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THE INFLUENCE OF HUMAN RESOURCES, COMMUNICATION AND SIMBG APPLICATIONS ON DISPOSITION IN IMPROVING THE QUALITY OF BUILDING PERMIT SERVICES AS SDGS IN EAST JAVA PROVINCE

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ABSTRACT

Objectives: Quality Building Permit Services are needed in the Building Information System (SIMBG) licensing process so that it runs smoothly and ets building reliability requirements
This research aims to analyze the influence of human resources, communications, and the SIMBG application on the quality of building permit services through disposition to Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levelsas SDGs

Theoretical Framework: The theory used is project management by Kerzner (2013), cost management stages by expert Gunn (2017), and risk management to be effective by Santosa (2009)

Methods: This research uses a mixed method with quantitative methods in assessing building permit applicants regarding the quality of building permit services and descriptive qualitative methods by evaluating the results of the assessment of building permit applications by organizers using a case study approach. Primary data from applicant questionnaires regarding licensing implementation and evaluation of applicant results are collected through Forum Group Discussion (FGD), and secondary data is collected through books, journals, and websites. Data analysis with questionnaires using the SMART PLS application and interactive analysis, namely data collection, data reduction, data presentation, and conclusion.

Results and Discussion: The research resulted in the Human Resources, Communication, and SIMBG application factors influencing the quality of Licensing Services through the disposition of licensing implementers carried out by the Madiun City Government and Gresik Regency. Improving the quality of building permits for the community by improving human resources, communication, and disposition in completing building permit applications.

Conclusions: The influence of human resources, communication, and SIMBG applications on the quality of building permit services. The study's results also provide an overview of the influence of internal factors and the SIMBG application on the quality of building permit services. The findings show that HR overall influences the quality of building permits and must pay attention to disposition factors and develop SIMBG applications, communications, and HR, as well as adoption capabilities in all building permit service activities. Other findings show that disposition significantly influences the value chain, thereby providing added value to the quality of building permit services

Keywords: HR, communication, simbg application, service quality, Sustainable Development Goals (SDG).

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1 INTRODUCTION

Good public services are easily accessible to the public, fast and efficient in providing services, and providing quality and responsive services. Meanwhile, public services aim to provide easy access for the community, provide quality services, and resolve problems faced by the community (Afriyani *et al.*, 2022).

One of the public services is administrative services, with the Government's task being to provide quality services, namely the administration of buildings by Government Regulation Number 16 of 2021 concerning buildings requiring licensing and building implementation services through the Building Management Information System (SIMBG) integrated with Government Regulation Number 5 of 2021 concerning the Implementation of Risk-Based Business Licensing and Government Regulation Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions. Building permit services through SIMBG with the issuance of Building Approval (PBG) and Certificate of Building Functionality (SLF) (Indonesia, 2005; Zukhri & Putranto, 2022) .

The implementation of the SIMBG Policy implemented by the Central Government involves two institutions, namely the Department of Investment and One Stop Integrated Services (DPMPTSP) in issuing PBG and SLF as well as the Department of Public Works and Spatial Planning (DPUPR) in issuing recommendations which in their implementation give rise to several challenges, namely the interpretation of policy objectives and relationships with other institutions. This condition will give rise to various problems, such as communication and information problems, coordination problems, and conflict, which refer to differences in the interpretation of policy objectives (Maynard-Moody, Dennis Palumbo, Michael Musheno, 1990).

Job Creation Law number 11 of 2020, the substance of which is about Improving the Investment Ecosystem; Business Licensing, Employment, MSME support, Ease of Doing Business, research and endeavor, Economic zone; Central Government Investment and PSN Acceleration; Government administration; Imposition of Sanctions (Simorangkir, 2020). The implementing regulations for Law 11 of 2020 regarding Job Creation and the revision of Law 28 of 2002 concerning Buildings are Government Regulation Number 16 of 2021 concerning Buildings. In this Government Regulation, SIMBG is a web-based electronic system used in administering PBG, SLF, Building Ownership Proof Letters (SBKBG), Building Demolition Letters (RTB), and building data collection . (Agus Candra & Dinata, 2022; D. W. I. P. Riau *et al.*, 2022)

The implementation of SIMBG in Indonesia has been carried out since 2010, which is an implementation of previous laws, namely Law 28 of 2002 and PP Number 36 of 2005 concerning Buildings. However, only certain regions have implemented it, such as the City of Madiun, which has implemented SIMBG. Meanwhile, Gresik Regency has just started implementing the new version of the SIMBG regulations. This research also informs the evaluation of the SIMBG application in the two cities (Garrison, 2022; Nielsen *et al.*, 2021).

