Improving Community Digitalization Culture in Building Permits

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A r t i c l e

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A b s t r a c t

The readiness of the community to process building permits through SIMBG, which is all digital. The community is asked to finish it before submitting it to SIMBG. The digital transformation of municipal services has become a crucial aspect of innovative city initiatives, with the streamlining of building permit processing emerging as a critical focus area.This brings the community culture familiar with the digitization of permits.This study aims to know and analyze the cultural readiness of the community to obtain digital building permits through SIMBG.This study employed a descriptive qualitative methodology. The SIMBG operators that provided the primary and secondary data are taken from websites, journals, and technical service data. Qualitative data processing through interactive analysis is the study technique analysis that includes stages of data reduction, data display, and conclusion or verification drawing.This study's results indicate that the community's culture in digitizing building permits has shown an increase. This is indicated by only some people still taking care of building permits through SIMBG Clinic officers or offline and consulting on data input procedures and digital data requirements. Increasing the culture of digitalization of building permits by the local government through Dissemination of Building Permit Regulations regarding e-government Applications; Improving the Competence of Human Resources and the business world in Information Technology; Increasing the reach of the internet in all corners of the country; and Repair and update the SIMBG Application.

Keywords: Digitalization Culture; Building Permits; SIMBG.

Introduction

The development of digital transformation is heavily influenced by ever-changing technology, including the management of licensing services. Indonesia has ranked number one in the world in terms of business and the Internet in the world and Asia, and according to a survey conducted by the Indonesian Internet Service Providers Association (APJII), there were 215.63 million internet users in Indonesia between 2022 and 2023 (Jejen Hendar et al., 2023).

Comparing this figure to the prior period's 210.03 million users, there was a 2.67% growth. The percentage of internet users in Indonesia is 78.19% of the country's 275.77 million inhabitants. Indonesia's internet penetration rate increased by 1.17 percent this year compared to 77.02% in 2021–2022, the previous survey period. In terms of provinces, Banten has the greatest percentage of residents who use the internet—more than 80 percent—at 89.10 percent. DKI Jakarta is second, with 86.96 percent. Furthermore, there is West Java at 82.73 percent, the Bangka Belitung Islands at 82.66 percent, East Java at 81.26 percent, Bali at 80.88 percent, Jambi at 80.48 percent, and West Sumatra at 80.31 percent.

Indonesia is about to undergo the fourth industrial revolution. There are less and fewer activities that are physically restricted to certain regions in the era of the fourth industrial revolution. This is due to the fact that all human endeavors transition from manual to digital. (Sumartono & Huda, 2020). The fourth industrial revolution, or IRI, is a digital age in which all industry participants work together and exchange real-time information at any time, anywhere, by leveraging IT (information technology) such as the internet, CPS, IoT, and IoS to generate innovations and other more productive and efficient optimizations. The fourth industrial revolution and people's increasing reliance on technology and the internet to connect, act, think, and communicate in daily life have given rise to digital culture. Because the application of digital culture is mainly about shifting attitudes so that people can adapt to digital changes, it is a necessity for implementing digital transformation. Digital culture growth is mostly dictated by the community's capacity in terms of knowledge and technology.

The Presidential Instruction No. 6 of 2001, dated 24 April 2001, concerning Telematics (Telecommunication, Media, and Informatics), which mandates that government officials use telematics technology to support good governance and expedite the democratic process, has been the subject of discussion regarding the use of e-Government in Indonesia since 2001. E-government was created in response to demands for information and technology on a worldwide scale. The country and state underwent intricate transformations as they transitioned toward an information-based culture. The enactment of Law Number 25 of 2009 concerning Public Services, Law Number 14 of 2008 concerning Public Information Disclosure, also known as the KIP Law, and Law Number 11 of 2008 concerning Information and Electronic Transactions or commonly abbreviated as the ITE Law (Tri Anggraini & Handrianus V M Wula, 2023; Wibawa & Antarini, 2020).

At present, the Government and local governments have used e-government in all their activities, including public services for the community with all licensing services using applications such as building information systems (SIMBG), space utilization (KKPR), MSME licensing, and so on (Layanan et al., 2017; Rachmatullah & Purwani, 2022).

