

## ABSTRAK

### **EDY GUNAWAN PAMMU. 2021. Transparansi Pelayanan IMB pada Dinas Penanaman Modal dan Pelayanan Terpadu Satu Pintu Kota Makassar. (dibimbing oleh Fatmawati dan Abdi)**

Penelitian ini bertujuan untuk mengetahui bagaimana transparansi pelayanan IMB pada dinas penanaman modal dan pelayanan terpadu satu pintu Kota Makassar. Jenis penelitian yang digunakan adalah survey dengan pendekatan kuantitatif. Populasi dalam penelitian ini adalah masyarakat yang melakukan pengurusan administrasi IMB. Penentuan sampel secara random sampling sehingga terpilih 50 orang responden. Data diperoleh melalui kuesioner, lembar observasi dan dokumentasi yang dianalisis secara statistik deskriptif dan inferensial. Hasil penelitian menunjukkan bahwa (1) gambaran rata-rata kepuasan terhadap prosedur pelayanan IMB pada Dinas Penanaman modal dan Pelayanan Terpadu Kota Makassar yaitu rata-rata responden menyatakan puas terhadap transparansi prosedur pelayanan, (2) gambaran rata-rata kepuasan terhadap aspek waktu IMB pada Dinas Penanaman modal dan Pelayanan Terpadu Kota Makassar yaitu sebanyak 47 orang atau 94 persen responden menyatakan puas terhadap transparansi pelayanan waktu, (3) gambaran rata-rata kepuasan terhadap aspek biaya IMB pada Dinas Penanaman modal dan Pelayanan Terpadu Kota Makassar yaitu sebanyak 28 orang atau 56persen responden menyatakan puas terhadap transparansi biaya. Biaya paling rendah yaitu senilai Rp: 250.000 untuk bangunan sederhana yang tidak bertingkat, sedangkan biaya yang paling tinggi yaitu senilai Rp: 1.600.000 untuk bangunan mewah bertingkat. Jadi semua tergantung dari fungsi bangunan, bentuk bangunan serta klasifikasi bangunan itu sendiri.

**Kata Kunci:** Transparansi Pelayanan, Kepuasan Publik, Izin Mendirikan Bangunan.

## **ABSTRACT**

**EDY GUNAWAN PAMMU. 2021. *Transparency of IMB Services In TheCapital and Service Investment Services Integrated One Door Makassar City. (Supervised by Fatmawati and Abdi)***

*This study aims to determine the transparency of IMB services at the Makassar City Investment and Integrated One-Stop Service Office. The type of research used is a survey with a quantitative approach. The population in this study were people who were processing IMB administration. The sample was determined by random sampling so 50 respondents were selected. Data were obtained through questionnaires, observation sheets and documentation which were analyzed using descriptive and inferential statistics. The results of the study showed that (1) the average picture of satisfaction with the IMB service procedure at the Makassar City Investment and Integrated Service Office was that the average respondent stated that they were satisfied with the transparency of the service procedure, (2) the average picture of satisfaction with the IMB time aspect at the Makassar City Investment and Integrated Service Office was that 47 people or 94 percent of respondents stated that they were satisfied with the transparency of the time service, (3) the average picture of satisfaction with the IMB cost aspect at the Makassar City Investment and Integrated Service Office was that 28 people or 56 percent of respondents stated that they were satisfied with the transparency of the cost. The lowest cost is Rp: 250,000 for a simple, non-storied building, while the highest cost is Rp: 1,600,000 for a luxurious, multi-storeyed building. So it all depends on the function of the building, the shape of the building and the classification of the building itself.*

**Keywords:** *Service Transparency, Public Satisfaction, Building Permit.*