The challenges of the Central and regional governments in public services are limited budgets; many local governments still experience limited budgets in providing good public services and lack of human resource competency; many public service employees do not have adequate competency in providing services, communication between the DPMPTSP Service and DPUPR, SIMBG application used and implementing disposition in improving the quality of building permit services.

In overcoming public service challenges, this is by utilizing information technology such as creating online service portals, mobile applications, or chatbots to make it easier for citizens to access information and public services and implementing a measurable and transparent performance measurement system for each public service. The results of these measurements must be accessible to the public to trigger faster improvements, provide training and skills development to public service employees to increase their competency in serving the public well and encourage active public participation in planning

and decision-making processes related to public services. This can be done through public meetings, online forums, or opinion polls, collaborating with the private sector in the provision of public services to improve efficiency and service quality. This can be in the form of project-based partnerships or specific outsourcing., Community Empowerment by Encouraging Citizens to Take the Initiative in Solving Local Problems and Providing the Necessary Training and Resources, Building an Easily Accessible and Effective Public Complaint System So that the Community Can Report Problems and Get a quick response from the authorities, carrying out regular monitoring and evaluation of public services, by involving independent parties if necessary, to ensure quality and accountability, utilize data to identify problems, measure the impact of improvement initiatives, and make decisions based on evidence, hold campaigns Education to increase public awareness about their rights in obtaining quality public services, and create a responsive bureaucratic environment, by minimizing unnecessary bureaucracy and encouraging innovation in the service process (Wahid *et al*., 2017).

In improving the quality of licensing services, according to Muhamad (2003), "quality services depend on various aspects, namely how they are implemented (governance0, human resource support, and institutions). Regarding implementation patterns, public services still have various weaknesses: "less responsive, less informative, less accessible, less coordinated, bureaucratic, less willing to listen to complaints/suggestions. Community aspirations and inefficiency."

Currently, the Government has implemented e-government or open Government. *Open Government* is a concept that demands openness or transparency that the Government must carry out. The current challenge for regional governments is how to maximize the use of e-Gov so that it can positively affect the form of public services provided by the Government (D. P. Riau, 2021; Wijaya & Syafhendry, 2023). Open GovernmentGovernment is currently carried out by the management information system used by each ministry according to the service, namely SIMBG, Spatial Planning SIM, Asset SIM, and others. An information system is a group of interconnected

components that work together to achieve common goals by receiving input and producing input in an orderly change process (Purba *et al*., 2021).

Information certainly has a life cycle. Illustrates the information cycle, describing data processing into information, after which the information is used in decision-making until the decision-making process produces data. John Burch calls this the data processing cycle.

Information systems are human components, information technology, and work methods that process, store, analyze, and disseminate information to achieve goals. (Pradana, 2016). One of the factors that influences the success of improving business performance is very dependent on how the business manages information and makes it more complete with a sound information management system (Fajri & Arnie, 2015; Nwafor, 2022).

Research conducted by Arifin S *et al*. Regarding the Effectiveness of E-Government in Building Approval Permit Services (PBG) at the Banjarnegara Public Works and Spatial Planning Service examined the implementation of the E-Government PBG program in Banjarnegara using the theoretical framework of Mazmanian & Sabatier. Evaluation reveals critical aspects such as technical complexity, behavioral diversity, policy clarity, resource allocation, and institutional dependencies. The findings provide in-depth insights for practitioners and researchers regarding implementing PBG policies. Recommendations include simplifying procedures, increasing personnel capacity, evaluating fund allocations, and strengthening institutional cooperation. This study supports the development of more efficient and transparent E-Government policies in the future (Arifin *et al*., 2023).

The research was conducted by Pandelaki G. *et al*. (2023) regarding implementing the Building Management Information System Program at the Manado City Investment and One-Stop Integrated Services Service. The results of the research show that: a) this program has not been socialized to program targets in the Batukota and Bahu sub-districts, communication has not been created between relevant agencies regarding the goals and objectives of the program, cooperation has not been created between parties related to the program structure, the proposed targets There is no fee for the application for functionally fit certification, adequate program implementer resources are

available at all working hours, the social conditions of the people of Batukota and Bahu sub-districts are mostly not yet ready and capable of inputting data via a web-based application-SIMBG (Building Management Information System, Manado city government is not yet committed according to the program objectives and in implementing the program; and b) the Manado city government's weak commitment in implementing the program, the Manado city government has not carried out face-to-face socialization with targets, the Manado city government has not effectively communicated the program to the Batukota and Bahu sub-districts, the social conditions of the community not ready to input data via web-based application in the SIMBG application (Kuhua *et al.*, 2019) .

