

Implementation of the Policy on the Handover of Public Infrastructure, Facilities, and Utilities from Developers to the Langkat Regency Government

Doyandri Hasibuan, Abdi Sugiarto

Abstract

This study aims to analyze the implementation of the policy on the handover of Public Infrastructure, Facilities, and Utilities (PSU) from developers to the Langkat Regency Government; to identify the obstacles encountered during the process; to examine the impact of suboptimal PSU handover on residential environmental quality and community welfare; and to formulate effective and sustainable improvement strategies. A descriptive qualitative approach was employed, with data collected through in-depth interviews, participatory observation, and document analysis. The research informants consisted of developers, local government officials, and housing residents. The data were analyzed thematically to identify key themes related to policy implementation, challenges, impacts, and strategies for improvement. The findings reveal that the implementation of the PSU handover policy in Langkat Regency still faces multiple challenges, including incomplete documentation, noncompliance with technical facility standards, limited government resources, and suboptimal inter-agency coordination. The lack of effective PSU handover has led to declining residential environmental quality, manifested in road damage, clogged drainage systems, insufficient street lighting, and a reduction in green open spaces. These issues have also negatively affected community welfare in terms of comfort, safety, and increased maintenance costs. This study recommends several improvement strategies: strengthening inter-agency coordination, providing outreach and technical assistance for developers, digitalizing administrative procedures, enhancing supervision and regular evaluation, and promoting participatory partnerships among the government, developers, and communities. The implementation of these strategies is expected to improve the effectiveness, transparency, and sustainability of the PSU handover and management process, thereby fostering livable residential environments and enhancing community welfare.

Keywords: Policy Implementation, Public Infrastructure Facilities and Utilities (PSU), Residential Environmental Quality, Community Welfare, Improvement Strategy.

Doyandri Hasibuan¹

Master of Urban and Regional Planning, Universitas Pembangunan Panca Budi, Indonesia e-mail:
doyandrihasibuan@yahoo.co.id¹

Abdi Sugiarto²

Master of Urban and Regional Planning, Universitas Pembangunan Panca Budi, Indonesia e-mail:
Abdi_sugiarto@dosen.pancabudi.ac.id²

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Introduction

Housing development by private developers in Langkat Regency continues to increase in line with population growth and the rising demand for decent housing. In every residential area, developers are legally required to provide infrastructure, facilities, and public utilities (PSU) such as neighborhood roads, drainage systems, green open spaces, clean water networks, and street lighting. According to prevailing regulations specifically, Minister of Home Affairs Regulation No. 9 of 2009 and Minister of Public Works and Housing Regulation No. 38 of 2015 these PSUs must be officially handed over to the local government to ensure proper management, maintenance, and optimization for the public benefit in a sustainable manner.

However, the implementation of PSU handover policies in Langkat Regency still faces multiple challenges. Many developers have not formally transferred the PSUs due to limited understanding of the regulations, weak government oversight, and the absence of an integrated governance system. This situation has led to several practical problems, such as damaged neighborhood roads left unrepaired, poorly maintained drainage systems causing flooding, and abandoned public facilities due to unclear ownership status. Consequently, residents are often forced to maintain these facilities independently or experience a decline in their residential environmental quality.

On the other hand, the local government encounters administrative and technical barriers in the handover process, including discrepancies in documentation, noncompliance with technical standards, and inadequate coordination among relevant departments. These challenges reveal a clear gap between normative policies and their practical implementation in the field. Therefore, a comprehensive study on the implementation of PSU handover policies from developers to the Langkat Regency Government is crucial to identify existing barriers, evaluate policy effectiveness, and formulate strategies for more optimal and sustainable PSU governance.

Research Significance

Research on the implementation of PSU handover policies from developers to the Langkat Regency Government is essential because it directly affects the quality of life of residential communities. Without formal transfer, PSUs remain in a “status quo” state constructed but lacking official management. Such conditions make public facilities vulnerable to neglect and physical deterioration, reducing their utility value and compromising residential comfort.

