The Readiness People of Semarang City Toward a Model Online Single Submission for Building License (IMB)

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Abstract. E-government is application one door integrated service to facilitate people get a licensing in a many sector without washing time come to the office. This application can process data and information fast and accurate.Semarang city is one example already now applicate this system since 2015. This system is can be assessed effective and efficient make shortcut for public service framework especially in licensing sector. In 2017, Government Semarang City builds a new innovation for public service application based on website to get building licensing (IMB). This application planed finished in 2019, and perhaps can be fast and accurate to help people of Semarang City get a building licensing (IMB). Aim of this research to study Readiness People of Semarang City against a Model for Online Single Submission Building License (IMB). These researche use a quantitative method for collecting data and information. A subject this research is individuals or group which are in the process get a building permit (IMB) and people who a build website for permit IMB online. Result this research that people of semarang city already toward to Model for Online Single Submission Building License (IMB). But, this readiness must be support with good program and good people to manage overall.

1. Introduction

Planning information systems in public services in this current era, can be regarded as a nuisance to the surrounding environment. Innovation of the system in analogikan a market competition that can lead to existing systems and develop previously can be eliminated. This is in accordance with what was delivered by Clayton M. Christensen in 1997 Disruptive innovations were first popularized by disturbing technology terminology. Christensen introduces annoying innovations as a form of distraction by newcomers. The newcomer competes with an established company [2]. But there is a positive side that can be taken in the presence of a new inovation can lead to efficiency of performance of a system [3[. At this time technology information is a growing fast and for example is application e-government. E-government is application one door integrated service to facilitate people get a licensing in a many sector without washing time come to the office. This application can process data and information fast and accurate. So that this application perhaps can facilitate department PPTSP to give an optimal, transparency, effective, efficient and good service for people.

In Indonesia especially in a big city, already now applicated one door integrated service to increase income from permit service and public investment. Semarang city is one example already now applicate this system since 2015. This system is can be assessed effective and efficient make shortcut for public service framework especially in licensing sector. In 2017, Government Semarang City builds a new innovation for public service application based on website to get building licensing (IMB). This application planed finished in 2019, and perhaps can be fast and accurate to help people of Semarang City get a building licensing (IMB). Aim of this research to study Readiness People of Semarang City against a Model for Online Single Submission Building License (IMB). Based on this fact, research question will be reviewed is "***How the Level Readiness People of Semarang City Toward Model Online Single Submission for Building License (IMB)?***". Output this research we can get an information about the level readiness people in Semarang City toward era e-government especially permit IMB online. Then, we will delivered information and suggest to government Semarang City for build an informative website match with a characteristic people of Semarang City.

2. Method

Methods to be used in a study based on research approach selected. Research approach is a scientific method who insists on the use of a concept major in a study will be the analysis and used to target research [6]. These researches use a quantitative method for collecting data and information. Quantitative methods is understanding incident with the quantitative principal and combine with phenomenology principal then expressed through elaboration descriptive heading for draw conclusions research [12]. A subject this research is individuals or group which are in the process get a building permit (IMB) and people who a build website for permit IMB online. The primary data collectiing in this research consists of two kinds is an interview and questionnaire. The secondary data collection in this research get with a read document from BPS, BAPPEDA, Government Semarang City and many more. Technique analysis in this research use a descriptive quantitative. According to [7], analysis descriptive quantitative is technique the analysis for analyze data with way describe or describes the data that has been collected and no make conclusions apply for population. For the analysis this research use a tool analysis weighting Scale Likert. Scale Likert is technique analysis for determine location position someone in something attitude to object from negative to positive, where determination location determined with quantify response someone to answers provided. Scale Likert used for give assessment to indicators every variable so could is known weight each parameter [7], In determination score assessment referring on scale likert that can use level 3, 5 or 7 depending on population research . On ladder more high will produce more research accurate. Giving score do on the data to be used for rate level readiness community of Semarang City in this era era digitalization and onlinezation. In assessment score end there range that describes score the is good, medium, or bad for every indicator variable [8]. By because that, if amount the question in questionnaire 10 with ladder a score of 1 to 5, then the total score between 10 and 50. So determination amount question will influence amount score end on every respondent's research. After all score end respondents obtained, step next is conclude and do convert all ordinal data into interval data. How to do is with divide score the in class interval given the data obtained of the questionnaire data is ordinal data [11]. Formulated to determine range score according to [9] explained as the following :

$$Score\ Range = \frac{Highest\ Score\ -Lowest\ Score}{Amount\ Score}$$

Then, this is example the range every score is as following :

$$Score\ Range = \frac{5-1}{5} = 0,8$$

So the distance interval score both with a medium score, medium score and a bad score of 0.8. Here is a table of scoring ranges based on each of the criteria described as follows :

Table 1. Assesment Score Range In This Research

Score Range	Criteria
1 – 1,8	Very Bad
1,9 – 2,6	Bad
2,7 – 3,4	Moderate
3,5 – 4,2	Good
4,3 – 5,0	Very Good