Research conducted by Arifin Surya *et al*. Regarding the Effectiveness of E-Government in Building Approval Permit (PBG) Services at the Banjarnegara Public Works and Spatial Planning Service examined the implementation of the E-Government PBG program in Banjarnegara using the theoretical framework of Mazmanian & Sabatier. Evaluation reveals critical aspects such as technical complexity, behavioral diversity, policy clarity, resource allocation, and institutional dependencies. The findings provide in-depth insights for practitioners and researchers regarding implementing PBG policies. Recommendations include simplifying procedures, increasing personnel capacity, evaluating fund allocations, and strengthening institutional cooperation. This study supports the development of more efficient and transparent E-Government policies in the future (Arifin *et al.*, 2023).

The research carried out by the Research Team was the influence of human resources (HR), Communication, and the SIMBG application on the disposition in improving the quality of building permit services in Madiun City and Gresik Regency by examining HR, Two Service Communication in Services and the SiMBG Application and Disposition. The results of this research will allow SIMBG services to run quickly and well based on the results of licensing applicants' perceptions of SIMB implementation. In Madiun City, the second version of SIMBG is being implemented, and Gresik Regency is starting from a manual to a digital online system.

2 THEORETICAL FRAMEWORK

Policy Implementation, according to Perssman and Wildasvsky, is interpreted to carry out the policy (to carry out), to fulfill promises as stated in the policy document (to fulfill), to produce output as stated in the policy objectives (to produce), and to fulfill promises as stated in the policy objectives (to complete). Van Meter and Horn (1978) define ImplementationImplementation as "Policy implementation, which encompasses those actions by public or private individuals (or groups) that are directed at achieving objectives set forth in prior policy decisions.(Van Meter, D.S, & Van Horn, 1975; Purwanto, Erwan A, dan S.D, 2012) (Purwanto, 2012).

According to Erwan AP (2012: 21), implementation is the activity of distributing policy output (to deliver police output) carried out by implementers, who are the individuals or groups responsible for executing the policy, to target groups in an effort to realize policy objectives.

Public policy is not because of the legal status of a particular organization or individual who formulates it. This, if it happens and does not happen, will affect the community outside the organization (Vaison, 1973). Public policy theory has developed various models to describe the relationship between the policy-making process and the policy results. Public policy tends to emphasize that there is an influence from the Government as a policy maker (Robichau & Lynn Jr, 2009). In addition, according to Hobson & Ramesh, in making public policy, it is necessary to consider the driving and inhibiting factors faced when it is implemented (Aminuzzaman, 2013).

Policy implementation performance is influenced by four factors, namely (i) the policy itself which is related to the quality and typology of the policy being implemented; (ii) the capacity of the organization that is given the mandate to implement the policy; (iii) the quality of human resources of the apparatus tasked with implementing the policy; and (iv) Social, economic and political environmental conditions where the policy is implemented (Erwan Agus Purwanto, 2012; O'toole, 1986)

From various descriptions of the ImplementationImplementation of public policy, it can be concluded that the ImplementationImplementation of

public policy is a policy that individuals, society, or the Government have set to overcome the problem of implementing a new policy. This conclusion underscores the pivotal role of the audience in understanding and influencing policy implementation, thereby empowering them in the process.

The ImplementationImplementation of policy in this study is described as the relationship between dependent variables, namely the Quality of building permits, which refers to the standard and efficiency of the building permit process, the disposition moderator variable, and the independent variables, namely resources, communication, and SIMBG applications, which are digital tools used for policy implementation.

In the last decade, the Government has implemented e-government/open Government. *Open Government* is a concept that demands openness or transparency, which the Government must carry out. In line with this, both the central and local governments apply the concept of open Government. On the other hand, the rapid development of information technology provides opportunities for the Government, and the use of IT to make the concept of open Government a success is manifested in electronic Government, or what is often known as e-Gov. E-Gov is a digital platform that enables open government practices. At the next level, the challenge for local governments today is how the implementation of e-Gov can be maximized so that it can later positively affect the form of public services carried out by the Government. (Raziqin *et al.*, n.d.). Open Government is now carried out by the management information system used by each ministry by building services, namely SIMBG, spatial planning services, namely the Suitability of Spatial Utilization Activities (KKPR) / e-KKPR, and environmental approval with e-PL

The system, in general, is a collection of elements that interact to achieve a specific goal. An information system, a subset of this, is a group of interconnected components working together to achieve common goals by receiving input, processing it, and producing output in a regular transformation process. This highlights the crucial role of the information system in achieving policy goals, making the audience feel the significance of their role in the process.