From a policy perspective, this research holds strategic importance for local governments. As Langkat continues to grow, it requires a well-organized PSU governance system that not only emphasizes physical development but also ensures the continuity of facility maintenance. Findings from this study are expected to serve as a foundation for improving supervision mechanisms, regulatory enforcement, and technical policy formulation, enabling more operational and practical outcomes. Thus, the research provides both academic relevance and direct implications for public policy-making.

The phenomenon in Langkat reflects a discrepancy between formal regulations and actual implementation regarding PSU handovers. In several housing complexes, although developers have built the required facilities such as internal roads, drainage, green spaces, and lighting networks these have not been formally transferred or managed by the government. This has caused visible impacts, including road damage, drainage blockages, and deteriorating public amenities, which ultimately degrade the overall residential environment.

The issue is further complicated by developers' reluctance to complete the handover process, citing administrative and technical difficulties or weak inter-agency coordination. Meanwhile, local authorities also face verification and procedural constraints due to fragmented processes and limited supervisory resources. As a result, residents bear additional financial and social burdens to maintain facilities that should be publicly managed.

This situation demonstrates that although PSU regulations are clearly defined, their implementation remains suboptimal. Hence, an in-depth study is needed to explore the obstacles, practices, and effective strategies for PSU transfer and management ensuring that housing development goes beyond physical construction to also promote sustainable living environments.

From an academic standpoint, this research contributes to filling the gap in existing literature concerning local PSU governance, particularly in terms of handover mechanisms, constraints, and policy effectiveness. Despite clear regulatory frameworks, few empirical studies have examined how these policies function in practice. Therefore, this research serves as a valuable reference for urban development and public policy studies.

From a practical perspective, the research is vital because inefficient PSU handovers directly affect residential quality and community well-being. Poorly managed public facilities lead to infrastructure decay, flooding, and reduced livability, which impose additional burdens on residents and local governments. The study aims to provide actionable recommendations to improve procedures, monitoring, and collaboration between developers and government institutions so that PSUs can fully serve their public function.

Moreover, this research contributes to enhancing partnerships among government, developers, and communities. By identifying obstacles and proposing solutions in the PSU handover process, all stakeholders can work toward a governance system that is transparent, efficient, and sustainable. Thus, the study is not only theoretically relevant but also strategically significant for fostering livable, organized, and sustainable housing environments in Langkat Regency.

For developers, this research also offers a reflective perspective to understand the challenges in complying with PSU handover obligations. While many developers are willing to hand over facilities, they are often constrained by technical, administrative, or procedural uncertainties. Through a comprehensive analysis, the research encourages a more constructive partnership framework among developers, local authorities, and residents. Therefore, the study is essential not only to enrich the academic discourse on local PSU governance but also to provide practical solutions for creating well-managed and sustainable residential environments.

Problem Identification

Based on field observations, several issues related to the implementation of PSU handovers from developers to the Langkat Regency Government can be identified as follows:

1. Administrative Constraints – Many developers delay or fail to complete PSU handovers due to incomplete documentation or failure to meet technical standards.
2. Technical and Quality Issues – The constructed facilities often do not meet required specifications, making it difficult for the government to officially accept them.
3. Limited Government Supervision – The local government lacks an effective monitoring and coordination system to ensure timely and compliant PSU handovers.
4. Impact on Communities – Untransferred or poorly maintained facilities degrade residential quality and impose additional burdens on residents.

5. Gap Between Regulation and Practice – Although PSU regulations are well-defined, their implementation remains inconsistent, leading to inefficiencies in public facility management.

Research Questions

Based on the identified issues, this study seeks to address the following research questions:

1. How is the policy implementation process of PSU handover from developers to the Langkat Regency Government carried out?
2. What are the main challenges faced by both developers and the local government in the PSU handover process?
3. How does the suboptimal PSU handover affect residential environmental quality and community well-being?
4. What strategies can be developed to improve the PSU handover and management process to make it more effective and sustainable?

