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Enhancing Building Permit Services Efficiency through the Building Management Information System (SIMBG)

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ABSTRACT

This study investigates the efficiency of Building Permit Services (PBG) through the Digital Platform for Building Permit Services (SIMBG), addressing increasing building regulation violations and a decline in PBG applications since the dare system's introduction. Public complaints further emphasize the need for improvement. Using a descriptive qualitative approach, data were gathered through field observations, interviews, and documentation with purposive sampling. Data analysis included reduction, visualization, and inference with source triangulation for validity. The findings show that SIMBG has not fully optimized service efficiency, especially in service time, due to technical issues and limited human resources. To improve efficiency, active coordination between central and regional governments, staff competency enhancements, dare consultation features, and regular evaluations of operating procedures are essential. The implications for educational management highlight the importance of digital transformation in streamlining administrative processes. Improving service delivery through digital platforms like SIMBG offers lessons for educational institutions to enhance efficiency. The study encourages educational leaders to focus on resource management, staff training, and continuous evaluation, ensuring efficient systems that benefit both staff and stakeholders.

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INTRODUCTION

The rapid advancement of information and communication technology (ICT) has significantly impacted various aspects of society, particularly in public administration services(Wang et al., 2021). The adoption of ICT in the public sector is considered a crucial strategy for enhancing the effectiveness and efficiency of public services to meet the increasing demands of citizens (Nyoman et al., 2022). The digital transformation in public services is believed

to expedite bureaucratic processes, strengthen transparency, and improve government accountability (Wibowo & Kertati, 2022). As a critical part of governance, public services like building permits (PBG) have become an essential function to ensure legal compliance, spatial planning, and environmental sustainability (Fajrina & Silviana, 2023). Hence, studying the implementation of digital platforms like SIMBG (Building Permit Management Information System) in facilitating such services is imperative to assess its role in improving public service delivery and achieving higher efficiency in governmental operations.

The increasing demand for public services has led to the need for more effective and transparent systems, particularly in building permits. In Padang City, the shift from the traditional building permit system (IMB) to the newer PBG system through the SIMBG platform was introduced to streamline the process. However, despite these technological advancements, there has been a notable rise in violations of building construction regulations, signaling a gap between the intended outcomes and the system's actual performance. Issues such as slow website access, technical challenges, insufficient public awareness, unresponsive customer support, and high consultation fees have contributed to the declining number of building permit applications. This creates a significant problem, as the objective of SIMBG to simplify and expedite building permit services is being hindered by its operational limitations.

Based on initial observations, the implementation of SIMBG in Padang City has faced various challenges. Although Padang leads in building permit issuance in West Sumatra, violations such as construction without permits continue to rise, with enforcement actions being taken by local authorities in areas such as Pauh and Padang Timur (Tribuan Padang, 2023; Langgam.id, 2024). Data from the Public Works and Public Housing Office (DPUPR) also shows an increase in the number of building violations, from 309 cases in 2023 to 359 cases in 2024. Additionally, the number of citizens applying for building permits has decreased since the shift to digital services. In 2020, before the digitalization of the process, there were 2,591 applications, but this number dropped to 1,064 in 2022, and further decreased to 1,120 in 2024. This decline highlights the inefficiencies in the system, which has hindered the intended goals of simplifying and increasing public participation in the permitting process.

Previous studies have explored the effectiveness of the SIMBG platform in various regions. For example, Wahyudin et al. (2024) conducted a study in Bogor District, which found that SIMBG improved public service efficiency by reducing processing time, costs, and increasing transparency. However, while this study focuses on the broader aspects of service quality, it does not

specifically assess the efficiency of SIMBG in handling building permits. This research gap is important as it leaves a void in understanding the detailed performance of SIMBG in the specific context of building permit services, particularly in a city like Padang, where implementation issues have been observed. The findings from this study are crucial in addressing the gaps in knowledge and practice regarding the system's effectiveness in local government service delivery.