Source : Researcher Interpretation, 2018
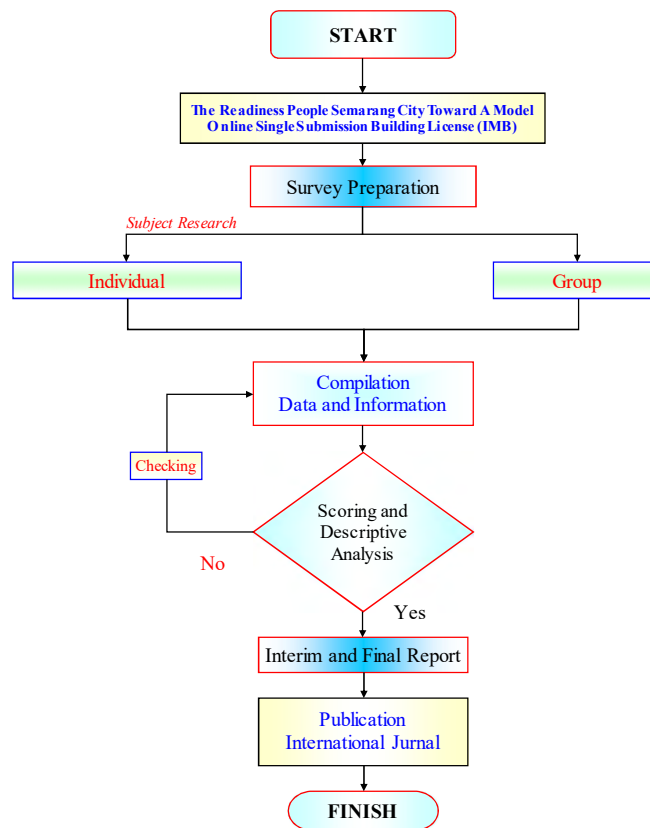
Framework this research described in figure 1 :


Figure 1. Research Framework

3. Result

E-Government is an extension of Electronic Government, here in after referred to as "E-Gov". In the Indonesian language it is called Electronic Government. E-Goverment itself is an effort to develop the administration of electronic-based governance. A structuring of management systems and work processes within the government by making use of information and communication technology. The definition of E-Goverment itself is the use of information technology by the government to provide information and services for its citizens, business affairs, and other matters pertaining to government [1]. Semarang city is one example already now applicate this system since 2015. This system is can be assessed effective and efficient make shortcut for public service framework especially in licensing sector.

In 2017, Government Semarang City builds a new innovation for public service application based on website to get building licensing (IMB). This application planed finished in 2019. From this research we get an information about framework to build the model Permission Building (IMB) Online in Semarang City, as described follows :
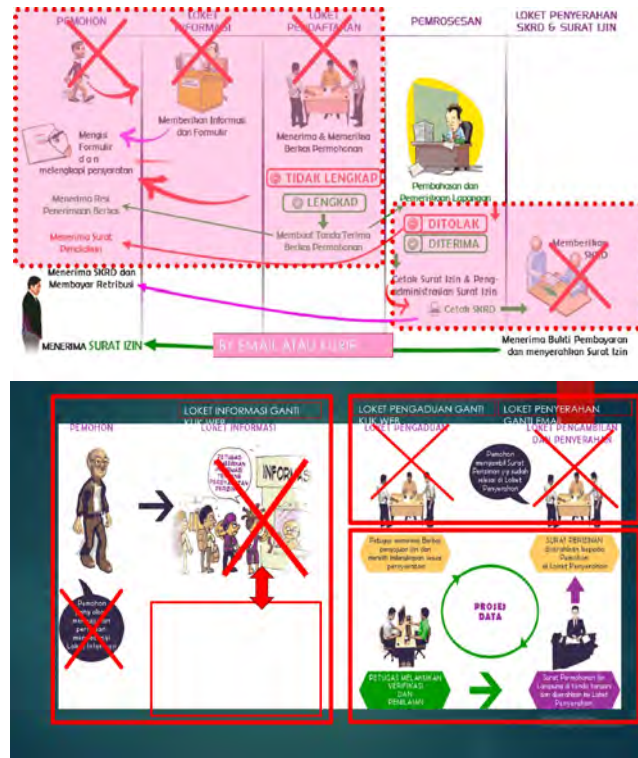
Source : Jakarta.go.id 2014, Accessed May 2018

Figure 2. Scheme Model IMB Online

Amount subject for this research is 10 individual or group and use accidental sampling to get some information. Based on primary data collecting in this research consists of two kinds is an interview and questionnaire and secondary data collecting, this research get information from individual or group about Readiness People of Semarang City against a Model for Online Single Submission Building License (IMB), as described follows :

Table 2. The Results of Assessment Respondents Research

Subject (Individual / Group)	Criteria							
	Old Procedure Get Building License (IMB)				Readiness E-Gov Model in 2019			
	Fast and Accurate	Effec-tive	Effici-ent	Trans-parency	Fast and Accurate	Effec-tive	Effici-ent	Trans-parency
P1	1	1	1	1	4	4	3	3
P2	1	1	1	1	4	3	2	3
P3	1	2	1	1	3	2	2	4
P4	1	1	1	1	2	2	2	3
P5	1	2	2	1	3	4	4	2
P6	1	1	1	2	2	3	4	2
P7	1	1	1	1	2	2	3	3
P8	1	2	1	1	2	3	2	2

| Subject (Individua l / Group)	Criteria							
	Old Procedure Get Building License (IMB)				Readiness E-Gov Model in 2019			
	Fast and Accurate	Effec-tive	Effici-ent	Trans-parency	Fast and Accurate	Effec-tive	Effici-ent	Trans-parency
P9	2	1	2	1	3	3	2	4
P10	1	1	2	1	3	3	3	2

