Management of Mining Business Licensing Services at the Energy Service and Mineral Resources of Central Sulawesi Province

**Introduction**

Quality service is the key to success in various businesses or activities that are jasa. Seiring with the changing times, the dynamics of community life, and the need for quality public services, it is nowadays the service providers are required to continuously make improvements, and improved service in accordance with good service standards so as to provide satisfaction for users / service users.

The role of service quality will be greater and decisive when in service delivery activities in the community there is competence in an effort to seize the market or customers. The existence of such competition has a positive impact on the organization/company, namely competing in services through various ways, techniques and methods that can attract many people who use/use the services/products produced by the organization/company. The Regional Government as one of the providers of public services that provides services for the community as users, is also required to continuously improve services in order to provide quality services for the community. Therefore, the implementation of local government activities must continue to increase, so that it has consequences for improving the quality of services to the community. Along with it then in governance must be addressed by various policy- an appropriate order to produce a quality service to the community, as well as the implementation of regional autonomy is real, dynamic and air-responsibility.

Quality services are needed as one of the factors that encourage the creation of economic growth through better businesses and services. Therefore, in the service process, the apparatus is required to be more creative, fun, and has the ability to develop more effective public service systems and procedures, Agus (2005). It dik arena kan successes and failures of the apparatus in running the service process greatly determined by skill.

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That is why the service system is one of the important objects of discussion in government services. The government bureaucracy as a public service provider is the most important component and has a responsibility in the service process. The achievement of the goals of service in the bureaucracy is very dependent on the management of the bureaucracy itself in carrying out public service activities.

Public service management is one of the efforts made by the person in charge of service activities, namely the state civil apparatus with the aim of achieving effective conditions so that public service activities can be carried out as expected. On this basis, the Decree of the Minister of Administrative Reform (KEPMEN PAN) Number 63 Year 2003 concerning General Guidelines for the Implementation of Public Services was born. This guideline is a national standard for the implementation of public services in the bureaucracy. In KEPMEN PAN Number 63 of 2003, it is stated that public service standards include service procedures, completion time, service costs, service products, facilities and infrastructure, and the competence of service providers. by every apparatus in every government bureaucracy.

The Department of Energy and Mineral Resources of Central Sulawesi Province is one of the formal bureaucratic institutions providing licensing services, especially in the mining sector in Central Sulawesi Province. Kauthority Licensing authority already a pro p insi, and will no longer be authorized kabupaten, since Law No. 2 5 Years 20 09 on Services Licensing. In line with the above, the Department of Energy and Mineral Resources of Central Sulawesi Province seeks to achieve national standards of public services by referring to the general guidelines for the implementation of public services as set out in the Decree of the Minister for Empowerment of State Apparatus (KEPMEN PAN) Number 63 of 2003.

Management
Management is needed everywhere by people who work together to achieve common goals. Management is needed to achieve common goals. Management is needed to achieve goals, maintain a balance between conflicting goals, and achieve efficiency and effectiveness (Handoko, 2003: 6 7).

The management functions proposed by the experts are not the same, this is due to the author's background, the approach taken is not the same but there is no need to argue about the division of management functions. What we need to know is the definition of function and the activities that must be carried out on each fundamental function. Management processes consist of functional activities, namely (Handoko, 2003:23-26):

a) Planning (planning), namely the process of setting goals and actions necessary to achieve goals. With planning, before the activities are carried out, think about it first. So, planning is the selection of a set of activities and the subsequent decision what to do, when, how, and by whom. Planning must consider flexibility, in order to be able to adapt to situations and conditions as quickly as possible.

b) Organizing (organizing), the process employs two or more people to work together to achieve a specific target or multiple targets. The strength of an organization lies in its ability to organize various resources in achieving goals. The more coordinated and integrated the work of the organization, the more effective and efficient it is.

c) Briefing / M emimpin (Actuating / Leading), which is a process of directing and influencing the activities related to the work of the group members or the entire organization. This function involves the quality, style and power of the leader as well as leadership activities such as communication, motivation and discipline. So direct directive activities concern the people in the organization.

d) Supervision / Control (Controlling), which is a process to ensure that activities actually correspond to inactive itas planned. All previous function will not be effective without the oversight function (Controlling). Positive supervision tries to find out whether the goals of the organization are being achieved efficiently and effectively. Negative control tries to ensure that unwanted or unneeded activities do not occur or recur.

