

ABSTRAK

Neri Anira Sapitri Handayani, 1168010195: “Efektivitas Pelayanan Pemberian Izin Mendirikan Bangunan di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kabupaten Cianjur”.

Pemberian layanan kepada masyarakat merupakan suatu kewajiban aparat pemerintah karena harus bertanggungjawab dalam memberikan pelayanan yang terbaik kepada masyarakat. Masyarakat berhak mendapatkan pelayanan yang efektif. Salah satu pelayanan publik yang mendasar adalah pelayanan perizinan yang terdapat di Kabupaten Cianjur yaitu Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu, yang dituntut untuk dapat memberikan pelayanan perizinan yang cepat, akurat, dengan biaya sesuai ketentuan, secara transparan kepada masyarakat Kabupaten Cianjur. Namun pada kenyataannya, pelayanan yang diberikan dinilai belum efektif dan optimal juga cenderung lamban dan inefisien. Masyarakat mengeluhkan lamanya waktu proses pembuatan IMB serta masih banyaknya bangunan yang berdiri tanpa memiliki izin.

Penelitian ini bertujuan untuk mengetahui sejauh mana efektivitas pelayanan pemberian izin mendirikan bangunan di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kabupaten Cianjur. Penelitian tentang efektivitas pelayanan pemberian izin mendirikan bangunan penting untuk dilakukan karena untuk meningkatkan pelayanan kepada publik.

Penelitian ini menggunakan teori efektivitas dilihat dari pendekatan proses menurut S. B. Hari Lubis dan Martani Huseini (2009: 55) dalam meneliti efektivitas pelayanan izin mendirikan bangunan di DPMPTSP Kabupaten Cianjur, dimana dalam pendekatan proses ini mencakup 3 indikator sebagai berikut (1) efisiensi pelayanan, (2) prosedur pelayanan, (3) responsivitas pegawai.

Metode penelitian yang digunakan pada penelitian ini adalah kualitatif karena penelitian kualitatif memiliki interaksi antara peneliti dengan informan yang pada akhirnya ada rasa percaya informan untuk memberikan jawaban sesuai kenyataan. Penelitian ini menggunakan pendekatan deskriptif dengan demikian peneliti dapat menjelaskan, menggambarkan, memaparkan bagaimana Efektivitas Pelayanan Pemberian Izin Mendirikan Bangunan di DPMPTSP Kabupaten Cianjur. Adapun teknik pengumpulan data melalui studi kepustakaan, observasi, wawancara dan dokumentasi.

Berdasarkan hasil penelitian mengenai Efektivitas Pelayanan Pemberian Izin Mendirikan Bangunan di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kabupaten Cianjur sudah berjalan cukup efektif dalam segi pelayanan namun terdapat kendala dari masyarakat, diantaranya masyarakat sebagai pemohon tidak melengkapi syarat yang diajukan sehingga mengakibatkan proses pembuatan IMB tidak berjalan sesuai dengan waktu yang telah ditentukan, serta masyarakat masih kurang aktif dalam mencari informasi mengenai prosedur pelayanan pembuatan izin mendirikan bangunan.

Kata Kunci : Efektivitas, Pelayanan, Izin Mendirikan Bangunan

ABSTRACT

Neri Anira Sapitri Handayani, 1168010195: "Effectiveness of Building Permit Giving Services in the Investment Office and One Stop Integrated Service (DPMPTSP) of Cianjur Regency".

Providing services to the public is an obligation of the government apparatus because it must be responsible in providing the best service to the community. The community has the right to get effective services. One of the basic public services is licensing services found in Cianjur Regency, namely the Investment and One Stop Integrated Services Office, which is demanded to be able to provide licensing services that are fast, accurate, at a cost according to regulations, in a transparent manner to the people of Cianjur Regency. But in reality, the services provided are considered to be ineffective and not optimal and also tend to be slow and inefficient. The community complained about the length of time the IMB was being made and there were still many buildings that were standing without a permit.

This study aims to determine the extent of the effectiveness of the service of granting permits to build buildings in the Office of Investment and Integrated Services of One Door (DPMPTSP) of Cianjur Regency. Research on the effectiveness of building permit services is important because it is to improve services to the public.

This study uses effectiveness theory seen from the process approach according to S. B. Hari Lubis and Martani Huseini (2009: 55) in examining the effectiveness of building permit services in DPMPTSP in Cianjur Regency, where in this process approach includes 3 indicators as follows (1) service efficiency, (2) service procedures, (3) employee responsiveness.

The research method used in this study is qualitative because qualitative research has interactions between researchers and informants, which in turn there is the confidence of informants to provide answers according to reality. This study uses a descriptive approach so that researchers can explain, describe, explain how the Effectiveness of Building Permit Services in DPMPTSP Cianjur Regency. The data collection techniques through literature study, observation, interviews and documentation.

Based on the results of research on the Effectiveness of Building Permit Services in the Office of Investment and Integrated Services One Door (DPMPTSP), Cianjur Regency has been running quite well in terms of service but there are obstacles from the community, including the community as the applicant did not complete the proposed requirements so that resulted in the manufacturing process IMB does not run according to the allotted time, and the community is still less active in finding information about the service procedure for building permits.

Keywords: *Effectiveness, Service, Building Permit*