Source : Field Research, 2018
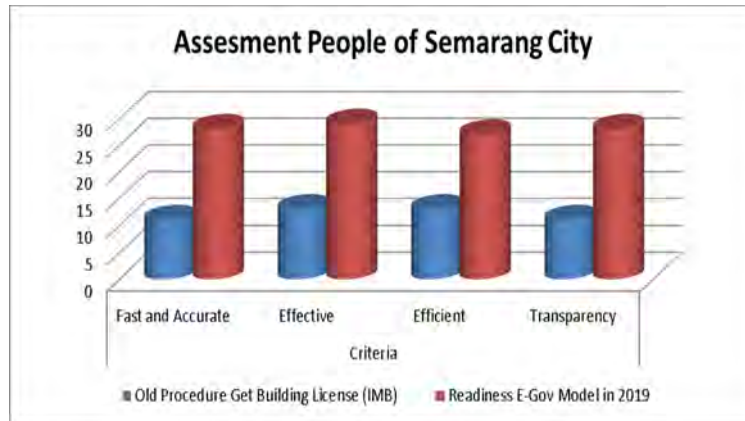
Source : Field Research, 2018

Figure 3. Results Chart Assesment Respondent Research

4. Discussion
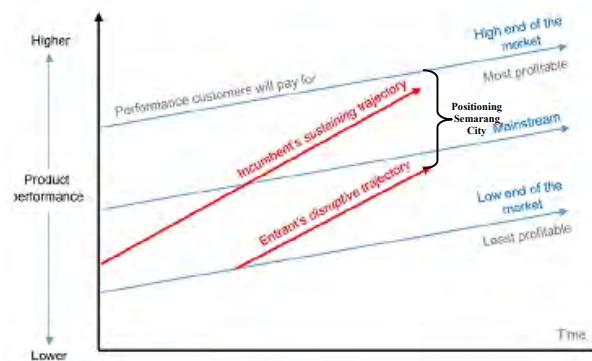
Source: Latin American and Caribbean Competition Forum, 2016

Figure 4. Shceme Desruptive Theory

New innovations in a system is a new hope for the government to improve the quality of public services.Based on the results of research that has been done can be seen that, the procedure of building license (IMB) in Semarang city that already existed is considered less optimal and takes a long time. People of Semarang City takes a long time to make the arrangement. Eventhough, if there are errors and less requirements they have to come back periodically to complete it. This results indicates that the process is ineffective and not efficient in advanced era. They need an innovation that can be used as a foundation that is strong enough and is an important factor of economic development is the renewal usually done by entrepreneurs.

An important factor in a renewal should be useful for many people [3,13]. The assessment people of Semarang City community on the development of building license (IMB) model is very enthusiastic. This is described in figure 2 by the improvement of the community assessment chart before the program is completed. They have a great public expectation of a new innovation in better public service. They judge that this is a very good innovation and can make it easier for everyone to take care of the building license. Their hope with the program to be launched in 2019 can improve the quality of existing public services to be faster accurate, effective, efficient and transparency. This is in accordance with the opinion expressed by [4,10] during his life, people always need service. People in general will really expect a form of the best service and supported by adequate facilities and infrastructure and human resources who are experts in the field. Because public service is strategic issues became interaction media between government and society [5]. So that an improvement of public service especially Model for Online Single Submission Building License (IMB) that has quality will be very desirable by society today. Beside that this improvement can lead to efficiency of performance of a system [3].

5. Conclusion

The conclusions can be obtained based on the results of data collection and analysis of the variables tested, that the people of Semarang City is considered very ready to go to the era of filing the Online Single Submission Building License (IMB).

Innovation in improving the quality of public services is needed by the community. So that the system provided by the government can be utilized properly. Suggestions and inputs to the government for the better system that needs to be formed a special team that can manage in a professional and sustainable so that the program can still run well. So that the program will be launched later can still continue serving the community until the next period. This condition is different from that expressed by Clayton M. Christensen in 1997 Disruptive innovations were first popularized by disturbing technology terminology. Christensen introduces annoying innovations as a form of distraction by newcomers. The newcomer competes with an established company [2]. Because public service is a is a very strategic issue and become the arena of interaction between the government and its citizens [5]. so the latest innovation is strongly supported by all parties. This research is still a lot of limitations in the implementation. The limitation is still reviewing the readiness of the aspect of society (Service User) and have not studied from the service provider side (Semarang City Government). The next research recommendation is that it can conduct in-depth research and see from two aspects of perception ie the government and society. So it can be concluded in making the public service system faster, accurate, effective and efficient.

Acknowledgements

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