

Implementasi E-Government Di Kabupaten Bogor: Studi Kasus Online Perizinan Transparan Informatif Sistematis (OPTIMIS) Pada Izin Mendirikan Bangunan (IMB) Di Dinas Penanaman Modal Dan Pelayanan Terpadu Satu Pintu (DPMPTSP) = Implementation of E-government in Bogor Regency: Case Study Systematic Informative Transparent Online Licensing (OPTIMIS) on Building Permits (IMB) at Investment and One Stop Intergrated Service Office (DPMPTSP) Bogor Regency

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Abstrak

Proses pengurusan Izin mendirikan Bangunan (IMB) cenderung tak luput dari praktik-praktik pungutan liar (pungli), karena pada proses IMB masih memungkinkan antara petugas dan pemohon berinteraksi langsung secara tatap muka, seperti yang terjadi pada DPMPTSP Kabupaten Bogor masih adanya pungutan liar yang dirasakan oleh pemohon, adanya technology gap pada pemohon izin, penempatan pegawai masih belum sesuai dengan jenjang pendidikan, dan kurangnya sosialisasi terhadap keberadaan aplikasi perizinan online tersebut. Teori yang digunakan dalam penelitian ini, yaitu e-government, hambatan implementasi e-government dan pelayanan perizinan. Metode penelitian yang digunakan yakni melalui pendekatan post-positivist, teknik pengumpulan data dengan studi kepustakaan dan wawancara mendalam. Implementasi E-Government di Kabupaten Bogor: Studi Kasus "Online Perizinan Transparan Informatif Sistematis (OPTIMIS)" Pada Izin Mendirikan Bangunan (IMB) di Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu (DPMPTSP) dinyatakan masih belum berjalan baik karena 2 (dua) variabel yaitu pengorganisasian dan aspek sosial masih memiliki kendala, sehingga masih perlu diperbaiki.

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The process of obtaining Building Permits creates major potential for the practices of Extortion (Pungli) because it is still possible to be done between officers and applicants to interact each other face to face directly. There are still Extortion which is happened by applicants, technology gap on applicants, placement of employees which is not suitable for level of education, and lack of socialization towards the existence of these online licensing application at Investment and One Stop Intergrated Service Office (DPMPTSP) Bogor Regency. The theory which is used in this research is e-government, resistance to implemtation of e-government and permits services. The study method is used a post-positivist approach, data collection techniques with literature studies and in-depth interviews. Implementation of E-Government in Bogor Regency: Case Study "Systematic Informative Transparent Online Licensing (OPTIMIS)" on Building Permits (IMB) at the One Stop Investment and Integrated Services Office (DPMPTSP) has stil not worked well because of 2 (two) variables, organization and social aspects which have resistance in order to have to be fixed.</i>