



# Analysis of the Impact of Increasing Non-Tax State Revenue Directorate General of Intellectual Property on the Quality of Public Services in the Field of Intellectual Property at the Directorate General of Intellectual Property

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**Abstract.** As mandated in the 1945 Constitution of the Republic of Indonesia, the policies to increase State Revenue through intensification and extensification efforts continue to be carried out, one of which is through Non-Tax State Revenue. Non-Tax State Revenue is expected to contribute to financing national development. The utilization of Non-Tax State Revenue within the Directorate General of Intellectual Property (DGIP) is one of the driving forces for the government to provide services in the field of intellectual property through program targets that have been prepared in order to become a world-class intellectual property office. The novelty of this research is to examine the effect of the increase in Non-Tax State Revenue at DGIP on the quality of public services in the field of Intellectual Property. This research uses a qualitative approach with in-depth interview with informants consisting of regulators, operators and academics. The analytical tool used is NVivo to transcribe the interview results, perform coding and analyze the interview results. Based on the results and analysis that has been carried out, this research shows results that align with the theme of this research, which relate to "Analysis of the Effect of Increasing Non-Tax State Revenue at DGIP on the Quality of Public Services in the Field of Intellectual Property". This study concludes that the Non-Tax State Revenue received by DGIP has an impact on the quality of the Intellectual Property public services provided, supporting DGIP's efforts to continue innovating in providing quality Intellectual Property services to the public. The most significant impact of the increase in Non-Tax State Revenue at DGIP is the improvement of the quality of facilities and infrastructure; operations which also automatically have an impact on improving DGIP services as one of the driving forces of government efforts in providing services in the field of intellectual property.

**Keywords:** State revenue, Tax, Non-Tax State Revenue, Intellectual Property, Public Service, Quality, DGIP, performance, Innovation.

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## 1 Introduction

Increasing the amount of Non-Tax State Revenue from time to time through intensification and extensification of sources of state revenue continues to be pursued by the government considering that tax revenue has not been able to cover all state expenditures in financing national development.

Year after year, the government continues to strive to carry out development and provide the best service to the community through various policy transformations aimed at the welfare of the Indonesian people. To support these efforts, a sufficient budget is needed to meet the country's needs. Therefore, the role of state revenue becomes pivotal, acting as a source of income obtained both domestically and from abroad. This revenue is then reinvested in the form of development across all sectors and the provision of government services. When discussing state revenue, taxes are often closely linked. However, as per Article 11, Paragraph 3 of Law Number 17 of 2003 concerning State Finances, state revenue encompasses Tax Revenue, Non-Tax State Revenue, and Grants.

As stated in Article 1, number 1, of Law Number 9 of 2018 regarding Non-Tax State Revenue, Non-Tax State Revenue refers to a fee paid by individuals or entities in exchange for direct or indirect benefits arising from services, resource utilization, and rights provided by the State. These payments are in accordance with statutory regulations and contribute to the Central Government's revenue, separate from tax revenue and grants. They are managed within the framework of the State's revenue and expenditure budget.

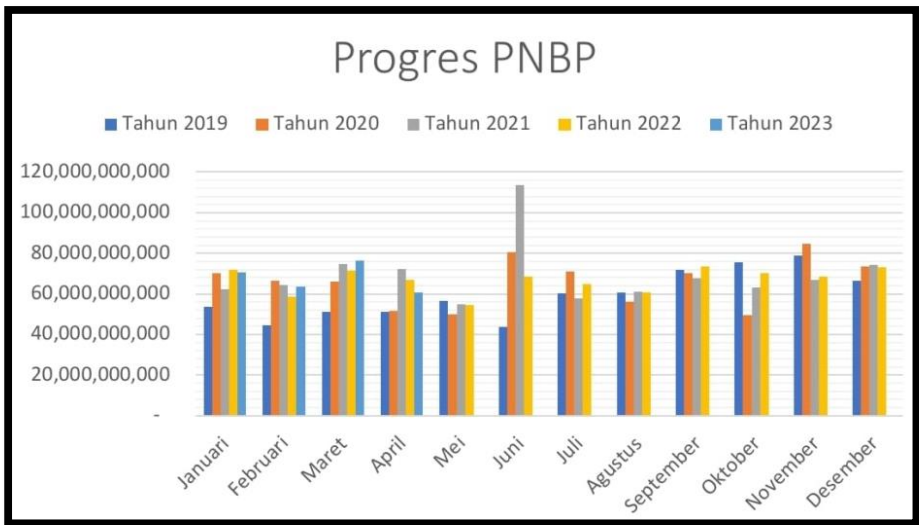
Non-Tax State Revenue serves two primary functions: a budgetary function and a regulatory function. In its budgetary role, Non-Tax State Revenue stands as a key component of state income, significantly contributing to the State's revenue and expenditure budget. In its regulatory capacity, Non-Tax State Revenue assumes a vital and strategic role in supporting Government policies aimed at controlling and managing state assets. This control and management play a pivotal role in achieving community welfare, national independence, and sustainable, equitable national development.