Of course, information has a life cycle. illustrates the information cycle by describing the processing of data into information, then the information is used for decision-making until the decision-making produces data back. John Burch calls it the Data Processing Cycle (Pradana, 2016).

An information system comprises humans, information technology, and work procedures that process, store, analyze, and distribute information to achieve goals. The capabilities of an information system are as follows: a. Performing large-volume numerical computerization at high speed. b. Providing cheap and fast communication within or between organizations. c. Storing large amounts of information

3 METHODOLOGY

This research uses descriptive quantitative and qualitative methods with a case study approach focused on implementing the Building Management Information System (SIMBG) in Madiun City and Gresik Regency, East Java Province.

Data collection techniques are essential because the primary purpose of data collection in this research is to obtain information (Sugiyono, 2017). The data collection techniques used in this research are building permit applicant questionnaires, group discussion forums (FGD), and observation. Systematic observation and recording of symptoms that occur in the research object (Sutrisno Hadi, 1987). When conducting observations, we use open observation, where we, as researchers, provide sources of information obtained from sources related to the subject. We carried out observations at DPMPTSP and the PUPR Department of Madiun City and Gresik Regency.

The interview technique used in this research is a structured interview, which has been prepared previously. The results of the interview are primary data obtained from predetermined research subjects. Structured Interviews with Predetermined Themes and Topics Interviews are conducted through filling out questionnaires and group discussion forums (FGD) led by a moderator. FGD aims to clarify concepts or topics and compare and establish agreement based on the topics discussed. This research uses documentary techniques to

support and complement basic information, namely from interviews. This documentation comes from SIMBG operational information and records. Data accuracy was checked using source triangulation. Source triangulation uses various information, data, and evidence from these sources to build a coherent argument about an issue (Creswell, 2015). Therefore, researchers compare interview results between research subjects and compare and compile interview results with documents related to the field of research.

Data Analysis Techniques This research uses quantitative analysis techniques using SMART PLS application analysis [1] (Arifin *et al*., 2023b) and qualitative data analysis using Miles and Huberman (1994) interactive analysis, namely: Data reduction is the process of selecting, aligning, paying attention, abstracting, and transferring raw data from the field. The data produced in the question and answer and documentation process is still complex and raw data, so researchers must select essential and significant data that can be used by selecting fundamental data, which creates problems for researchers in implementing and socializing SIMBG's superior policies (Afriyani *et al*., 2022; Miles and Hubberman, 1992).

3.1 CONCEPTUAL MODEL

This study looks at HR, communication, and SIMBG Application variables as constructs based on previous literature. The research hypothesis formulated is:

Hypothesis 1 (H1). HR has a positive influence on the quality of BG Licensing Services.

Hypothesis 2 (H2) HR positively influences the quality of BG licensing services through disposition.

Hypothesis 3 (H3). Communication influences the disposition and quality of BG licensing services.

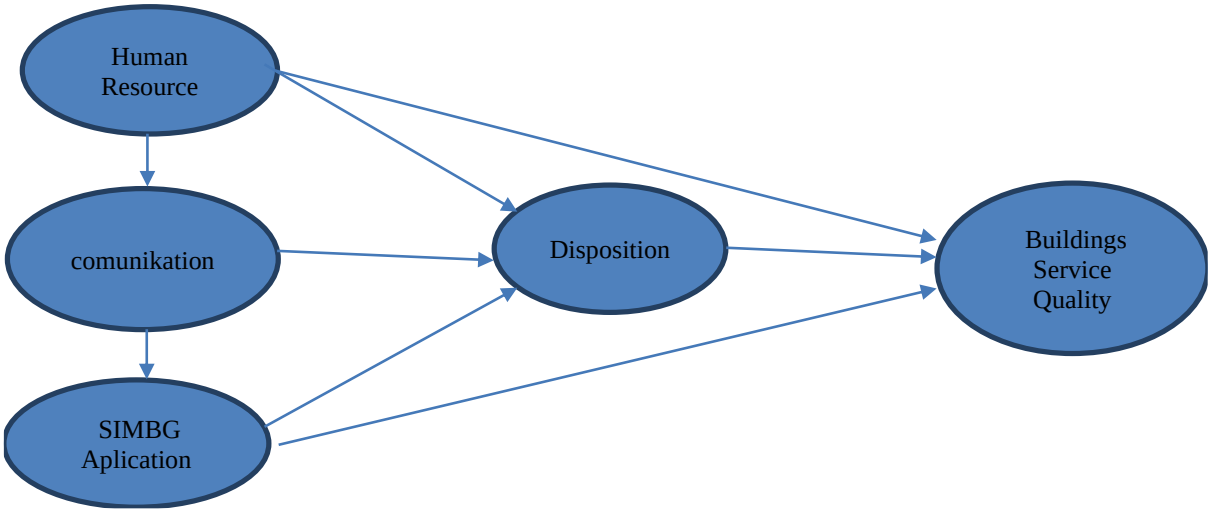
Hypothesis 4 (H4). The SIMBG application influences the quality of BG licensing services.

