

# CRITICAL SUCCESS FACTOR OF RESIDENTIAL DEVELOPMENT THROUGH SELF-HELP HOUSING STIMULANT PROGRAM (BSPS) (Case Study of Lebong Regency of Bengkulu Province)

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**Abstract-** In supporting the success of a project need to know in advance what is the determining factor of success. These factors are usually grouped into critical success factors (CSF) to know what are the important things needed for the project to run well and successfully. In this study, CSF analysis was conducted on a self-help housing stimulant assistance program (BSPS) in Lebong Regency, Bengkulu Province. This program is a government project in addressing the needs of habitable housing for low-income people (MBR), where activities are carried out with the concept of community empowerment. The results of this study obtained 10 critical success factors (CSF) that affect the successful implementation of the BSPS program in Lebong Regency, Bengkulu Province, among others as follows: 1. The involvement of various parties in development planning ranging from the community level to elements of government; 2. The emergence of self-will from the community to meet the priority of the need for housing; 3. Availability of amounts and sources of funds from either government or private sector supported by good financial management; 4. The existence of communication as the formation of precept understanding and awareness through dialogue; 5. There is clarity of rules governing the position and role of the community in development activities; 6. Create a community or group function as a service provider for the community; 7. Optimization of the tasks of facilitators or accompanying personnel as the preparation of recommendations for problem-solving in activities; 8. Establish a work commitment to the success of the program through organizational culture; 9. The existence of information that is transparent and easily accessible to the public; 10. Improving good relations between the community and the government for the sustainability of the program.

**Keywords-** *Critical Success Factor, Self-Help Housing Stimulant Assistance Program (BSPS), Community Empowerment, Lebong Regency*

## I. INTRODUCTION

The growing population from year to year causes growth for settlements and people's residences. The biggest challenge for the current government is to create livable housing (RTLH) for its people because there are still many settlements that are far below the standard of eligibility. One of the government programs in dealing with development problems, especially in the field of decent settlements, is to run the Self-Help Housing Stimulant Assistance (BSPS) program. The program whose implementation is regulated by the central government was born based on Law No. 1 of 2011 on Housing and Residential Areas which is a revision of Law No. 4 of 1992.

Bengkulu province is one of the provinces that is also the target of the BSPS program, wherein some areas there are still settlements that are considered uninhabitable. One of the recipient areas of the program is Lebong Regency. The BSPS program in Lebong Regency itself has been routinely implemented since 2017. In 2017, the implementation of BSPS program on Uninhabitable Houses (RTLH) was as many as 250 units located in two sub-districts, namely Lebong Selatan and Rimbo Pengadang subdistricts. Then in 2018 realized as many as 512 units spread across several districts of Lebong Regency. As for 2019, Lebong District received a quota of assistance from the BSPS program as many as 567 units located in six sub-districts, including Topos, Lebong Sakti, Bingin Kuning, Lebong Selatan, Lebong Tengah, and Pelabai subdistricts.

This study was conducted by analyzing the determining factors of the success of the BSPS program in the Lebong Regency. The research step that will be conducted is to group the factors that affect the success of the program through community empowerment based on literature studies, then analyze the factors obtained and perform roles to obtain the dominant factor determining the success (critical success factor) of residential development through the BSPS program through a community empowerment approach.

## II. LITERATURE REVIEW

### 2.1 Self-Help House

The definition of a self-help house based on Law No. 1 of 2011 Article 1 paragraph 9 is a house built on the initiative and efforts of the community. While Dewar (1981) in Ntema (2011) stated that self-help housing is a process of building houses that individuals and communities are in control of decisions about their homes and neighborhoods, without the need to build them themselves.

Zhang, Zhao, and Tian (2003) explained the concept of self-help housing from the point of view of low-income housing, defined as the activities of low-income population groups in meeting the needs of the home through its own resources either in the form of labor or finance.

### 2.1 Community Empowerment

Community empowerment is one of the government's efforts in encouraging people to be independent and have the ability to make their own decisions, own initiatives, and improve their own lives. His involvement can be in the form of activities in the form of donations of thoughts, opinions, and actions, can also be in the form of donations of costs, materials for environmental improvement (Alit, 2005).