The readiness of the community to receive building permit services is still not entirely accepted because everyone has a culture of taking information technology that is not evenly distributed, such as the human resources of the Indonesian people, who do not all graduate from high school (SLTA) and tertiary institutions, as well as regional infrastructure in Indonesia that receive internet signals. Well (Bachtiar et al., 2020).

The number of people who are internet literate still needs to be comprehensive in Indonesia because only 78.19% use it. At the same time, all licensing services are digital-based, including building permits which now use the Building Management Information System (SIMBG), where all requirements must be in the form of a pdf file with Enter digitally (D. P. Riau et al., 2023).

Prior research on community preparedness for permissions was conducted by digital bureaucracy researcher Rizqi Bachtial, whose work is titled Digital Bureaucracy: A Study of Community Participation and Readiness. This article's debate aims to determine how the community's preparedness for engaging with digital bureaucracy. Infrastructure disparity, the low caliber of human resources, and the cultural component of uneven technology adoption are some of the issues that contribute to the community's lack of readiness to engage in the digital bureaucracy. In order to eliminate every obstacle preventing community members from participating in the digital bureaucracy, it is imperative to guarantee educational quality, enhance e-literacy, conduct extensive outreach, and look for ways to disperse technology infrastructure.(Bachtiar et al., 2020)

Wulan Ayu1*, Zulkarnaen2, and Syarif Fitriyanto's research on digital culture in digital transformation facing the period of society talks about Industry 4.0 as an information transformation era that uses technology and knowledge exchange to address community needs. The 5.0 generation presents challenges and a need for community preparation as data-based changes are adapted. The purpose of the activity is to raise awareness of digital culture in the context of digital transformation in the era of society 5.0. The presence of information technology has finally changed the culture in society. The transformation of digital society blurs the difference between reality and virtuality between humans so that it appears as a new phenomenon such as individualization, transparency,

and cognition (intellectualization of the surrounding environment) which becomes a prominent trend and characterizes aspects of culture. Through socialization, digital literacy can increase people's understanding and adaptation, followed by an excellent digital culture that will change the social environment (Ayu et al., 2022) .

Digital government is the idea presented in research on Ami Afriyani's Digital Transformation Business Licensing Service (SI ICE MANDIRI) at Public Service Mall Sumedang. The study addresses the application of ICTs to governance. Online single submission through the application of digital government, as mandated by Government Regulation Number 24 of 2018 as a license reform. In response, SI ICE MANDIRI implemented a digital-based service transformation for the Sumedang Regency administration. An online service system called SI ICE MANDIRI is available for all licensing and non-licensing needs at the one-stop integrated investment service. A descriptive qualitative method is used in this study. In the context of Sumedang Regency, this study is to ascertain and characterize the scope of the service transformation process using SI ICE MANDIRI, which is integrated with OSS on business permits. According to the study's findings, licensing services still require improvement because SI ICE MANDIRI is currently in the development stage. The digital transformation of SI ICE MANDIRI, which is integrated with OSS, occupies the integration stage, according to the theoretical framework of the Digital Government Maturity Model. This means that the business license service process through OSS is carried out through an integrated system between the central government and the regions in various government agencies. (Afriyani et al., 2022).

In previous research on digital culture in licensing, no permit discussed community digital culture in building permits. In this study, the author will discuss and analyze the culture of digitizing society in building permits that already require digital in all the requirements for PBG and SLF arrangements through SIMBG.

Research Method

A descriptive qualitative method is used in this study. Informants from the Gresik Regency, Madiun City, and Probolinggo City governments provided primary data, while information from textbooks, periodicals, and other sources was used to compile secondary data. The Indonesian government has been actively promoting the adoption of e-government at the local level to improve the quality of public services (Atmojo & Nurwulan, 2020).

The study found that the implementation of e-government in the Ministry of Education and Culture in Indonesia is in the 'Very Good' category, according to the Indonesian e-government Rating framework (Rahayu, 2017). However, the study also found that most local governments in Indonesia are still at the lowest stages of e-government development. The failures of e-government implementation in developing countries like Indonesia could be affected by several factors, such as the standard and the treatment of maturity level, as well as challenges like lack of infrastructure, digital literacy, and financial resources. These factors must be addressed comprehensively to ensure successful e-government implementation (Atmojo & Nurwulan, 2020).