Research related to digital public services often highlights the challenges faced in the implementation of ICT systems, including technical issues, lack of socialization, and resistance from both officials and the public. These factors have also been identified in the literature as common obstacles to successful digital transformation (Susanti & Putera, 2023). Studies on similar systems, such as the one by Fajrina & Silviana (2023), acknowledge that while digitalization can improve efficiency, its effectiveness is often undermined by the lack of proper infrastructure, training, and support. This research will contribute by specifically measuring the efficiency of the SIMBG platform in Padang City, focusing on how well it achieves its objectives of improving service delivery and overcoming technical and social barriers.

The novelty of this research lies in its specific focus on the efficiency of SIMBG in the context of building permits in Padang City. Unlike previous studies that generally examine the impact of digital transformation in public administration, this research provides a targeted analysis of the operational challenges faced by local governments in utilizing digital platforms for construction permits. By measuring the efficiency of this system, this study will offer new insights into how digital platforms can be optimized for local government services, particularly in addressing the gaps between policy intent and real-world implementation. The findings are expected to influence future improvements in the system, thus contributing to the effective use of ICT in public services.

This research seeks to answer the critical question: How efficient is the digitalized building permit service (PBG) through SIMBG in Padang City? The preliminary data suggest that the system has not fully achieved the intended efficiency in reducing processing time and increasing public participation. The research will argue that while SIMBG has the potential to improve public service efficiency, its current limitations—such as technical barriers, insufficient training, and a lack of public awareness—hinder its success. By assessing the factors that contribute to these inefficiencies, this study will offer practical recommendations for enhancing the system and ensuring that digitalization effectively meets the needs of the community.

The contribution of this research is to provide a comprehensive evaluation of the SIMBG system in Padang City, focusing specifically on its efficiency in managing building permit services. The study will not only highlight the current shortcomings of the system but also suggest actionable strategies for overcoming these obstacles. These recommendations can serve as a framework for other regions facing similar challenges in implementing digital public services. Furthermore, the findings will contribute to the broader discourse on digital transformation in government services, providing valuable lessons for future policy and operational improvements. In the field of education, this research can serve as a model for educational institutions seeking to adopt digital systems in administrative processes. It highlights the importance of proper training, system infrastructure, and awareness-building, which can be applied to educational management for more efficient and transparent service delivery.

RESEARCH METHOD

The research adopts a qualitative case study design, which is considered the most appropriate method for exploring complex phenomena in their real-life context(Priya, 2021). This approach allows for a detailed investigation into the challenges and efficiency of the Building Permit Services (PBG) through the SIMBG platform in Padang City. According to Mappasere et al. (2019), descriptive research aims to uncover theoretical concepts and provide an in-depth understanding of the phenomenon being studied. In this case, the case study design offers a rich context for exploring the system's performance and identifying inefficiencies that may not be easily captured through quantitative methods.

The research is conducted at the Padang Municipal Investment and Integrated Services Office (DPMPTSP), specifically focusing on the implementation of PBG through the SIMBG platform. Padang City was chosen as the location due to its prominent role in implementing digital public services in West Sumatra, particularly in building permits. Despite Padang's leadership in issuing PBGs, the city faces significant challenges in the effectiveness of the SIMBG system, which makes it an ideal case study to investigate the underlying issues that hinder or enhance the efficiency of digital public services.

Data collection for this research employs three main techniques: in-depth interviews, direct observations, and documentation. In-depth interviews are conducted with six key informants who were selected using purposive sampling. These participants were chosen for their expertise and direct involvement in the building permit process, including the Head of Licensing and Middle Expert Staff, Document Analysis Staff, and members of the

community who are recipients of the SIMBG services. The in-depth interviews provide valuable insights into the experiences and perspectives of those directly engaged with the system. Direct observations allow the researcher to observe the system in action and note any operational challenges or inefficiencies. Documentation, such as reports and records from DPMPTSP, serves as secondary data to support the primary data gathered through interviews and observations.