### 2.2 Factors That Influence Development Success through Community Empowerment

Pambudy (2009) stated that the implementation of development, communication function becomes important for all stakeholders to realize, conduct education and move the community. The role of communication is one of the factors that determine the success of development, especially related to community involvement. With the communication delivered directly to the community the message and the purpose of the activities that want to be conveyed to the community will become easier to understand.

According to Soleh (2014) in the implementation of development activities, community participation is a manifestation of awareness and concern, and responsibility for efforts to improve the quality of life together. Therefore empowerment is also considered as a step to achieve participation, where the form of activities carried out is directed to meet the needs of the community in the form of more targeted development.

Ahmad Sururi (2015), suggested that community organizing is very important in carrying out community-based infrastructure development because community organization is an institutional instrument where development performance can be measured and based on the initial objectives of empowerment programs, then this program or effort can be said to have been effective because it has achieved one of its goals, namely the involvement of the lower community starting from family, kinship and brotherhood so that the effectiveness of empowerment can be implemented. In infrastructure development programs involving the community usually, institutions or community organizations are appointed to participate in managing activities in each stage from start to finish activities (implementation and maintenance).

Suharto (2005), explained that mentoring is a strategy that determines the success of community empowerment programs, furthermore, Payne said (1986) that mentoring is a strategy that prioritizes "making the best of the client's resources". With the assistance of the community involving facilitators in the development program, it is expected that the program can run in a targeted manner by the goals to be achieved.

According to Nasikun (2000), an important aspect in a community empowerment development program is a program that is self-organized by the community, able to answer the basic needs of the community, support the involvement of the poor and other marginalized groups, built from local resources, sensitive to local cultural values, pay attention to environmental impacts, do not create dependence and are implemented sustainably. With the sustainable development program in addition to coaching the community, the benefits of development can also be felt by the next generation in the future.

Based on the above collection of opinions, a group of factors is indicated to influence the success of development projects through community empowerment. These factors include:

1. Social Communication
2. Community Participation
3. Community Organization Group
4. Community Assistance
5. Sustainability Development

### 2.3 Critical Success Factor (CSF)

Tugiman and Syairudin (2018) stated that the Critical success factor is a critical factor or variable for the successful implementation of the project that must be done, where without such factors, the project will not be successful or successful in certain targets or goals. In a project or work, a critical success factor (CSF) is very important to identify before the project starts. While according to Babu and Sudhakar (2015) Critical success factor (CSF) is a characteristic, condition, or variable that has a significant impact on the success of the project.

### III. METHODOLOGY

#### 3.1 Research Site

This research is descriptive quantitative. Data collection is done by collecting information sources on a subject or object so that the desired data can be collected. The location of the research was conducted in the Lebong Regency of Bengkulu Province which is one of the recipient districts of the Self-Help Housing Stimulant Assistance (BSPS) program. In 2019 Lebong District received 567 BSPS program assistance for Self-Help House Quality Improvement (PKRS). PKRS program is one of the scopes in the BSPS Program in handling the improvement of Livable Housing.

#### 3.2 Research Instruments

According to Sugiyono (2017) referred to as a research instrument is a tool used to measure natural and social phenomena observed. Based on the statement can be said a research instrument is a tool used by researchers to obtain the desired data. The instrument used in this study is a questionnaire sheet in the form of a series of question lists addressed to respondents.

The number of samples in this study is calculated based on the number of beneficiaries located in 20 villages BSPS beneficiaries in 2019, where the number is 567 participants. Determination of the number of samples is carried out based on the table Krejcie and Morgan (1970) where the number of samples is adjusted to the number of population, so that from the results of the calculation obtained samples as many as 232 respondents.