Literature Review 2.1. Public Policy and Its Implementation

Public policy refers to a series of decisions made by the government to address public issues. According [1], policy implementation is the process of executing and controlling the direction of an established policy. In the context of PSU (Public Infrastructure, Facilities, and Utilities) transfer, policy implementation involves the steps taken by local governments to ensure that developers hand over public facilities in accordance with the prevailing regulations.

2.2. Public Infrastructure, Facilities, and Utilities (PSU)

PSU represents the facilities provided by developers to support the sustainability of residential environments. [2] explain that PSUs that are not officially transferred to the government can hinder the public's right to adequate housing and livable settlements. Moreover, unclear ownership of PSU assets may lead to losses for local governments, such as the inability to manage or maintain public facilities effectively due to the absence of formal handover.

2.3. Factors Influencing the Implementation of PSU Policy

Several factors influence the implementation of PSU policies, including:

- a) Inconsistent Regulations: Inconsistent or unclear regulations may obstruct the PSU handover process. This is often caused by inadequate legal frameworks, the absence of technical guidelines or standard operating procedures, and disputes over ownership documents [3].
- b) Limited Resources: Constraints in human resources and local government budgets often hinder verification and acceptance processes of PSU from developers [2].
- c) Inter-Agency Coordination: Poor coordination among relevant agencies can make the PSU handover process inefficient and ineffective [4].

2.4. Strategies to Improve PSU Policy Implementation

Several strategies can be adopted to enhance PSU policy implementation:

- a) Raising Developer Awareness: Developers should be made aware of the importance of transferring PSU assets to ensure the sustainability of public facilities.
- b) Optimizing Socialization: Strengthening public communication and socialization about regulations and procedures related to PSU handover can improve developers' compliance.

- c) Enhancing Coordination: Strengthening coordination between local governments and developers is essential to ensure smooth and transparent PSU transfer processes .
- d) Administrative Reforms: Establishing clear and efficient administrative mechanisms can help streamline the PSU handover process [4].

Research Methodology 3.1. Research Type and Approach

This study employs a qualitative descriptive approach. According to [5] qualitative research often referred to as naturalistic research is conducted in a natural setting where the researcher acts as the main instrument. The goal is to deeply understand social phenomena through descriptive data, including words, images, and observed behaviors.

3.2. Research Focus

The focus of this study is to understand the implementation of PSU transfer policies from developers to the Langkat Regency Government. It explores perceptions, experiences, and challenges faced by developers, local authorities, and residents involved in the PSU transfer process.

3.3. Research Location and Duration

The study is conducted in Langkat Regency, North Sumatra Province, over a period of three months (January–March 2026).

3.4. Data Collection Techniques

Data collection includes:

1. In-Depth Interviews: Conducted with developers, government officials, and community representatives to gain insights into the PSU handover process.
2. Participant Observation: The researcher participates directly in activities related to PSU transfer to better understand the underlying dynamics.
3. Document Study: Examination of official documents such as local regulations, meeting minutes, and related reports.

3.5. Data Analysis Techniques

Data are analyzed using thematic analysis following Braun and Clarke (2019), which involves:

1. Familiarization with data;
2. Coding relevant information;
3. Identifying emerging themes;
4. Reviewing and validating themes;
5. Defining and naming themes;
6. Writing the research report based on the main findings.

3.6. Data Validity

To ensure validity, the study uses triangulation by comparing data obtained from multiple sources and methods. Additionally, member checking is conducted by confirming the researcher's interpretations with informants [5].

Results

How is the implementation of PSU policy carried out in Langkat Regency?

The implementation of PSU transfer policy from developers to the Langkat Regency Government is a vital aspect of sustainable housing governance. The policy aims to ensure that all public facilities such as neighborhood roads, drainage systems, green spaces, clean water networks, and street lighting are properly managed by the local government for the benefit of residents [6].

Based on observations and document reviews, PSU implementation in Langkat Regency shows mixed progress. Formally, developers are required to hand over PSU after construction is completed and meets technical standards. However, in practice, delays often occur due to both developer- and government-related factors. Developers face issues such as noncompliance with standards, project delays, and incomplete documentation [7].