Data analysis follows three main stages: data reduction, data display, and data verification. Data reduction involves identifying key themes and categorizing the data, simplifying the analysis to focus on relevant information while discarding unnecessary details. The reduction process ensures that the analysis remains focused and manageable. Data display organizes the reduced data into a comprehensible format, such as charts or narratives, to facilitate a deeper understanding of the findings. Finally, data verification is employed to ensure the reliability and accuracy of the findings. The researcher uses source triangulation, cross-checking information from multiple data sources—interviews, observations, and documents—to confirm the consistency of the results. This triangulation process enhances the validity of the data and strengthens the conclusions drawn from the research.

To ensure the validity and reliability of the data, the researcher also employs member checks, where the interpretation of the data is regularly validated with the informants. This process helps to ensure that the researcher's understanding accurately reflects the experiences and perspectives of the participants. By employing these validation techniques, the researcher can confidently confirm that the findings are trustworthy and representative of the situation in Padang City.

RESULT AND DISCUSSION

Result

Efficient public service is the foundation for the creation of a quality government, especially in building permit services (PBG), which are directly related to the community and the development sector. In Padang City, PBG services are provided online through the SIMBG website, a national system that supports transparency and efficiency in permitting. To assess the effectiveness of SIMBG in providing efficient services at the DPMPTSP Padang City, this research refers to the service efficiency standards outlined in the Minister of Administrative and Bureaucratic Reform Decree No. 63/KEP/M.PAN/7/2023, which includes six indicators used to evaluate efficiency in public service delivery. These indicators are the service procedure, the time required for completion, service costs, service outcomes (products), supporting facilities (infrastructure), and the competence or expertise of the officers involved.

Service Procedure

The operational definition of the service procedure for Building Permit Services (PBG) in Padang City is a systematic, digitalized process that involves multiple stages of verification and technical assessments. Applicants initiate the process by submitting their requests online via the SIMBG website, ensuring that all required documents are provided. After submission, the Department of Public Works and Spatial Planning (PUPR) verifies the documents and performs a field inspection to ensure compliance with technical standards. Once verified, PUPR issues a technical recommendation and determines the applicable fees. The final step involves a review by DPMPTSP, which, if all conditions are met, results in the issuance of the Building Permit (PBG). This process is designed to be transparent and easily accessible to the public via the DPMPTSP website.

From the interviews with the informants, two key points emerged. The first informant, a staff member from PUPR, explained that while the digital process was initially smooth, challenges with document verification often arose due to incomplete or incorrect submissions. The informant highlighted that, despite the system's efficiency, additional communication between PUPR and the applicants is often necessary to ensure that all documents meet the required standards. The second informant, a community member who recently applied for a PBG, shared a different perspective, noting that while the online submission system was easy to use, the process became delayed due to technical difficulties on the SIMBG website. The informant stressed that, although the service is effective, some technical issues created frustration and delays.

In interpreting these findings, the process flow for obtaining a PBG can be depicted as follows: The applicant submits their request online via SIMBG, followed by document verification by PUPR. If all technical requirements are met, PUPR generates a technical recommendation, which is then processed by DPMPTSP. Finally, once the documentation passes the verification, the PBG is issued. However, as evidenced in the interviews, issues arise at different stages, particularly with document completeness and technical difficulties in the system.

From the observations conducted by the researcher, it became evident that the service procedure, while theoretically efficient, suffers from gaps in implementation. These gaps include inconsistencies in the verification process and technical difficulties with the SIMBG website. The observations revealed that while the system is generally effective in managing document submissions, there is a lack of clarity in the communication between the departments and the applicants, leading to delays in the service.

The interpretation of the data suggests that the digital system has improved efficiency but also introduced new challenges. Specifically, the online platform facilitates easier document submission, but technical issues and communication breakdowns have slowed the process. The key issue highlighted in the findings is that the system, while promising, requires continuous technical support and more effective communication channels between the departments and applicants to function optimally.

In summary, the data indicates a clear pattern where the online submission process is beneficial, but the implementation of the service is hindered by issues such as document verification delays and technical difficulties. This reveals the need for improvements in the system's user-friendliness and more streamlined communication between the relevant departments and the public to reduce delays and ensure efficiency.