Hypothesis 5 (H5). The SIMBG application influences the disposition and quality of BG licensing services.

The constructs and hypotheses regarding their interactions are illustrated in the conceptual model of Fig. 1.

Figure 1

BG Licensing Service Quality Model



4 RESULTS AND DISCUSSION

4.1 DESCRIPTIVE INFORMATION

Based on Table 1, it can be concluded that the 35 building permit applicants who were respondents in this study were from Madiun City 37.1% and Gresik Regency 37.1% with the most significant number of respondents in the 30-40 year category amounting to 37% and PBG application type 27 or 77.1% and 8 SLF or 22.9%.

Table 1

Demographic statistics of respondents

Demographic statistic	City/Regency	frequency	Percentage
From City/Regency	Madiun city	13	37.1
	Gresik Regency	22	62.9
Age (years)	17-25	7	20
	25-30	7	20
	30-40	13	37.1
	40-50	6	17.1
	>50	2	5.7
Submission Type	PBG	27	77.1
	SLF	8	22.9
Management of BG permits	Managed by yourself	27	77.1
	Managed by people	8	22.9

Source: survey results, 2023

4.2 MODEL ANALYSIS

The measurement model is assessed to ensure the quality of SIMBG service delivery in accordance with Standard Operating Procedures (SOP). The assessment is in the form of factor analysis, indicator reliability measurement, and discriminant validity. Each assessment has a recommended minimum value. For external loading items, the minimum is 0.7, internal consistency Cronbach's Alpha (CA) is at least 0.7 and Average Variance Extracted (AVE) is at least 0.5. The research results show that the item outer loadings and active CA for each construct are higher than the minimum value. Furthermore, the AVE results for each construct exceed the minimum limit value indicating that validity is met. Complete results regarding the measurement construct are shown in Table 2. After assessing the measurement model and evaluating the results, data analysis continued with the structural model assessment to assess the hypothetical relationship between the construct and the predictions of the conceptual model.

In Figure 2, the Licensing Service Quality Model with the Building Service Quality Variable still has six indicators. In calculations using Smart Pls, the Dependent Quality Service Building variable, the Y2.3 reliability indicator has a value of 0.739 or below 0.8, which does not meet the requirements and is used for model 2 calculations.