#### 3.3 Research Variables

In this study, the variables presented are variables that are considered worthy and influential on the topic of research. The topic of this study is determining the critical success factor (CSF). Therefore, variables are determined - variables that are considered to affect the success of the construction of residential houses through community empowerment. The variables can be seen in Table 1 below:

**Table 1 Research Variables**

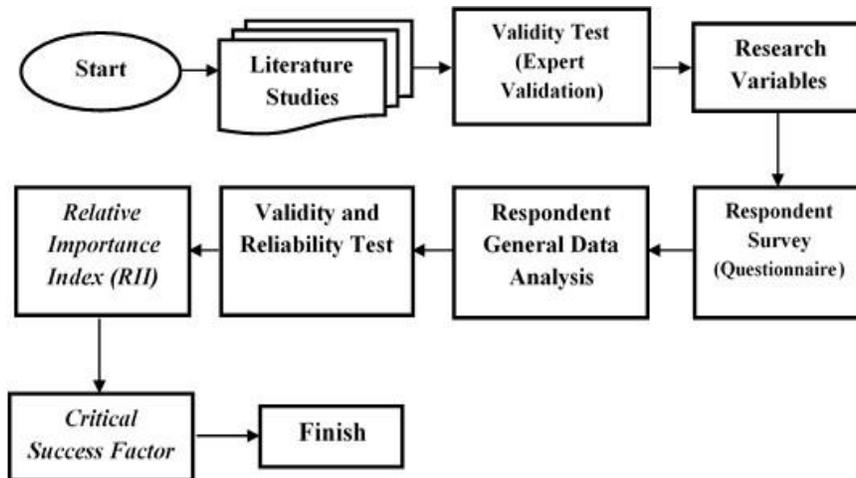
Factor Group	Code Var	Variable
Social Communication	X1	Formation of understanding and awareness through dialogue
	X2	Exchange of information between the public and the government
	X3	Strategy design in the delivery of new ideas
	X4	Development of interacting and communication skills
	X5	Increased sense of openness between each other
	X6	The need for knowledge through information
	X7	Transparent public information
	X8	Use of the internet as a source of information and communication
	X9	Local media involvement to publish programs
	X10	Common understanding from various parties
Community Participation	X11	Understanding the importance of development to quality of life
	X12	Formation of a sense of belonging to the results of development
	X13	Increased sense of responsibility for the success of activities
	X14	Willingness to meet priority needs
	X15	Application of equality to a group
	X16	Development planning through deliberation
	X17	Mobilization by the government
	X18	Clarity on the rules of implementation of activities
	X19	Clarity of position and role of the community in the development

Community Organization Group	X20	Ability to influence members to work together
	X21	Application of anti-selfishness to each individual
	X22	Increased sense of unity and unity
	X23	Ability to achieve goals and resolve conflicts
	X24	Service providers for the community
	X25	Formulation of members' rights and obligations
	X26	Range of work areas/activities
	X27	Establishment of self-reliance in development activities
	X28	Establishment of commitment through organizational culture
	X29	Performance measurement against organizational objectives
Community Assistance	X30	Improved skills and knowledge in managing potential areas
	X31	Impartiality on the target of counseling
	X32	Adjustment of extension methods
	X33	Ability to carry out technical tasks
	X34	Ability to establish relationships and communication
	X35	Exchange of ideas and positive feedback
	X36	The relationship between the community and the government
	X37	Pioneers of development behavior reform
	X38	The formation of empathy and caring towards others
	X39	Preparation of problem-solving recommendations
Sustainability Development	X40	Pemeliharaan stabilitas ekonomi dan sosial
	X41	Pemenuhan kebutuhan generasi mendatang
	X42	Ketepatan pemilihan metode pada proses konstruksi
	X43	Penyediaan manfaat bagi individu maupun organisasi
	X44	Penguatan kapasitas pengetahuan dalam melaksanakan tugas
	X45	Pembentukan masyarakat berkembang dan mandiri
	X46	Kemampuan mengelola sistem laporan kegiatan dan keuangan
	X47	Keterlibatan berbagai pihak dalam perencanaan pembangunan
	X48	Ketersediaan jumlah dan sumber dana
	X49	Komitmen pemerintah pada keberlanjutan program

