



The Effect of Spatial Policy Implementation on the Quality of Building Permit Services

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Abstract

The importance of effective spatial planning in order to improve the quality of services to the public is something that the government needs to think about. This study aims to determine the effect of spatial policy implementation on the quality of building permit services. This research method is survey research, which takes a sample from one population to represent the entire population. This research uses explanatory research design. The total size of the research sample was 110 people using a questionnaire method or technique, with the instrument in the form of a questionnaire. The results showed that there was a correlation between the implementation of spatial policy and the quality of building permit services. Implementation of spatial policy affects the quality of building permit services significantly and positively. In increasing the effectiveness of policy implementation, the dimensions of communication, resources, the attitude of implementers, bureaucratic structure, policies are concepts that serve as benchmarks for developing effective implementation of policies. Improving the quality of building permit services is built by the level of responsibility, professionalism, responsiveness and government empathy for the desires and expectations of the people who need services related to the utilization of regional / city space. In the case of regional or city spatial planning, in general the spatial planning policy has been determined as a reference.

Keywords: *Policy Implementation; Spatial; Service Quality; Building Permit*

Introduction

The function of the city as a meeting point for transportation and communication networks, service facilities and the exchange of goods and services with the city or region around the city (Bertolini & Dijst, 2003). It is necessary to optimize all economic and social activities that exist in the city in order to function properly.

The optimization is related to the regulation of urban spatial planning, the designation and use of city land in the location of small industries, business and trade areas, residential areas and so on (Kamaluddin, 1988). In addition to various other considerations, it is particularly important to manage

how the allocation of important city resources and resources can run and develop effectively and efficiently.

The needs of the community as citizens of the service will be even greater so that there is no denying that the demands of services from the government as service providers must be able to be provided with quality (Lipsky & Smith, 1989; Francois, 2000). Government officials as servants of the community are supposed to carry out their duties and obligations as the functions of the administration of development, empowerment and community service.

Spatial planning or spatial concepts in general have a correlation with national and regional development and specifically spatial concepts are closely related to effectiveness and efficiency in spatial use in order to improve community welfare and sustainable development (Priyanta, 2015).

The development of community activities and needs, among others, has had a negative impact, namely the impetus for the use and even seizure of existing land or space, even though the use or encroachment violates the city's spatial provisions. This is indicated, among others, by the development of industrial estate areas and medium and large scale settlements by entrepreneurs who have obtained licenses from the government, in areas that are actually more feasible and suitable for the development of the industrial sector; the development of office and business areas in areas that are actually residential areas and community tourism.

In shopping centers and shops, violations of urban spatial plans have also taken place in the form of sales activities of consumer consumption goods in the front area of shops or on the roadside by street vendors, which has created chaos and obstacles for pedestrians and the owner of a motorized vehicle that passes through the area in front of the shops and offices.

This fact shows how important spatial planning is effective in order to improve the quality of service to the community. Considering the importance of the problem of implementing spatial planning policies and their effect on improving the quality of services to the community and to minimizing conflict between the community and entrepreneurs, and the community and government, serious and in-depth studies and analysis are needed to find a peaceful solution for the enforcement of regulations and service improvement to the community. These assumptions and arguments are the basis of the author to conduct research on the implementation of spatial planning policies and their effects on the quality of spatial use services to the community, with the research location in Maros Regency. This study aims to determine the effect of spatial policy implementation on the quality of building permit services.

Methodology

This research is a survey research, which takes a sample from one population to represent the entire population. This research uses explanatory research. The object of this design study is to explain the causal relationships between variables through hypothesis testing. This research will be carried out using two variables namely one independent variable and one dependent variable. The independent variable (X) is the implementation of spatial policy and the variable (Y) is the quality of building permit services.