The findings suggest that while some local governments have made progress in implementing e-government, there is still significant room for improvement. The rapid development and usage of the internet is not just a trend, but a crucial tool that should be utilized in many aspects of people's lives, especially in the public services offered by the government in the form of e-government (Darmaputra et al., 2017).The theory of the Miles and Huberman models is used in data analysis. (Sugiyono, 2012: 431) through 3 (three) components of interactive data analysis, namely Data Reduction. Data in the field is outlined in a complete and filled-in description or report. Field reports will be reduced and summarized, the main things will be selected, focused on the essential items, and then the themes or patterns will be sought. Presentation of Data (Data Display) to make it easier for researchers to see the overall picture or certain parts of the research. Therefore, the researcher presented the data in this study as a narrative description. Conclusion Drawing or Verification Researchers try to describe the data collected as outlined in a conclusion that is still tentative. However, decisions will be drawn with the addition of data through a continuous verification process (Sugiyono, 2017).

Results & Discussion

In implementing public services in Indonesia, the role of Provincial and Regency/City Governments in Indonesia is by law number 23 of 2004 concerning Regional Government (Rusmanto, 2017) and also from Agus Dwiyanto's book on Public Service Management (Agus Dwiyanto, n.d.). The role of public services between the government and local governments can be presented in Table 1 below:

Table 1. The Role Between the Composition and Levels of Government in the Delivery of Public Services

Aktivities	Central	Province	Regency/City
Preparation of NSPK	V	-	-
Provisions	V	V	V
Production	V	V	V
Guidance and Supervision (Binwas)	V	-	-

V = has a role
Source: Agus Dwiyanto (2011)

Law 11 of 2020 Concerning Job Creation and Regulations has completely implemented public services for building permits, namely Building Approvals (PBG) and Building Occupation permission Certificates (SLF), in Regency and City Governments in Indonesia from August 2022 and PBG is one of the Business Process 3 Basic Requirements for Business Licensing. The business process is presented in Figure 1.
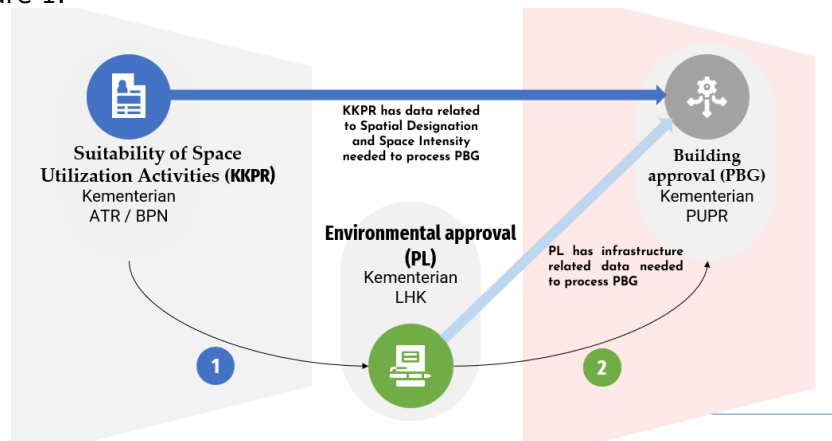

Figure 1. Business Process 3 Basic Requirements for Business Licensing

Government Notice Number 16 of 2021 on Structures (D. P. Riau et al., 2024; Rusmanto, 2017) (D. W. I. P. Riau et al., 2022a). Based on PBG and SLF permit data that entered and went through SIMBG by data from the Ministry of PUPR until June 2022, it is presented in Table 2 below:

Table 2.
Data on PBG and SLF Permits at SIMBG.

Permit	Total	In Technical Service	At the Licensing Service	Issued	rejected
Building Approvals (PBG)	66.293	41.392	36.40	20.730	531
Building Occupation permit (SLF)	16.108	11.167	915	3827	199

Source: Ministry of PUPR, June 2022

Whereas PBG and SLF applications through SIMBG during January - June 2023 are by the author's observations in Gresik Regency, Madiun City, and Probolinggo City, East Java Province, presented in Table 3 below:

Table 3.
PBG, SLF Applicants Through SIMBG

Regional Government	Regional Government	Number of PBG Applicants	Number of SLF Applicants
Madiun city	109	105	4
Probolinggo city	263	260	3
Gresik regency	431	198	233

Source: DCPKP Gresik Regency, DPMPTSP and DCKPKP Madiun City, DPUPKP Probolinggo City 2023.