Completion Time

The operational definition of the "Completion Time" sub-theme in this study refers to the timeframe established for processing and issuing Building Permit Services (PBG) in Padang City. According to the local regulations, the completion time for PBG services varies based on the type of building. For simple residential buildings, the processing time is set at 17 working days, while for more complex residential buildings and public interest buildings, the time is set at 30 working days. Infrastructure buildings are expected to take 28 working days. The process involves technical checks by the Public Works and Spatial Planning (PUPR) team for the majority of the time, followed by the issuance of the permit by DPMPTSP. However, in practice, the time to complete these services is often longer than the set standards.

Table 1. Interview Excerpts and Indicators

Interview Excerpt	Indicator	Informant
"The PBG process for a simple residential building took 24 days instead of the promised 17 days."	Completion Time	Mr. Akbar, Service User
"The processing time is longer now compared to the previous manual system."	Completion Time	Service User
"Delays are caused by the PUPR technical team, who are lacking the necessary manpower for field inspections."	Completion Time	DPMPTSP Officer

In analyzing the table above, it is clear that there is a discrepancy between the stated and actual completion times for PBG services. The first two excerpts from the service users highlight that the time taken for permit processing has exceeded the standards, with one case taking 24 working days instead of the expected 17. Additionally, another user reports that the processing time under the current digital system is longer than when the

process was manual. The delays in the process are confirmed by the DPMPTSP officer, who states that the internal processes at DPMPTSP are not the cause of these delays. Instead, the issue lies with the technical team at PUPR, who are unable to conduct timely field inspections due to a shortage of human resources.

The analysis of the above data suggests a significant gap between the set standards and the actual performance of the PBG service, particularly regarding the completion time. The service users' experiences of delays contradict the efficiency expected from the SIMBG system. It appears that the expected 17 days for simple buildings and 30 days for more complex buildings are not consistently met. The issue lies in the inefficiency of the technical verification process, which is largely dependent on PUPR's capacity to carry out field inspections promptly. This shortfall in manpower at PUPR is the main factor causing delays in meeting the established completion times.

The observations made by the researcher further reinforce the findings from the interviews. It was noted during the field visit that there was a clear backlog of applications awaiting technical verification. While the DPMPTSP office was operating efficiently in terms of processing and issuing permits, the delay in technical checks by PUPR caused a ripple effect, delaying the overall process. This suggests that although the digital system (SIMBG) is designed to improve efficiency, its success is highly dependent on the resources and capacity of the technical teams involved.

Restating the data, it is evident that while the SIMBG system is designed to streamline the PBG process, the completion time is often delayed due to a lack of human resources in the technical inspection team of PUPR. This issue highlights a crucial barrier to the efficient implementation of the digital service, as the technical verification process is the bottleneck that causes delays in the overall system.

In summary, the data reveals a clear pattern: the digital PBG service, though designed for efficiency, is hampered by delays primarily caused by the insufficient manpower in PUPR. This situation results in a failure to meet the established completion times for building permits, which not only impacts the efficiency of the service but also diminishes the public's trust in the system's ability to deliver on its promises.

Service Fee

The fees are transparently set in accordance with regional regulations, and they are not fixed. Instead, they are determined based on several indicators, such as the type of building, its level of complexity, size, location/zone, permanence, and fire risk. After a field inspection by the technical team from

the Public Works and Spatial Planning (PUPR) department, the retribution fees are automatically calculated and displayed on the applicant's SIMBG account. This process enables applicants to make payments independently to Bank Nagari using the payment code provided in the system, without the need for direct involvement from DPMPTSP officers.

In interviews with service users, two key insights emerged. The first informant, a PBG applicant, shared that they were satisfied with the clarity and transparency of the fee structure. The informant emphasized that the ability to view the fee breakdown directly in the SIMBG system made the payment process more straightforward. The second informant, an officer from DPMPTSP, confirmed that the online payment system has reduced instances of unofficial fees and has contributed to greater public trust in the system. The officer noted that the clear breakdown of fees and the elimination of intermediaries ensured that there were no hidden charges, which was positively received by the public.