The population is the community that receives building permit services in Maros Regency, based on data in the City Planning Office of the Maros Regency Government for an interval of the past year is 1,189 people. The population is classified based on 6 types of buildings that receive building permits, namely small residential buildings (271 people), medium residential buildings (343 people), large residential buildings (248 people), non-religious social buildings (89 people), business buildings industry

and trade (139 people) and trade / office buildings (99 people). Based on the sample size above, the total size of the study sample is 110 people. Quantitatively, to find the data, the data collection procedure is carried out using a questionnaire method or technique, with the instrument in the form of a list of questions that are submitted directly to the respondent.

Results and Discussion

Measurement of variables Implementation of spatial policy based on theoretical studies, carried out on 4 dimensions of communication, resources, attitude of implementers, bureaucratic structure, which is described in several indicators as a guide for determining the list of questions. Quantitative variable analysis is performed or based on the results of the questionnaire. The measurement results of the four dimensions will be described below.

Communication

The communication dimension has an influence on the implementation of urban spatial policies. The implementers of the policy must know what they are doing, the order to implement the policy must be passed on to the authorities, and the order must be clear, precise and consistent. Relating to the ability of the organization and the apparatus of implementing the policy in applying the rules and procedures of the policy in the policy process in accordance with the stipulated For implementation to be effective, those whose responsibility is to implement a decision must know what they are actually doing. The command to implement the policy must be transmitted to the right personnel, and this policy must be precise, accurate and consistent. If policy makers make unclear policies and how the details are, it is likely that misunderstandings will arise between policy makers and their implementors. Clearly the implementor's confusion about what should be done. Empirically the data table indicates that in general respondents rated the level of ability of the organization and the policy implementing apparatus in applying the rules of policy procedures in the policy process as specified, as one component in measuring the variable implementation of spatial policy in Maros Regency is quite good.

Resource

Dimensions of Resources related to the ability level of resources in the form of financing and human resources to realize the desires and expectations as described in the policy. The success of the implementation of the city spatial policy is also determined by four components namely sufficient staff (number and quality), information needed in decision making, sufficient authority to carry out the duties or responsibilities and facilities needed in implementation.

Empirically the data indicates that in general respondents rated the level of capability of the organization and the implementing apparatus in terms of resources in the form of financial support and facilities as well as the policy implementing apparatus to realize the desires and expectations as desired as described in the policy plan, as one of the components in measuring the variable of spatial policy implementation in Maros Regency is good.

Implementing Attitudes

The benefit dimension relates to the level of understanding and knowledge of the field apparatus and the implementing apparatus provides tangible benefits for the target group, namely government

organizations, where the benefits are able to increase their ability to carry out their duties, authority and responsibilities, and the communities where the benefits are able improve the life and welfare of the community. The attitude of the implementers is defined as the desire or agreement among implementers to implement the policy. If the application of the policy will be carried out effectively, implementers must know what they have to do and have the ability to implement the policy.

Empirically the data indicate that in general respondents rated the attitude of the implementers in this case relating to the commitment and knowledge of the implementing apparatus providing tangible benefits for the target groups, namely government organizations and the community, as one component in measuring the variable implementation of spatial policy in Maros Regency is sufficient well.

Bureaucratic Structure

Dimensions of the bureaucratic structure have an impact on the application of policies in the sense that the application will not succeed if there are deficiencies in the bureaucratic structure. In implementing city spatial planning policies, SOPs (Standard Operating Procedures) are needed that will regulate the work flow of program implementation. This dimension consists of indicators; Standard Operating Procedure, technical capabilities, and the ability to collaborate in the administration of government and the understanding of the apparatus regarding the objectives of urban spatial development policies. Empirically the data indicate that in general respondents rated the bureaucratic structure to provide tangible benefits for the target group, namely government and community organizations, as a component in measuring the variable implementation of spatial policy in Maros Regency was quite good.

The measurement of building permit service quality variables based on theoretical studies is carried out on four dimensions, namely the dimensions of responsibility, professionalism, responsiveness, and empathy, which are described in several indicators as a guide for determining the list of questions. Quantitative variable analysis is carried out or based on the results of the questionnaire. The measurement results of the four dimensions will be described below.