In the results of the research questionnaire conducted on SIMBG applications in Gresik and Madiun districts with 30 applicants, the data is by Table 3 below:

Table 4. Questionnaire Data Using Online Licensing by Submitting Themselves and Other People/Consultants

Regional Government	Number of requests	using the services of other people/consultant
Gresik regency	15	3
Madiun city	15	2
Probolinggo city	10	1

Source: Survey 2023

From the data in Table 2 above, applicants for building permit services still use the services of other people or consultants in the management of PBG or SLF. This shows that the regional government must continuously facilitate the community. The application of digitizing permits is carried out in implementing e-government in licensing services, especially building permit services.

Dissemination of Building Permit Regulations regarding e-Government Applications
In the application for a building permit for submission of building approval for new or existing buildings, applications are requested for administrative and technical requirements in the form of technical drawings and calculations of concrete construction and submission of a Certificate of Proper Function Building (SLF) from the proceeds of the new building that has been completed or the building. Existing building. The requirement in SIMBG is that all application attachments are pdf files. This has consequences for people who do not know how to use information technology. The local government, in this case, the SIMBG officer for the Public Works Service, is to enter the required data. In the city of Madiun and Gresik Regency, SIMBG Clinics have been established in anticipation of people who have yet to become familiar with information technology. Usually, the community also uses the services of consultants for buildings that are more complex to arrange building permits (ISMAIL, 2021; Rizky et al., 2022).

Increasing the Competence of Human Resources in Information Technology
Increasing HR Competence In applying for PBG and SLF, it is an absolute requirement for the Government. The first step is to strengthen SIMBG HR Officers to meet the community's needs. Building permits to improve the competence of the community and the business world in Information Technology(Anggraini et al., 2020; Mahmudi, 2015; D. W. I. P. Riau et al., 2022b).

In today's rapidly evolving business environment, where technology plays a crucial role, the competence of human resources is a vital factor for organizational success. The government of Indonesia has recognized the importance of strengthening HR competence, particularly when applying for PBG and SLF programs ("HR Development and Utilization in the Public Sector," 2017). The primary focus should be enhancing the capabilities of SIMBG HR Officers, who serve as the frontline representatives responsible for meeting the community's needs, underscoring their crucial role. (Handayani & Kasidin, 2022; Gaol, 2021)

One of the critical strategies to improve HR competence is to focus on building the IT skills of the community and the business world. This approach aligns with the findings of recent studies, which suggest that the development of competence at both the individual and organizational levels can act as a catalyst for achieving organizational goals and objectives. Moreover, the potential of digital tools and enterprise resource planning systems to significantly enhance the performance of employees and support operational activities cannot be overstated (Seno et al., 2017).

The implementation of performance management systems in artificial intelligence can also contribute to the enhancement of HR competence. By analyzing HR competencies, synergizing the role of higher education with relevant ministries, and mapping the education budget, organizations can better understand the needs of the industry and develop targeted strategies to address the skill gaps. This alignment of education with industry needs promises a brighter future for HR competence in Indonesia (Gaol, 2021).

Increasing internet coverage in all corners of the country
The Government must meet the community's needs so that the Internet can reach all regions because the government service system, provincial Government, and district/city government are all digital or e-government. Moreover, licensing services can already be done through Android facilities, which can be via cell phones. Everyone can do the processing of permits in the local Government. The need for public services that reach all levels of Indonesian society can now be met with the launch of ATRIA-

1, which is part of the list of National Strategic Projects (PSN) as stated in Presidential Regulation Number 56 of 2018 concerning the Acceleration of Implementation of National Strategic Projects. According to Minister Mahfud MD, the launch of SATRIA 1 is one of the significant steps to support digital governance. "Internet access provided by SATRIA 1 will provide significant benefits for people in public service locations who do not yet have access or experience inadequate internet quality. The main priorities for recipients of internet access from SATRIA 1 are the education sector, health service facilities, local government offices, and the TNI and POLRI," he explained. (Informatika, 2017a)

With the Internet's broad reach, the local Government must provide intensive licensing services to the community and the business world. In the digital age, the role of local government in providing comprehensive licensing services has become increasingly crucial. As more individuals and businesses take advantage of the Internet's broad reach, the demand for efficient and accessible licensing processes has grown exponentially. This underscores the vital role that local government plays in facilitating economic development in the digital era (Carpenter et al., 2021).

