policy implementation of integrated licensing services, with the inclusion of many interests of various parties into a unified licensing services, so it is quite made it difficult for implementer of policies to implement the policy objective. Sixth, Policy implementation would be implemented properly if

all parties give support to policy, but the communication from superiors implementer are often unclear or inconsistent, and most implementers liked the great freedom of their superiors. Because of lack of control and indifference superiors, thus tendencies pose obstacles to implementation.

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