Source: Processed Literature, 2021

### 3.4 Data Analysis Techniques

According to Nana Sudjana (2004), data analysis is the process of drafting, setting, and processing data to be used to justify hypotheses. Data analysis techniques in this study were conducted systematically with the help of computer programs to process numbers and statistical data. The flow of stages can be seen in figure 1 below:



**Figure 1 Data Analysis Techniques**

In this study, the data analysis method used is the relative importance index (RII). According to Hardjomuljadi (2009), RII is an analysis that allows a relative quantitative, where the higher the rating the higher the influence exerted by variables owned. The formulas that can be used with the RII method are as follows:

$$RII = \sum W / A \times N$$

Where:

- W = Weight given for dominant causative factors (1,2,3,4 and 5)
- A = Highest weight (in this case 5)
- N = Total number of respondents

#### IV. RESULTS

##### 4.1 General Data of Respondents

The results of the respondent's general data description show how the conditions represent the condition of the respondent in the field. The form of general data percentage of respondents can be seen in full in Table 2 below:

**Table 2 Percentage of Respondents' General Data**

Respondent's Character		Frequency	Percentage (%)
Gender	Men	164	70.69
	Women	68	29.31
Age	≤ 20 Years Old	2	0.86
	21-30 Years Old	14	6.03
	31-40 Years Old	71	30.6
	≥ 40 Years Old	145	62.5
Education	SD	62	26.72
	SMP	56	24.14
	SMA	114	49.14
	S1	-	-
Job	Farmers	212	91.38
	Self-employed	9	3.88
	Housewives	11	4.74
Monthly Earnings	≤ 1.000.000	76	32.76
	1.000.000-1.500.000	137	59.05
	1.500.000-2.000.000	19	8.19

Long Inhabiting The House	≤ 20 Years	110	47.41
	21-40 Years	101	43.53
	41-60 Years	21	9.05

Source: Processed Products, 2021

#### 4.2 Validity and Reliability Test

Based on the calculation of the overall validity test at the value of r count greater than r table, where r research table on  $df = N$  and  $\alpha = 0.05$  is 0.128. While the reliability test in the study using the Cronbach's Alpha method, where a variable is said to be reliable if the value of Cronbach's Alpha  $\geq 0.60$ . The results of the test validity and reliability of all variables in this study are declared valid and reliable.

#### 4.3 Relative Importance Index (RII)

Based on the results of the relative importance index (RII) analysis obtained the determining factors of success were determined based on the top 10 rankings of RII. The results of RII analysis which is considered as critical success factor (CSF) of residential development through the BSPS program in Lebong Regency of Bengkulu Province can be seen in Table 3 below:

**Table 3 Critical Success Factor (CSF)**

Var	Factors	RII
X47	Involvement of various parties in development planning	76.379
X14	Willingness to meet priority needs	76.293
X48	Availability of amounts and sources of funds	75.517
X1	Formation of understanding and awareness through dialogue	75.259
X19	Clarity of position and role of the community in the development	75.172
X24	Service providers for the community	74.914
X39	Preparation of problem-solving recommendations	74.655
X28	Establishment of commitment through organizational culture	74.483
X7	Transparent public information	74.310
X36	The relationship between the community and the government	74.138

Source: Processed Products, 2021

### V. CONCLUSION

Based on the results of the research, there are 10 critical success factors for residential development through the Self-Help Housing Stimulant Assistance (BSPS) program in Lebong Regency, Bengkulu Province, among others:

1. The involvement of various parties in development planning ranging from the community level to elements of government.
2. The emergence of self-will from the community to meet the priority of the need for housing.
3. Availability of amounts and sources of funds from either government or private sector supported by good financial management.
4. The existence of communication is the formation of precept understanding and awareness through dialogue.
5. There is clarity of rules governing the position and role of the community in development activities.
6. Create a community or group function as a service provider for the community.
7. Optimization of the tasks of facilitators or accompanying personnel as the preparation of problem-solving recommendations in each activity.
8. Establish a work commitment to the success of the program through organizational culture.
9. The existence of information that is transparent and easily accessible to the public.
10. Improving good relations between the community and the government for the sustainability of the program.

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