Service
Service is one of the spearheads of customer satisfaction efforts and is a must that must be optimized both by individuals and organizations, because the form of services provided reflects the quality of individuals or organizations that provide services. In the Big Indonesian Dictionary, the word service is defined as follows: (a) Regarding how to serve (b) Service and (c) Convenience provided in connection with the sale and purchase of goods/services. Service if associated with public administration can be defined as the quality of service bureaucrats to the community.

Public service
Public services can be interpreted as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been set. Public service consists of two words, namely service and public. In simple terms, service can be interpreted as an effort to serve the needs of people, while the public is the community or the people. So the definition of public service is an effort to serve the needs of the community or the people. In government, the term public service is known as public service.

In the context of public services, Thoha argues that "the task of service emphasizes efforts to put the public interest first, simplify public affairs, shorten the time for the implementation of public affairs and provide satisfaction to the public" ( Mahmudi, 2005 ). In line

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with that, Moenir argues that "public services are activities carried out by a person or group of people on the basis of material factors through certain systems, procedures and methods in order to fulfill the interests of others in accordance with their rights. The public can be felt in the quality of services provided by the government to its people. The provision of services to the community is the main obligation for the government, because public services are activities carried out by service providers to the community directly or indirectly with the aim of meeting the needs of the community.

**Public Service Quality**

Understanding the concept of public service can simply be described as providing services (serving) the needs of people or communities who have interests in accordance with the basic rules and procedures that have been set. Public service is an important issue in bureaucratic reform that continues to grow and is full of criticism today. The purpose of public services is basically to satisfy and fulfill needs in accordance with the wishes of the community in general. To achieve this, service quality is needed according to the expectations of the community. Quality is basically a word that has a relatively abstract meaning, quality can be used to assess or determine the level of adjustment of a thing to the requirements or specifications that are met, meaning the quality of the thing in question can be said to be good, otherwise if the requirements are not met it can be said to be not good. Theoretically, the purpose of public service is basically to satisfy the community. Sinambela (2006:6) explains that, to achieve satisfaction, excellent service quality is required which consists of:

a) **Transparency**, namely services that are open, easy and accessible to all parties who need and are provided adequately and easily understood.

b) **Accountability**, namely services that can be accounted for in accordance with the provisions of the legislation.

c) **Coordination**, namely services that are in accordance with the conditions and abilities of service providers and recipients while adhering to the principles of efficiency and effectiveness.

d) **Participation**, namely services that can encourage community participation in the implementation of public services by taking into account the aspirations, needs, and expectations of the community.

e) **Equal rights**, namely services that do not discriminate in any aspect, especially ethnicity, race, religion, class, social status, and others.

f) **Continuity of rights and obligations**, namely services that consider aspects of justice between providers and recipients of public services.

The quality of public services, in Mahmudi (2005:228) is the principle of public services that need to be considered by public service providers. The principles of public services include Transparency, Accountability, Conditional, Participatory, Non-discriminatory (equality of rights), and continuity of rights and obligations. Mahmudi (2005:162) suggests that: The direction achieved by local governments in providing public services is none other than better, closer, cheaper (cheaper) and faster (faster) services. The estuary is the realization of community satisfaction in receiving services provided by local government officials.

**RESEARCH METHODS**

The research approach used in this study is descriptive qualitative, this method can be interpreted as a problem-solving procedure investigated by describing the current state of the object of research based on the facts or as it is, the descriptive method focuses its attention on finding the facts as the actual situation. yes.

**METHOD OF COLLECTING DATA**

**Data collection methods used are:**

1. **Observation**

Observation is the activity of observing something without affecting it and simultaneously recording/record it for use as material for analysis. Observations are: (1) observation of everything, (2) recording of the observed subjects, (3) non-participatory observation, namely the role of mere observers in the field. Field observations were carried out during interviews and when researchers visited the research location.

2. **In-depth Interview**

The interview technique in this research was carried out with the aim of obtaining in-depth data or information regarding the implementation of licensing services in the mining and general fields of the Department of Energy and Mineral Resources. This interview technique is carried out by the author by preparing interview guidelines that contain questions or statements that contain the main issues to be studied.

3. **Documentation**

Researchers use documentation techniques in data collection to strengthen the data obtained by interviews and observations. T eknik documentation is collecting data through written heritage, especially the archives and including books, theories and propositions or hukum hukum applicable.

**Mechanical Analysis Data**

Data processing focuses on data obtained through interviews and other documents. Data analysis was carried out during data collection in the field and after all data was collected using interactive model analysis techniques. Simultaneous data analysis was carried out simultaneously with the data collection process with the flow of stages of data collection (data collection), data reduction (data reduction), data presentation (data
Researchers Using the model of a nalysis interactive that includes three interrelated components, namely data collection, data reduction, and conclusion. Meanwhile, conceptualization, categorization, and description were developed on the basis of incidence obtained in the field. Therefore, the activities of data collection and data analysis become a single entity that cannot be separated, both of which take place simultaneously, simultaneously.