Figure 1

Model 1 Quality of Building Permit Services

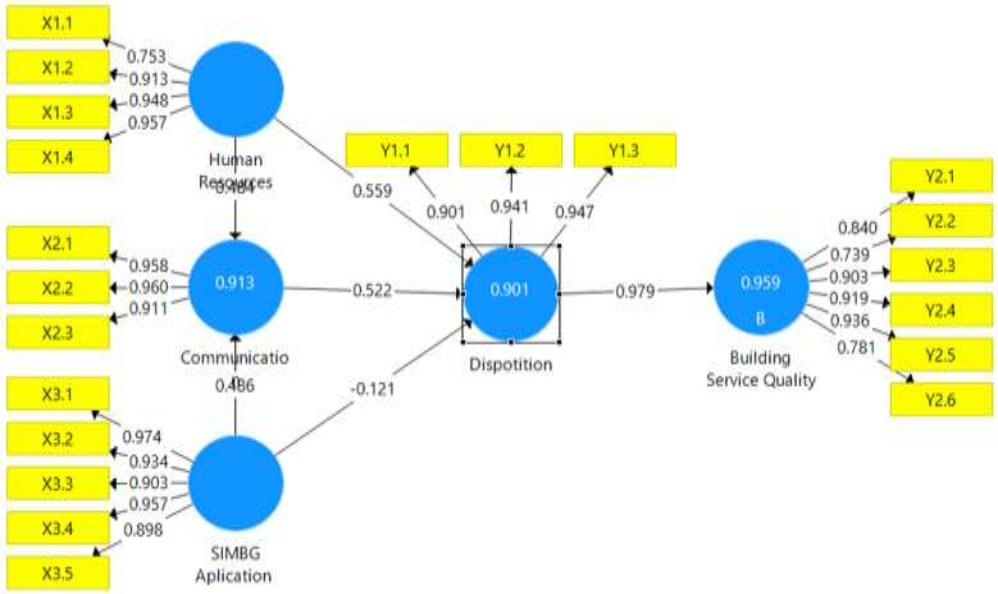


Figure 2

Model 2 Quality of Building Permit Services

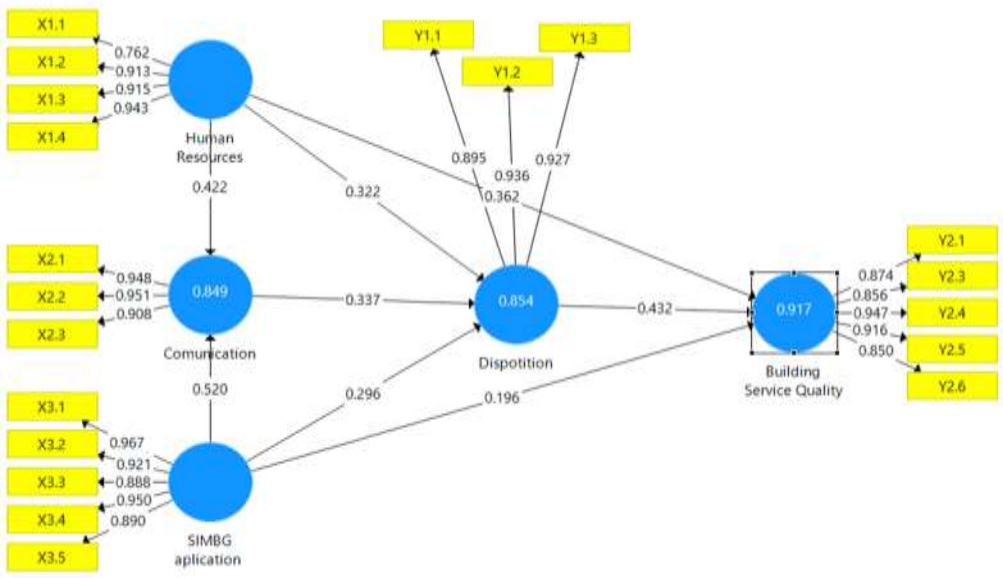


Table 2

Measurement Constructs

Constructs and Items	Outer Loadings	Cronbach's Alpha	CR	AVE (rata2 varian diekstrack)
SDM (Skills)		0.907	0.875	0.785
X1.1. Number of Staff	0.762			
X.1.2 Skilled	0.913			
X.1.3 SIMBG Knowledge	0.915			
X.1.4 Motivation	0.943			
Communication		0.929	0.876	0.876
Clarity of Information	0.948			
Transformation to communicants(transmission)	0.951			
Effect	0.908			
Aplication SIMBG		0.957	0.854	0.854
Adequate/good. perceived usefulness	0.967			
Application requirements.perception of ease	0.921			
Attitude toward using technology	0.880			
Behavior intention to use	0.950			
Actual System Use	0.890			
Dispotition		0.908	0.876	0.845
Cognition	0.950			
Comprehension and Understanding	0.859			
acceptance, neutrality, and rejection	0.927			
Buildings Service Quality		0.933	0.791	0.971
Tangibel	0.874			
Reliability	0.856			
Responsivinies	0.947			
Assurance	0.916			
Empaty	0.850			

4.3 EVALUATION OF MEASUREMENT MODELS

After running the PLS-SEM algorithm, hypothetical relationships were evaluated, and path coefficients between constructs were obtained. This research uses several criteria to assess hypotheses, including coefficients, t-statistics, and p-values. The coefficient value shows the relationship between variables; if the coefficient value is positive, the relationship between variables is positive. The significance level used in this study was 5%, so this study had a 95% confidence level, and the t-statistic value was 1.97. If the t-statistic value shows a value > 1.97, then the influence between variables is essential. P-values aim to test the significance of a research result; the p-value that must

be obtained for the hypothesis to be accepted is <0.5% or <0.005. If these three criteria are met, the previously formulated hypothesis can be accepted, and vice versa. If one of the criteria is not met, the previously developed hypothesis is not accepted.

Figure 3 shows the positive effects of three constructs on Disposition adoption: Human Resources, Communication, and SIMBG Application. Overall, the relationship hypothesis in H1-H3 is supported by data that emphasizes disposition, human resources factors, and communication as significant predictors of disposition adoption. In this case, all path coefficients within the constructs in the structural model meet this criterion. These results imply the importance of human resources, communication, and SIMBG application factors for Quality Services buildings.