Based on the above information, the flow of the service fee process can be described as follows: once the applicant submits their request, the PUPR team conducts a field inspection and calculates the retribution fee based on several factors. The fee amount is then displayed on the applicant's SIMBG account. Following this, the applicant makes the payment directly to Bank Nagari using the provided payment code. This process ensures transparency and reduces the likelihood of unofficial fees, contributing to the integrity of the public service.

The researcher's observations further support these findings. During site visits, it was noted that the payment process was smooth, and applicants were able to access the fee information easily. Interviews with several applicants confirmed that the system is user-friendly, with no major complaints about the transparency or fairness of the fees. Additionally, there were no reports of unofficial payments or attempts to exploit the system. This observation indicates that the digital system has indeed contributed to a more efficient and transparent service fee structure.

In restating the findings, it is clear that the service fee system for PBG services in Padang City through the SIMBG platform is functioning effectively. The transparent calculation of fees, the ability to make independent payments, and the elimination of intermediaries have all played a role in enhancing public trust in the system. The payment process is simple, clear, and free from unofficial fees, which indicates the success of the digital transformation in terms of improving service efficiency and transparency.

In conclusion, the data reveals a consistent pattern: the implementation of an online service fee system for PBG permits has significantly improved transparency and reduced the occurrence of unofficial payments. This not only

contributes to the efficiency of the service but also fosters greater trust and satisfaction among the public, highlighting the positive impact of digitalization in public services.

Service Product

The Surat PBG is an official document that serves as proof of the legal status of the submitted construction project, whereas the Plang PBG is a physical yellow signboard typically placed at the construction site as a marker that the building has received official approval from the local government, specifically DPMPTSP Padang City. These two products are handed over to the applicants once the entire application process has been completed and verified by the relevant authorities. The delivery of these documents occurs in person at the DPMPTSP office, with prior digital access provided through the SIMBG website. This change was implemented to reduce the risk of document misuse, such as duplication or illegal collateralization of the permit. Applicants are notified via the SIMBG system and can directly collect the documents and signboard, which enhances the security and legitimacy of the service products.

Table 2. Interview Excerpts and Indicators

Interview Excerpt	Indicator	Informant
"The PBG Letter is clear and valid; it ensures the legality of the construction project."	Service Product Quality	DPMPTSP Officer
"The Plang PBG is helpful for public oversight, making it visible to everyone that the building has an official permit."	Service Product Quality	Service User
"The delivery of the documents in person reduces the risk of misuse and gives more confidence in the process."	Service Product Security	DPMPTSP Officer

In analyzing the table, it becomes evident that both the Surat PBG and the Plang PBG are regarded as essential and effective service products. The first excerpt from a DPMPTSP officer highlights that the Surat PBG is not only a formal permit but also serves as a legal foundation for the construction project. This ensures the legitimacy of the building, offering legal protection for both the applicant and the government. The second excerpt, provided by a service user, emphasizes the importance of the Plang PBG as a visible indicator of legal authorization, which facilitates easier monitoring by the public and government authorities. From another DPMPTSP officer, acknowledges that the personal delivery of the documents strengthens the security of the process and helps prevent illegal activities such as unauthorized copies or misuse of the permit.

The interpretation of the above data suggests that the service products—Surat PBG and Plang PBG—are highly valued by both the authorities and the applicants. These products fulfill both legal and administrative functions: the

Surat PBG ensures that the construction project is legally sanctioned, while the Plang PBG serves as a physical, easily recognizable marker of official approval. This system, which combines digital and physical processes, helps to secure the legitimacy and integrity of the service.

In reinforcing this interpretation, the researcher's observations during the site visits also confirmed that the delivery process at the DPMPTSP office was well-organized, and applicants were satisfied with the direct handover of the documents. No significant issues were observed regarding document security or unauthorized activities. The applicants also expressed a sense of confidence in the system, as the in-person delivery of the products ensures that the documents are not easily duplicated or misused.