DISCUSSION
Analysis of Licensing Service Management of the Department of Energy and Mineral Resources
The Department of Energy is one of the regional government bureaucracies in Central Sulawesi Province in managing its own household in accordance with regional conditions and the interests of the community that can support government administration in managing mineral and coal mining licensing issues, and in essence has the authority to provide licensing services to the community, especially mining business actors, in carrying out the task load, especially in the implementation of services for the needs and demands of carrying out public service management will determine the success of the objectives of forming the organization as stipulated in the Regional Regulation of Central Sulawesi province.

The results of the Public Service Management Research at the Department of Energy and Mineral Resources of Central Sulawesi Province, guided by KEPMEN PAN Number 63 of 2003, namely public service standards. In the management of public services, public service standards are the benchmark used as a guideline for service delivery and a reference for assessing service quality as an obligation and promise of the organizers to the community in the context of quality, fast, easy, affordable and measurable services (Law No. 25 Article 1 of 2009 concerning public services).

Service Procedure
Mining licensing services are carried out for mining businesses in Central Sulawesi Province. Procedure for applying for a mining business permit at the Department of Energy and Mineral Resources of Central Sulawesi Province

Mining business license requirements are:
1. Administrative Requirements:
   - Application letter;
   - Business Entity Profile;
   - Deed of Establishment of a Business Entity engaged in mining
   - Tax ID number;
   - The composition of the board of directors and the list of shareholders;

   - Certificate of domicile.

2. Technical Requirements:
   - Curriculum Vitae
   - WIUP map equipped with geographical coordinates of latitude and longitude in accordance with the provisions of the nationally applicable geographic information system.

The service procedures carried out in this case include simplicity, namely the ease of providing services to the community and the ease of fulfilling service requirements.

Answer the interview about the procedure of services provided by the Department of Energy and Mineral Resources to the public, especially services Permits Mining b erdasarkan research in the field can be seen that all the procedures maintenance Permits Mining (original) has been implemented by the Department of Energy and Mineral Resources, it according to the results of the author's interview with the Head of the DESDM Division of Central Sulawesi Province ( Ir. Aris Bullo Pasaru ) on Monday, September 3, 2018

In terms of procedure the service we give to the community as a whole as well as p elayanan Permits Mining (IUP ), are in accordance with the Standards and Licensing Procedures specified in the Decree of the Governor of Central Sulawesi Number: 540/776 / DESDM-G.ST / 2016 by referring to the Minister of Administrative Affairs Decree Number 63 of 200 3 concerning General Guidelines for the Implementation of Public Services, namely services with the principles of simplicity, clarity and certainty in terms of procedures or service procedures, requirements, both technical requirements and administrative requirements (research interviews). It can be concluded that the service procedure Permits Usaha Mining (IUP ) carried out Dina ’s Energy and Mineral Resources of Central Sulawesi province has been good because it is in accordance with Standard Operating Procedure Department of Energy and Mineral Resources.

Completion Time
The time set since it was determined when the application was submitted is the same as the time for completion of services, including complaints, must be related to the certainty of time in providing services in accordance with the length of time for each service.

J awaban informant about the timing of completion of service Permits Mining (IUP ) awarded by the Department of Energy and Mineral Resources of Central Sulawesi province, namely d ari research by the author can be seen that the completion time Permits Mining (IUP ) awarded by the Department of Energy and Resources Mineral Resources have not been in accordance with Standard Operating Procedures above, although there are Permits Mining (IUP ) that a turnaround time exceeds i maximum amount of time that has been set it, but the percentage is not much and it is more often

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caused by non-technical factors such as the competent authority to sign the IUP not in place because there were 5 officials who signed the Mining Business Permit before it was approved by the Governor of Central Sulawesi.

The results of a brief interview with the author of Section Head of Licensing and Services (Ir. Iskandar Manan) on a Thursday 6th September 2018 in his office, he said:

In providing excellent service to the community, we still refer to the Standard Operating Procedures that have been established, for Mining Business Permits (IUP) using pattern II, which is a maximum of 14 working days after a field survey is carried out by the team and complete files are received even though there is still a Mining Business Permit service. (IUP) some community members turnaround time exceeds the time limit that has been set will be, but the amount is not much just seb agian small, while menuru SOP time of completion of the maintenance of the Mining Business License Should be optimal (W Interview at room Section Head of Licensing and Services).