The results show the importance of developing Human Resources, Communication, internal SIMBG Application, and Disposition support, as these factors may influence the level of Quality Service of buildings.

To further test the model hypothesis, t-statistics were evaluated. The results shown by all constructs are significant. This result differs from several other studies where more than environmental factors are needed to encourage the quality of building permit services to use e-business (Chatzoglou & Chatzoudes, 2016; Putra & Santoso, 2020). In this study, the quality of building permit services is running well, and communication support, human resources, and the SIMBG application are through disposition to improve the quality of building permits.

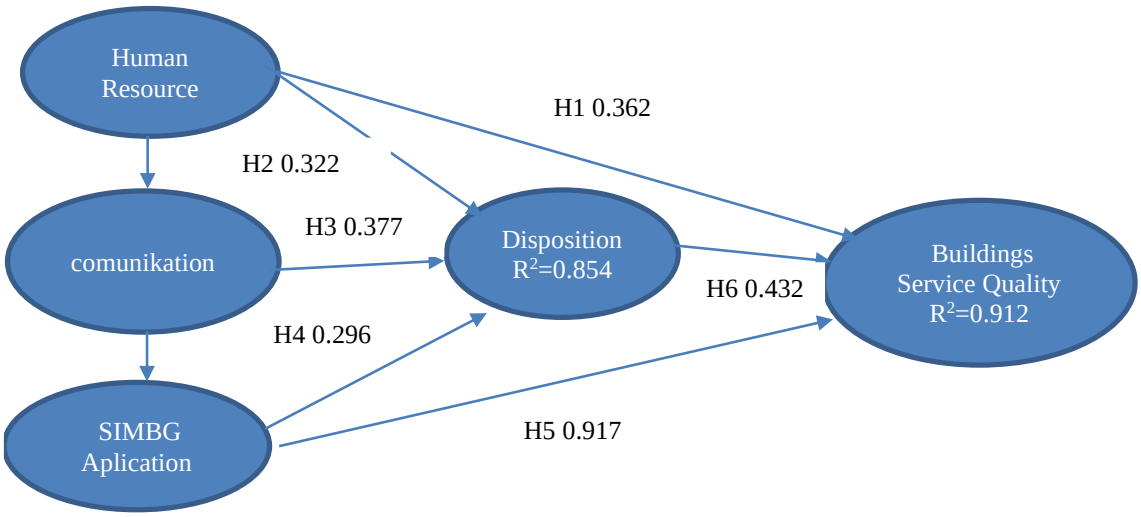
Table 3

Structural model assessment

Hypotesis	Path	Coefisient	T-Statistik	P-Value
H1	Human resources > Building service quality	0.362	2.012	0.045
H2	Human resource > Dispotiton	0.322	1.089	0.277
H3	Communication > Dispotiton	0.377	0.983	0.326
H4	SIMBG application > Dispotition	0.296	0.724	0.469
H5	SIMBG application > Building Srvice Quality	0.917	1.023	0.307
H6	Dispotiton > Building Service Quality	0.432	2.861	0.004

Figure 3

Structural model assessment



According to Hair *et al*. (2011), the minimum value range used for R2 is 0.25, 0.5, and 0.75. These values are described as weak, moderate, and substantial, respectively. Based on the PLS-SEM algorithm, this value shows that H2 for disposition is 0.854. This value indicates that the three TOE factors explain 85.4% of the disposition variance. These results indicate that the conceptual model is of sufficient predictive capacity to explain the adoption of building permit quality (Imam Ghozali, 2021; Usman Dachlan, 2014).

In addition, the disposition can cause an increase in the value chain, as indicated by the disposition value chain of 0.854. As the results show, disposition dramatically influences the value chain.

The results generally describe the factors influencing placement priorities, starting from human resources, communication, and SIMBG application factors. On the other hand, from the perspective of licensing service quality, disposition within a licensing agency will provide added value to licensing services, especially in the value chain. It is hoped that the findings of this research will contribute to the literature to increase the adoption and profitability of licensing services for applicants.

The results of the Discussion Group Forum (FGD) carried out at the Public Works and Spatial Planning Department of Madiun City and Gresik Regency, namely from the Head of the City Planning Division of the Madiun City DPUPR:

SIMBG aims to provide community service, to make it easier, but in its implementation, there are many problems with the system, or from the staff's HR knowledge, from the system there is still much updating, from the bureaucratic side, namely disposition, so if we directly use the application, whether it is the operator account, coordinator account or Professional Expert Team (TPA) account it is still lacking, if we do not have an original signature, use disposition, yes, that is the bureaucratic side, even though it is shifted to electronic signatures, but from the service side, SIMBG is indeed better, it can be accessed anywhere, but in its implementation it is difficult," with PBG and SLF services via SIMBG, it makes service more accessible and faster. To society. However, the system needs to be updated, staff's knowledge about the application, disposition from superiors, and coordination between the DPMPTSP service, which issues permits, and DPUPR, which makes recommendations (Marom, 2021) (D. P. Riau, Akbar, *et al*., 2024).