Licensing is a fundamental aspect of modern governance, as it ensures the lawful and responsible use of resources, products, and services within a community (Dygert & Langendorfer, 2014). The process of obtaining a license can significantly impact the desire and decision of entrepreneurs and investors to engage in business activities (Pramita et al., 2014). Suppose the licensing process is efficient, convoluted, and needs more transparency. In that case, it can benefit the willingness of individuals and businesses to pursue their endeavors, ultimately affecting employment opportunities and local revenue (Pramita et al., 2014).

Repair and update the SIMBG Application
In fulfilling the SIMBG digital requirements, applicants still need help, namely application and technical problems. Due to technical constraints related to the requirements for building drawings in the form of pdf files, even though the original pictures are autocad files, in the future, it is hoped that if the SIMBG application can receive the original files, it will speed up the process of obtaining PBG and SLF permits. Besides that, the obstacle to the SIMBG application is licensing services and technical recommendations related to Building Management (PBG), as one example is the Karanganyar district, which has been disrupted recently. The Building Management Information System (SIMBG) application is experiencing problems.

"As a result, the SIMBG operator, both at the Technical Service (DPUPR) and the Licensing Service (PTSP), cannot receive or open the technical documents submitted by the applicant," said Functional Officer for Building Planning and Housing Engineering DPUPR Karanganyar Young Expert Farid Achmadi, Friday (4 /11).

The applicant also needs help sending the complete document through SIMBG.

"All documents that have completed the verification stage and the retribution calculated by the Technical Service, sometimes the calculation results cannot be sent or read in the Licensing Service account," he explained.

"All documents that have completed the verification stage and the retribution calculated by the Technical Service, sometimes the calculation results cannot be sent or read in the Licensing Service account," he explained.(Informatika, 2017b)

The centralized application of SIMBG and the improvement of the SIMBG operational process by the suggestions of local governments that are experiencing field problems is a job for the Directorate General of Human Settlement, Ministry of Public Works and Public Housing to carry out repairs and updates according to the latest developments (D. P. Riau, 2021).The Directorate General of Human Settlement, Ministry of Public Works and Public Housing has the responsibility to carry out repairs and updates to the centralized application of SIMBG based on the latest developments and suggestions from local governments experiencing field problems (Mapanoo & Caballero, 2018) (Herlinda et al., 2020). This paper underscores the urgent need for a more collaborative approach to enhancing the SIMBG operational process, given the increasing challenges faced by local governments.

The successful implementation of e-government in Indonesia has shown that the use of modern technology and systems in government can lead to more accurate, helpful, and efficient operational systems (Utama, 2020). Moreover, integrating information technology-based public services can significantly increase the role of the village government in developing service delivery (Gufran et al., 2023). (Gufran et al., 2023) This increased role empowers the village government and ensures their active involvement in the development of a reliable and trustworthy service system that is affordable to the broader community.

The problems that often arise in the neighborhood of Neighborhood Unit and Rukun Warga include distributing information on citizen activities, administration, transparent financial management, and managing citizen databases to improve services and information facilities for residents. To address these issues, developing a web-based Citizen Information System application at the RT/RW level can be a valuable solution (Yutanto et al., 2019).

Conclusions

The following conclusions can be drawn regarding enhancing the digitalization culture in managing building permits: 1) Dissemination of Building Permit Regulations regarding e-Government Applications. It is targeted that socialization will be carried out frequently with the public and the business world regarding the latest developments in building permit management through SIMBG.2). Improving the Competence of Human Resources and the business world in Information Technology, which gives priority to local government staff in SIMBG services as well as to the community and the business world through training on procedures for managing digital building permits.3). Increasing the reach of the internet in all corners of the country with an emphasis on increasing internet stability and the spread of internet use so that the administration of building permit services runs smoothly.4). Repair and update the SIMBG Application. Deficiencies in the SIMBG application in PBG and SLF services need to be corrected periodically by receiving suggestions from the Regional Government.

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