It was concluded that the time for the completion of the Mining Business License (IUP) service provided by the Energy and Mineral Resources Office to the community was not maximized and was not in accordance with the Standard Operating Procedures of the Central Sulawesi Province Energy and Mineral Resources Service.

**Service Fee**

Implementation k AUTHORITY given the Central Government to the Government of Central Sulawesi province, especially at the Department of Energy and Mineral Resources for the licensing of mining in all districts of the city in Central Sulawesi, me mbuat apparatus that is authorized in the permit mining to take action and improve performance in solving problems which emerged after the enactment of Law no. 23 of 2014. The results of the author's interview with one of the mining business actors who take care of the Mining Business Permit (IUP) on Monday 10 September 2018:

According to him, the fees charged for the processing of Mining Business Permits (IUP) are in accordance with the standards that have been set, because the fees for each licensing service are already posted on announcement boards and in existing brochures. For permissions on mismanagement by his charge was appropriate because the request untukizin vast territory and biayanya was appropriate (the interviews).

**Service Products**

The results of the service received must be in accordance with the provisions that have been set. This relates to statements in the provision of services, namely the results of services that are in accordance with predetermined provisions. D a ri author interviews with staff section is part of the ministry and licensing services products are in accordance with the service procedure pelayanan the field of mining in this case the maintenance of Mining Business License (IUP).

According to Mr. Mulawardi, the procedure for issuing business licenses begins when the investor has brought the application while in the district such as a letter of application, company certificate, NPWP, TDP and payments to PNBP. Before making a payment, check the database first. After that, the map and coordinates are determined. The system used in making maps is the AR C GIS system, which is the standard system used in making maps.

**Facilities and infrastructure**

Provision of adequate facilities and infrastructure by public service providers, this is related to the availability of adequate service supporting devices such as tables, chairs, waiting rooms, places of worship etc. As well as the convenience and comfort in obtaining a service.

According to section head of the supervision section mining concession procedures implemented are appropriate dengan written procedures that can not be denied but there are some technical problems but this should not berpengaruh can uh significantly to the procedure. Based on the results of the interview, it was concluded that the facilities and infrastructure were in accordance with the procedures set by the Department of Energy and Mineral Resources of the Province of Central Sulawesi.

**Supporting factors**

The supporting factors for the services of the Department of Energy and Mineral Resources are as follows:
1. Adequate facilities and infrastructure such as computers and mapping tools;
2. Coordination with local village officials. Because before applying for a permit, you must first obtain permission from the local village apparatus.

**Obstacle factor**

Hambatan / challenge faced by the Department of Energy and Mineral Resources of Central Sulawesi province are:
1. The applicant's administrative requirements are incomplete;
2. There are limited employees in utilizing modern technology;
3. The existence of the authorities to melegalisasika n permit applications are sometimes on duty came out that caused the delay an exit permit applications;
4. The administration of licensing services has not yet been socialized;
5. Intense communication and socialization and lack of common understanding between the Department of Energy and Mineral Resources and related stakeholders (OPD)

**CONCLUSION**

1. The implementation of the Mining Business License (IUP) service at the Department of Energy and Mineral Resources of Central Sulawesi Province is good or in other words it is in accordance with what it should be, namely with the Standard Operating Procedures that have been set.

2. Supporting factors for the Mining Business License (IUP) service at the Department of Energy and Mineral Resources of Central Sulawesi Province are adequate facilities and infrastructure such as computers and mapping tools and coordination with local village officials.

3. The obstacles faced by the Department of Energy and Mineral Resources of Central Sulawesi Province in providing services for Mining Business Permits are the incomplete application of the applicant's administrative requirements, the limited number of employees in utilizing modern technology, the presence of officials authorized to legalize permit applications, which are sometimes on duty outside which causes delays in issuing an application for a permit, not yet socializing the administration of licensing services, communication and socialization that are not closely connected and there is no common understanding between the Department of Energy and Mineral Resources and other stakeholders.

**Suggestion**

1. The Department of Energy and Mineral Resources of Central Sulawesi Province continues to appeal to business actors to complete the application file so as not to hinder the service process.

2. Provide opportunities for employees to take part in trainings related to improving public services.

3. Improve coordination with relevant offices in districts/cities so that procedures for granting mining business permits can be shortened.

**REFERENCE**


5. Decree of the Minister of Empowerment of State Apparatus Number 63 of 2003 concerning General Guidelines for the Implementation of Public Services.