Restating the findings, it is clear that the PBG service products—Surat PBG and Plang PBG—play an important role in ensuring the legal and administrative integrity of construction projects. The combination of digital accessibility and physical verification through the Plang PBG enhances the service's security and legitimacy. The straightforward delivery process, which allows applicants to directly receive their documents, further contributes to the trust and confidence placed in the system.

In conclusion, the data reveals a clear pattern: the service products provided through the SIMBG system are seen as effective in securing the legal standing of construction projects and facilitating public oversight. Both the Surat PBG and the Plang PBG have proven to meet the necessary legal and administrative standards, and the process of delivering these products has helped improve transparency, security, and public trust in the PBG service.

Facilities and Insfrastructure

This includes physical assets such as computers, internet networks, and comfortable service areas, as well as human resources trained to provide effective and responsive services. These facilities are essential to ensuring that the administrative processes and interactions with the public are conducted smoothly. However, the efficiency of the service is not solely dependent on physical resources but also on the performance of the centralized IT system that supports SIMBG, which sometimes faces technical challenges that can disrupt service delivery.

Two key insights were obtained from interviews with informants. The first informant, a DPMPTSP officer, highlighted that the available facilities, such as computers and internet connections, are adequate and allow for optimal service delivery. The officer emphasized that these resources are used effectively to provide responsive and effective services, ensuring that the administrative processes run smoothly. The second informant, a service user,

appreciated the comfortable waiting area and the prompt assistance provided by the staff. The informant mentioned that this created a positive experience during the permit application process, which helped build trust and confidence in the service. However, the service user also mentioned experiencing some delays due to technical issues, particularly network disruptions that affected the SIMBG website.

The researcher's observations also confirmed these findings. During a visit to the DPMPTSP office, it was noted that the physical facilities, including the waiting area and staff responsiveness, were well-received by the public. The service environment appeared to be conducive to providing a positive experience for applicants. However, several applicants mentioned that technical issues, particularly internet connectivity problems, were the main challenge. These disruptions were frequently related to the centralized nature of the SIMBG system, meaning that local staff in Padang City were unable to address these issues directly, further delaying the service process.

Restating the findings, it is evident that while the physical facilities and human resources are generally adequate, the technical infrastructure, particularly the internet network and the centralized nature of the SIMBG system, pose significant challenges. These technical issues disrupt the service delivery process, leading to delays and inefficiencies. Despite having sufficient facilities, the system's dependence on centralized IT services means that local service providers cannot always resolve these issues in a timely manner.

In conclusion, the data reveals a clear pattern: while the physical and human resources at DPMPTSP Padang City are well-equipped to support efficient service delivery, technical issues related to network disruptions and the centralized SIMBG system remain a major challenge. This highlights the need for continuous improvement in the technological infrastructure to enhance the overall efficiency and quality of public services.

Competence of Officer

The operational definition of the "Competence of Officers" sub-theme in this study refers to the skills, knowledge, and attitudes of the DPMPTSP officers in managing the Building Permit Services (PBG) through the SIMBG system. The competence of the officers includes both technical expertise in operating the system and soft skills in interacting with the public. Officers are expected to not only understand the digital system's functions, such as processing applications, validating documents, and conducting other technical operations, but also to display professionalism, including being polite, communicative, responsive, and helpful. This combination of technical skills and interpersonal qualities directly impacts the quality and efficiency of public service delivery.

From the interviews with two informants, it was clear that the competency of the officers plays a critical role in the efficiency of the service. The first informant, a DPMPTSP officer, highlighted that all staff had received training on the latest version of SIMBG from the Ministry of Public Works and Housing (PUPR). This training has helped the officers better understand the application process, document validation, and the technical operations of the system, enabling them to manage the digital platform more effectively. The officer emphasized that the training ensures that the officers can handle the technical demands of the system, making the service delivery smoother and faster.

The second informant, a service user, shared positive feedback regarding the officers' attitudes. The informant stated that the DPMPTSP officers were friendly, polite, communicative, and responsive, which helped them understand the process and address any issues that arose during the application. The informant appreciated the clear explanations provided by the officers, which made navigating the system easier. This positive interaction contributed to a comfortable service environment, enhancing the overall experience for the applicants.