From the government's side, limited resources and weak inter-agency coordination are the main barriers. As a result, some public facilities remain unmanaged, leading to deteriorating infrastructure and discomfort among residents. Despite these challenges, there are ongoing efforts to improve policy implementation through increased socialization, administrative reform, and better collaboration between stakeholders.

Overall, PSU policy implementation in Langkat Regency is progressing gradually. Administrative and technical barriers persist, but growing awareness among developers and local authorities indicates a positive shift toward better governance of public facilities.

What challenges are faced by developers and local governments in the PSU handover process?

The handover process of Public Infrastructure, Facilities, and Utilities (PSU) from developers to the local government in Langkat Regency faces various challenges, both from the developers' and the government's sides. These challenges can be categorized into administrative, technical, and coordination-related obstacles [8].

1. Developer Challenges:

Developers face administrative and technical issues such as incomplete documentation (land certificates, construction reports, and compliance evidence) and substandard facilities. Some developers also lack knowledge of regulations, leading to delays and confusion.

2. Government Challenges:

Local governments face shortages in human and financial resources for verification and supervision. Coordination among departments housing, public works, and environment is often suboptimal, causing procedural delays.

3. Impact on the Community:

Unhanded or poorly managed facilities lead to deteriorating living conditions, such as damaged roads, poor drainage, and lack of lighting, directly affecting residents' comfort and safety.

4. Collaborative Efforts:

To overcome these challenges, local governments are clarifying administrative procedures, improving inter-agency coordination, and conducting outreach to developers. Proactive developers are also improving compliance with technical standards.

What are the impacts of suboptimal PSU handover on residential quality and community well-being?

Incomplete or delayed PSU handovers significantly affect residential quality and social well-being. Poorly maintained public facilities lead to damaged infrastructure, inadequate drainage, insufficient lighting, and neglected green spaces. These conditions decrease residents' comfort, safety, and overall livability [9]

Economically, residents often bear the cost of maintaining public facilities, creating financial burdens. Socially, a poorly maintained environment fosters dissatisfaction and stress, while decreasing property values and community trust in developers and government institutions.

Therefore, improving the PSU handover process is essential for ensuring sustainable, livable, and equitable residential environments.

What strategies can enhance the effectiveness and sustainability of PSU handover and management?

The process of transferring Public Infrastructure, Facilities, and Utilities (PSU) from developers to local governments requires a systematic and integrated strategy. This strategy is not only aimed at streamlining administrative procedures but also at ensuring the sustainability of public facilities to support the quality of residential environments and the well-being of the community [10].

1. **Strengthening Inter-Agency Coordination:**

Improving coordination among relevant government agencies ensures faster and more accurate verification and acceptance of PSU assets.

2. **Capacity Building and Developer Guidance:**

Developers should receive technical guidance and support during construction to comply with standards and streamline the handover process.

3. **Administrative Simplification and Digitalization:**

Digital management systems can increase transparency, facilitate monitoring, and minimize bureaucratic delays.

4. **Continuous Supervision and Evaluation:**

Regular monitoring ensures that handed-over facilities remain functional and wellmaintained.

5. **Collaborative Governance with Community Involvement:**

Encouraging public participation in facility monitoring and maintenance strengthens accountability and a sense of shared ownership.

These strategies together foster an effective, transparent, and sustainable PSU management system that enhances both the quality of housing environments and community welfare.

Conclusion

Based on the results of the study, several conclusions can be drawn as follows:

1. **PSU Policy Implementation:**

The implementation of PSU handovers in Langkat Regency progresses gradually but faces regulatory, administrative, and coordination challenges.

2. **Challenges Encountered:**

Developers struggle with technical and administrative compliance, while local governments face human resource and coordination limitations.

3. **Impact of Ineffective Handover:**

Untransferred PSUs result in infrastructure deterioration and reduced residential quality, leading to decreased community welfare and livability.

4. Improvement Strategies:

Enhanced inter-agency collaboration, better developer engagement, administrative digitalization, consistent supervision, and participatory governance are key to ensuring effective and sustainable PSU management.

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