Responsibility

Dimensions of responsibility related to the level of ability of the responsibility shown by the apparatus in service. Empirically the data indicates that in general respondents consider that the level of ability of responsibility that is shown by the apparatus in service, as one component in measuring the quality of building permit services in Maros Regency is quite good.

Professionalism

The professionalism dimension relates to the level of capability and knowledge of the apparatus, speed, reliability, availability of facilities and facilities in the service. This dimension is operated in 4 indicators. To measure the nature, responses or opinions of respondents to this dimension, 6 questions were made. Empirically the data indicate that in general respondents rated that the level of ability and knowledge of the apparatus, speed, reliability, availability of facilities and facilities in service, as one component in measuring the quality of building permit services in Maros Regency was quite good.

Responsiveness

The dimension of responsiveness is related to the ability of responsiveness, readiness, care and the proactive drive of the apparatus to serve. This dimension is operated in 4 indicators. To measure the nature, responses or opinions of respondents to this dimension, 4 questions were created. In general, respondents considered that the responsiveness, readiness, care and proactive capacity of the apparatus to serve as a component in measuring the quality of building permit services in Maros Regency was good.

Empathy

Based on the analysis of spatial policy implementation variables and the service quality of building permits mentioned above, the frequency distribution tendency and the respondent's answer score, as outlined in the attachment of this thesis, shows that the percentage of respondents' answers to questions related to the dimensions of the variable of governance policy space and dimensions on the variable quality of building permit services, shows a pretty good percentage value. The complete recapitulation of the percentage value of each dimension of the research variable is described in Table 1.

Table 1 Recapitulation of Respondents' Answers in Research Variables

Variable	Dimension	%	Variable	Dimension	%
Implementation of Spatial Policy	Communication	70.36	Quality of Building Permit Services	Responsibility	68.81
	Resource	69.27		Professionalism	68.90
	Implementing attitude	69.45		Responsiveness	72.54
	Bureaucratic Structure	70.00		Empathy	69.27
Average		69.77	Average		67.27

Source: Research results and processed

The average percentage value based on the frequency and score of respondents' answers to the variable implementation of spatial policy and the quality of building permit services, when viewed in weight percentage values as described in point 3.4.3 page 69 (data processing and analysis techniques) shows that the value the percentage dimensions of research variables are good enough. However, the results of the calculation of the average percentage value of the dimensions of the research variable have not been able to provide a conclusion about the nature of the effect, the extent of changes in the variable implementation of spatial policy on the quality of building permit services, in response to the hypothesis set. Therefore, quantitative testing needs to be done using statistical instruments or techniques based on data frequency and score of respondents' answers.

The test is carried out to find out how the nature and significance of the influence of spatial policy implementation variables on the service building permit variable quality, and to find out the extent of changes that occur in the building permit service quality variable caused by changes in the spatial policy implementation variable on the service variable use of space to the community. The following describes the results of statistical testing of the hypotheses that have been set, based on the score of respondents' answers.

Spatial areas of the country which include ocean space, air space and land space are natural resources and a sub-system in the natural space system as a whole. In the sub-system there are human resources with a variety of activities utilizing natural resources and artificial resources, with different levels of utilization if not properly managed, can lead to an imbalance in handling and environmental preservation. Because the management of one sub-system will affect other sub-systems which ultimately affect the overall space system.

Spatial arrangement requires the development of an integrated system as its main feature. This means the need for a national spatial planning policy that integrates various spatial planning policies. In line with this purpose, Law number 24 of 1992 concerning Spatial Planning has been issued which stipulates that the implementation of development, both at the central and regional levels, must be in accordance with the established spatial plan. Thus the use of space takes place in accordance with the specified spatial plan.

Based on the description shows how important spatial policy. With this policy, the government and the people involved and involved in spatial use have a foundation and guidelines for utilizing regional or city space. With reference to the spatial policy, one of the important and essential things is that the government has the obligation and responsibility to provide better, fair and equitable quality of building permit services. The quality of building permit services is better, fair and equitable. The quality of building permit services, on the one hand will maintain order, order and balance in utilizing existing regional or city space, and on the other hand provides an atmosphere and conditions conducive to the development of productive activities of the community in improving their lives and welfare.