Agencies/Institutions receiving Non-Tax State Revenue have the authority to allocate a portion of the received funds to support their respective duties and functions, subject to approval from the Minister of Finance. The utilization of these Non-Tax State Revenue funds should be executed effectively and efficiently. Consequently, the Minister of Finance grants or denies proposals for Non-Tax State Revenue fund utilization from the Non-Tax State Revenue management agencies, considering factors such as the state's financial condition, fiscal policies, and the funding requirements of said agencies.

The utilization of Non-Tax State Revenue, as outlined above, is based on Government Regulation Number 58 of 2020 regarding Non-Tax State Revenue

Management. This regulation specifies that Non-Tax State Revenue funds can be employed by Non-Tax State Revenue Management Agencies within their work units. This utilization is intended to improve Non-Tax State Revenue management quality, organize Non-Tax State Revenue management activities, and potentially other undertakings, while still adhering to the requirement that all Non-Tax State Revenue must be deposited into the state treasury and managed within the State Budget System.

This research choice is rooted in investigations carried out by the Ministry of Finance and analogous studies conducted in prior research endeavors. The researchers aim to comprehensively examine the impact of increased Non-Tax State Revenue from DGIP on the quality of public services within the realm of Intellectual Property at DGIP. This decision is prompted by the Indonesian economy's post-COVID-19 state. Following the pandemic, economic instability prompted a heightened demand for Intellectual Property licenses as support for pandemic-era businesses. Concurrently, there was an increased public recognition of intangible assets, specifically Intellectual Property, which notably contributed to the national economy during the pandemic. Moreover, Indonesian government services were compelled to adapt to pandemic circumstances, further underscoring the relevance of this research.



**Fig. 1.** Non-Tax State Revenue of DGIP Progress Chart (Source: DGIP Finance Report, 2023).

Based on the non-tax revenue realization data presented in the chart above, it is evident that the non-tax revenue realization of the Directorate General of Intellectual Property experienced consistent growth from 2019 to 2021, followed by a minor decrease in 2022.

Factors influencing the achievement of non-tax revenue realization from 2019 to 2023 include:

- a. The Directorate General of Intellectual Property's ongoing efforts to expedite the processing of intellectual property protection applications, clearance of backlogs in Patent, Trademark, Copyright, and Industrial Design applications significantly impact its non-tax revenue achievement. Timely completion of the intellectual property registration process enables business entities to conduct their operations with legal certainty conferred by the Directorate General of Intellectual Property.
- b. The Directorate General of Intellectual Property is continually enhancing its information system for payment applications and intellectual property service submissions to offer applicants streamlined online application processes. Furthermore, the Directorate General introduces innovations in public services such as automating Intellectual Property application submissions through initiatives like Automatic Approval of Copyright Application (POP), Trademark Renewal (general trademark extension) POP, Trademark License Recording POP, and Official Trademark POP.
- c. The existence of robust programs aimed at raising awareness and providing information about the significance of safeguarding intellectual property. Collaborations between the Directorate General of Intellectual Property, the Regional Office of the Ministry of Law and Human Rights, and other stakeholders offer ease of access and protection of intellectual property for the public. Initiatives like Mobile IP Clinic activities, DGIP Teaching, Yasona Hearing, Patent Drafting, and Patent Goes to Campus provide consultation services, registration assistance, search services, patent specification drafting, and complaint resolution.
- d. The Directorate General of Intellectual Property holds ISO 37001:2016 certification for its Anti-bribery Management System. This certification applies across intellectual property services, including Patents, DTLST, Trade Secrets, Trademarks, Geographical Indications, Copyrights, Industrial Designs, information technology, and other support units. This certification underscores the Directorate General's commitment to delivering excellent and reliable services to the public.
- e. The transition from cumulative (multiyear) to annual payments for patent fees (services) has impacted non-tax revenue realization. Following the shift from the SIMPAKI application to the SAKI Application for non-tax revenue payments for annual patent fees (services) since May 2023, these payments must be made annually rather than cumulatively. This change undoubtedly influences the Directorate General's non-tax revenue realization.
- f. The issuance of the Directorate General's Circular Letter in 2018 and 2019 affirming the obligation of patent holders to fulfill annual patent fee debt has resulted in increased debt settlement until 2020. However, the subsequent lack of strategic policies encouraging debt repayment has led to a decline in debt repayment since 2021. Additionally, the government's crash program for debt relief initiated in 2021 has contributed to reduced revenue realization due to the incentives offered in the form of debt relief.
- g. Irregularities in depositing Non-Tax State Revenue revenue sourced from international trademark revenue via the Madrid Protocol persisted from 2019 to June 2021 due to disagreements concerning non-tax revenue recognition.