The researcher's observations further support the findings from the interviews. During the site visit to DPMPTSP, it was observed that the officers interacted with applicants in a friendly and professional manner, which positively impacted the service environment. Applicants seemed confident and at ease while submitting their applications, and there was a noticeable effort by the officers to provide clear guidance when questions arose. The efficient operation of the SIMBG system and the supportive attitude of the officers were both seen as key elements that facilitated the smooth operation of the service.

Restating the data, it is evident that the competence of the officers, both in technical skills and in their interpersonal interactions, is essential to the successful implementation of the SIMBG system. The officers not only need to have a good understanding of the system's operations but also need to be approachable, communicative, and proactive in addressing challenges faced by applicants. Their competence directly influences the efficiency, accuracy, and overall quality of the PBG services.

In summary, the data indicates a clear pattern: the combination of technical expertise and professional attitudes of the officers is crucial to the success of the SIMBG-based PBG service. Officers who are well-trained and possess strong interpersonal skills create a conducive environment for efficient public service delivery, fostering trust and satisfaction among applicants. The competence of the officers, therefore, plays a significant role in enhancing the speed, accuracy, and overall quality of building permit services in Padang City.

Discussion

Efficient public services are crucial for quality governance, and in Padang City, the implementation of Building Permit Services (PBG) through the Building Management Information System (SIMBG) plays a vital role in the national digitalization of permitting(Budiyarto et al., 2025). The efficiency of SIMBG services at the Investment and Integrated Service Office (DPMPTSP) is analyzed based on six indicators of public service efficiency, as outlined in the Minister of Administrative and Bureaucratic Reform Decree No. 63/KEP/M.PAN/7/2023, which includes service procedure, completion time, service cost, service products, supporting facilities, and officer competence.

The service procedure for PBG through SIMBG in Padang generally meets efficiency and transparency standards.(Rahmawati & Asrul, 2025) However, technical issues, such as website inaccessibility during system updates, hinder the process. In such cases, applicants must visit the DPMPTSP office for assistance, revealing the system's dependency on stable technology. Regarding completion time, although the time for service delivery is defined, delays often occur during the technical inspection phase due to a shortage of technical staff(Dzulkifli et al., 2021). This highlights the need for sufficient human resources to meet established timelines.

The service cost system is transparent and efficient, with fees based on local regulations(Gopalakrishnan et al., 2021). Direct payments to the bank help minimize illegal charges, enhancing accountability and reducing the risk of informal transactions. The service products, the Building Permit Approval Letter (Surat PBG) and the PBG Signboard (Plang PBG), ensure legal certainty and transparency. The shift to in-person document delivery helps protect document integrity, although it adds an extra step in the process.

Supporting facilities, including technology and human resources, contribute to service efficiency(Vahdat, 2022). However, internet connectivity issues and dependency on central government systems disrupt service continuity, affecting the overall efficiency. Competence of the officers is essential to service quality. Officers are trained in the latest SIMBG version, improving their technical skills. Their professional and communicative attitude enhances public trust and service efficiency, combining technical expertise with strong interpersonal skills.

In conclusion, while SIMBG services in Padang City are generally efficient, technical challenges and resource limitations highlight areas for improvement. Enhancing officer competence and resolving technical issues are key to achieving more consistent and effective service delivery.

CONCLUSION

The efficiency of Building Permit Services (PBG) through the Building Management Information System (SIMBG) in Padang City has made significant progress in implementing digital-based public services. The service procedure is systematic and easily accessible, completion times are clearly defined, service costs are transparently set, and the service products, including the PBG document and signboard, provide legal certainty for applicants. Additionally, the infrastructure and officer competence generally support the effective implementation of services.

However, several challenges remain, such as delays in completion times due to the limited technical staff at PUPR and technical issues within the centralized SIMBG system, which hinder the smoothness of the process. The dependency on the central system makes it difficult for the local government to make quick fixes when disruptions occur. Therefore, improving inter-agency coordination and strengthening technological infrastructure are urgent steps that need to be addressed.

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