Improving the quality of building permit services, theoretically, is basically awakened by the level of responsibility, professionalism, responsiveness and government empathy for the desires and expectations of the people who need services related to the use of community areas / cities.

Propositions related to the level of public trust in government, empirically show conformity with the trends that develop in society. This is indicated in part by the growing reality in the lives of people in the Maros Regency. Based on the research results of building permit service variable quality in the area of Maros Regency, through dimensions and indicators of the level of responsibility, professionalism, responsiveness and empathy, shows that in general the quality of building permit services in Maros Regency is quite good.

In the context of government relations, between the government and the governed, based on the description shows that the effectiveness of the implementation of regional / city spatial policies, is important and strategic, because it is an indication of the ability and quality of the government in carrying out its duties, and on the other hand shows the ability of the government to build good relations with the community and business world. Thus to increase the effectiveness of spatial policy implementation, the ability of communication dimensions, resources, attitude of implementers, bureaucratic structure needs to be developed.

Based on the description of empirical reality related to the variable of spatial policy implementation in the Maros Regency area, it shows that in general the implementation of spatial policy

is quite good. Rules and regulations governing spatial planning policies are quite well implemented. The expected goals show that the realization is quite good and the community can benefit enough from the implementation of the spatial policy. In other words, the good dimensions of communication, resources, attitude of implementers, bureaucratic structure show that the spatial policy implementation is quite effective.

Similarly, stated Edward et al (1980), that four factors or variables are important conditions for successful policy implementation. The four factors are: (1) Communication; and (2) Resources (3) Implementing attitude (4) Bureaucratic structure, communication perspective evaluates the effectiveness of policy implementation from the point of view of the regulations, or mandates, which have been determined at the top level for effective implementation by the government or lower level apparatus (Akib, 2012; Ariyani et al., 2014). Its main characteristic is the satisfactory and timely implementation performance of a series of important tasks related to efforts to realize the intent of the regulations or mandates, which are indicators of the effectiveness of policy implementation (Paudel, 2009).

Further it is said that the effectiveness of the implementation of resources, according to Goggin (1990), is only one of the dimensions of the evaluation of the effectiveness of implementation and does not guarantee the achievement of objectives. New policy implementation is said to be effective if there is effectiveness at the procedural level and also at the level of objectives and results. Thus the implementation of a policy can be said to be successful if it has complied with or according to the policy can be said to be successful if it has complied with or in accordance with the desired procedural aspects and objectives as well as producing tangible benefits to the community.

Description of the dimensions of Communication, Resources, the attitude of the executor, the bureaucratic structure, as a parameter or indicator of measuring the variable implementation of spatial policy, shows a pretty good value. However, on the other hand there is also a tendency that shows that the actual implementation of the spatial policy can be improved. This is based on research findings which show that there are still some weaknesses and shortcomings related to the attitudes and behavior of government officials, policy implementers, such as the presence of officials who do not know and understand the policy process, lack of facilities and infrastructure that supports policy implementation activities, lack of coordination in the application of policies, there are still policy plans that are not in accordance with the potential, needs, desires and expectations of the community and limited government budget in supporting the planning process. Implementation and control of spatial policy in the area of Maros Regency.

Conclusion

There is an influence relationship between the implementation of spatial policy and the quality of building permit services. Where the implementation of spatial policy affects the quality of building permit services significantly and positively. In increasing the effectiveness of policy implementation, the dimensions of communication, resources, attitude of implementers, bureaucratic structure, policies are concepts that serve as benchmarks for developing effective implementation of policies. Improving the quality of building permit services is built by the level of responsibility, professionalism, responsiveness and government empathy for the desires and expectations of the people who need services related to the utilization of regional / city space. In the case of spatial planning for regions or cities, in general spatial planning policies that have been determined become a reference in the implementation and control of regional or city spatial use.

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