

ABSTRACT

This research is motivated by the large number of applicants for building permits that were not completed in the application process, in this case the Department of Capital Services and One Stop Integrated Services (DPMPTSP) of Bandung City as a service provider. Based on the background of the study, the researcher formulated the problem as follows: How to Apply for Building Permit Services at DPMPTSP Bandung, Supporting and inhibiting factors for Building Permit Permit Services at DPMPTSP in Bandung, Efforts are made to minimize barriers to Building Permit Application Services in Bandung City DPMPTSP. In this study, researchers used the service theory of Zeithaml, Berry and Parasuraman who suggested that there were five dimensions to measure service quality, namely; tangible dimension (physical evidence), reliability dimension, assurance dimension, responsiveness dimension and empathy dimension. Based on the theoretical approach, the researcher formulates the proposition as follows: Building permit application services in Bandung City are of high quality through a service quality dimension approach consisting of tangible dimensions, reliability dimensions, assurance dimensions, responsiveness dimensions, and empathy dimensions, Inhibiting and supporting factors in building permit application services in Bandung can improve the quality of building permit application services in Bandung, Building permit application services in Bandung City will run with high quality through the seriousness and joint efforts of the city government, DPMPTSP and the community as users of services. The research method used is descriptive qualitative, by collecting data through library research, observation, in-depth interviews and documentation. The results showed that in the application for building permit applications in the city of Bandung there were several obstacles. Among others: HR is not ready for innovation, socialization is not yet optimal from DPMPTSP, the community is not aware of the importance of building permits. Efforts made to overcome obstacles in the service for building permit applications in the city of Bandung include: education and outreach from DPMPTSP needs to be increased.

ABSTRAK

Penelitian ini dilatarbelakangi oleh masih banyaknya angka pemohon Izin Mendirikan Bangunan yang ditidak selesai dalam proses pemohonannya dalam hal ini Dinas Pelayanan Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) Kota Bandung sebagai penyedia jasa. Berdasarkan latar belakang penelitian, peneliti merumuskan masalah sebagai berikut : Bagaimana Pelayanan Permohonan Izin Mendirikan Bangunan di DPMPTSP Kota Bandung, Faktor pendukung dan penghambat Pelayanan Permohonan Izin Mendirikan Bangunan di DPMPTSP Kota Bandung, Upaya-upaya yang dilakukan untuk meminimalisir hambatan-hambatan Pelayanan Permohonan Izin Mendirikan Bangunan di DPMPTSP Kota Bandung. Dalam penelitian ini, peneliti menggunakan teori pelayanan dari Zeithaml, Berry dan Parasuraman yang mengemukakan bahwa terdapat lima dimensi untuk mengukur kualitas pelayanan yaitu; dimensi *tangible* (bukti fisik), dimensi *reliability* (kehandalan), dimensi *assurance* (jaminan), dimensi *responsiveness* (ketanggapan) dan dimensi *emphaty* (empati). Berlandaskan pada pendekatan teori tersebut, peneliti merumuskan proposisi sebagai berikut : Pelayanan permohonan izin mendirikan bangunan di Kota Bandung berkualitas tinggi melalui pendekatan dimensi kualitas pelayanan yang terdiri dari dimensi *tangible*, dimensi *reliability*, dimensi *assurance*, dimensi *responsiveness*, dan dimensi *emphaty*, Faktor-faktor penghambat dan pendukung dalam pelayanan permohonan izin mendirikan bangunan di Kota Bandung dapat meningkatkan kualitas pelayanan permohonan izin mendirikan bangunan di Kota Bandung, Pelayanan permohonan izin mendirikan bangunan di Kota Bandung akan berjalan dengan kualitas tinggi melalui keseriusan serta usaha bersama dari pemerintah kota, DPMPTSP dan masyarakat selaku pengguna jasa layanan. Metode penelitian yang digunakan adalah deskriptif kualitatif, dengan mengumpulkan data melalui studi pustaka, observasi, wawancara mendalam serta dokumentasi. Hasil penelitian menunjukkan bahwa dalam pelayanan permohonan izin mendirikan bangunan di Kota Bandung terdapat beberapa hambatan. Antara lain :SDM tidak siap inovasi, belum optimalnya sosialisasi dari DPMPTSP , kurang sadarnya masyarakat pentingnya izin mendirikan bangunan. Upaya - upaya yang dilakukan untuk mengatasi hambatan-hambatan dalam pelayanan permohonan izin mendirikan bangunan di Kota Bandung antara lain : edukasi dan sosialisasi dari DPMPTSP perlu ditingkatkan.

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