Head of DPMPTSP Kab. Gresik: "Many PBG and SLF permits through SIMBG are of joint concern and evaluation from the DPMPTSP and DCKPKP services for harmonization and alignment. Of these 934 permits that are still in the technical department, there may be some accounts that are duplicated, keep inputting them incorrectly, and so on so that we still cannot delete them and so on, leave it for now, but later, when within the 28 day SOP period. If it is not met, it will automatically be deleted. "Perhaps that is the general picture; it is still in the stage of joint evaluation and harmonization with DCKPKP regarding the relationship between PBG and SLF." Standard Operating Standards in SIMBG by PP 16 of 2021 are 28 days after the PBG and SLF licensing process completes the requirements (D. P. Riau, 2021; Zukhri & Putranto, 2022).

Head of City Planning Division of Madiun City DPUPR, "Our service SOP is calculated from the time the file is entirely complete, so we do not count the consultation time, so the duration has not started yet, the duration of the road starts after the file is entered and complete, the duration will start with that file complete, really ready to be verified, and there are no further revisions, and after the receipt of the file is seven days, the file is at the Public Works Department for calculating the levy, then it will be sent to PTSP for the issuance of the PBG. Uniformity of SOPs in districts/cities is a mainstay of building

construction management so that investors who carry out licensing services have the same SOPs throughout Indonesia (Dwi Putranto Riau *et al.*, 2024).

Madiun City SIMBG Operator: "The SIMBG system has been quite good so far; only sometimes, when the server is down, does the service take a long time. As for that system, so far it has been good, it is getting better and better, but sometimes within a month the server is down, it is always like that, so when we want to do checklists, and so on, administrative verification has to wait, we have to wait until It recovers, sometimes it takes a while." The SIMBG server often experiences problems because it is centralized at the PUPR Ministry. For this reason, it is necessary to improve and update data spread across 514 districts/cities throughout Indonesia (D. W. I. P. Riau *et al.*, 2022; Rizky *et al.*, 2022).

SIMBG DPUCKP Operator Kab. Gresik: "What is requested by the SIMBG system, and what must be uploaded by the applicant? The problem is the applicant's activity—moreover, the extent of the documents the applicant already has. For example, if the applicant uploads it, the data is already complete, and we process it quickly because there is no need to return it. So, if it is complete, you can immediately have a consultation meeting. "Meanwhile, if, for example, the data is incomplete, for example, only uploading the KTP, it must be returned." SIMBG operators are front-line services providing excellent online and offline service to applicants [5].

Head of DPUCKP "At the CKPKP Service. This clinic has one aim, indeed, to provide assistance and then provide insight and understanding. So, let them go in the right direction. This often happens when building permits, so we must first understand PBG and SLF. This may be something people do not understand; PBG is an output product when this building has not been built at all. "The SLF is the one who has woken up."

Head of DPMPTDSP Gresik "SIMBG clinic is offline as well as online. At the Public Service Mall, the officers serve applicants who take care of the PBG and SLF daily. If there is a disposition from the supervisor, it will automatically go to whom, to which operator, and to the management. So, the intensity is like what was said earlier, so through the letter, there was a contact person, so from there, we were in contact with each other via WA. "The SIMBG clinic is a

source of support for applicants who need help understanding the procedures for inputting PBG and SLF data in processing building permits.

Five problems, namely HR, Communication and coordination, SIMBG Application, Disposition, and Quality, are the SIMBG applications that have the most problems in processing building permits. Qualitatively carried out by the Forum group discussion, it is indicated that the results of calculations via SMART PLS show that the influence of HR, Communication, and the SIMBG Application influences the quality of building permit services through disposition(D. P. Riau, Rulinawaty, *et al.*, 2024).

5 CONCLUSION

This study provides an overview of the influence of human resources, communication, and SIMBG applications on the quality of building permit services. The study's results also provide an overview of the influence of internal factors and the SIMBG application on the quality of building permit services. The findings show that HR overall influences the quality of building permits and must pay attention to disposition factors and develop SIMBG applications, communications, and HR, as well as adoption capabilities in all building permit service activities. Other findings show that disposition significantly influences the value chain, thereby providing added value to the quality of building permit services.

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