Nevertheless, in May and June 2021, all funds received were deposited into the state treasury. This positively impacted non-tax revenue realization in 2021. Subsequently, non-tax revenue deposits for international trademark applications have been aligned with the funds received in the Receiving Treasurer's account since July 2021.h.

- h. From 2019 to June 2021, irregularities persisted in depositing Non-Tax State Revenue revenue derived from international trademark revenue via the Madrid Protocol. These irregularities stemmed from differing opinions regarding the recognition of non-tax revenue for international trademark activities. However, in both May and June 2021, the entirety of funds received into the Receiving Treasurer's account was promptly transferred to the state treasury. This notably contributed to a significant increase in the realization of non-tax revenue achievements in 2021. Starting from July 2021, deposits of non-tax revenue upon receiving international trademark applications have been aligned with the funds received into the Receiving Treasurer's account.

Considering the aforementioned background and problem formulation, the overarching research objective is to analyze the implications of increased Non-Tax State Revenue from DGIP on the quality of public services within the field of Intellectual Property at DGIP. This analysis aims to provide valuable insights for the Directorate General of Intellectual Property and the government, informing policy formulation, implementation, and future strategic development decisions.

## **2 Literature Review**

### **2.1 Public Policy**

According to Carl J. Federick, as quoted by Leo Agustino in his book, policy is defined as a series of actions/activities proposed by an individual, group, or government within a particular environment characterized by obstacles (difficulties) and opportunities. These actions aim to implement proposed policies, achieving specific objectives.

This perspective needs to be considered in the context of the policy direction pursued by the DGIP to enhance the quality of public services. Such efforts should result in improvements within the DGIP, specifically the enhancement of public service quality. The alignment of policy direction in this case is with the DGIP's Strategic Plan, which should be harmonious and aligned with the Vision-Mission of the elected President and Vice President for 2019-2024, as well as The National Medium-Term Development Planning (RPJMN) Development Agenda for 2020-2024.

### **2.2 State Revenue**

According to Adetya (2014), State revenue refers to the income acquired by the government to fund and execute various government programs. Sources of state revenue are diverse and originate from various sectors. The generated revenue is

designated for financing developmental initiatives and enhancing the welfare of the Indonesian populace.

Additionally, according to Suparmoko (as cited in Basri, 2005: 43), State Revenue encompasses tax revenue, income from the sale of government-owned and produced goods and services, government loans, and money printing.

### **2.3 Tax**

As stated by Prof. Dr. Rochmat Soemitro, S.H (as mentioned in Mardiasmo, 2009: 1), taxes represent the public's contributions to the state treasury, as mandated by law. These contributions are made without receiving immediate reciprocal services, and the revenue generated is used for public expenditures.

### **2.4 Non-Tax State Revenue**

Non-Tax State Revenue pertains to fees paid by individuals or entities in exchange for direct or indirect benefits from services or resource utilization. These benefits are derived from state resources and rights, guided by statutory regulations. Such revenue contributes to central government income beyond taxes and grants and is managed within the state budget framework. Its management is governed by Government Regulation No. 58 of 2020 on Non-Tax State Revenue Management.

In general, Non-Tax State Revenue is categorized into four main groups:

1. Natural Resources Revenue, encompassing income from oil and gas resources and non-oil and gas natural resources such as mining, forestry, fisheries, and geothermal products.
2. State-Owned Enterprises (SOEs) Profit Share Revenue, representing the central government's return on equity from SOEs' net profit, categorized into banking and non-banking.
3. Other Non-Tax Revenues, including diverse revenue types collected by the Ministry of State/Institution for services provided through the General Service Agency (BLU) Revenue.
4. Non-Tax State Revenue managed by Ministries/Institutions, covering General Non-Tax State Revenue and Functional Non-Tax State Revenue managed by Ministries/Institutions not under the Public Service Agency.

Non-Tax State Revenue rates are stipulated by relevant laws or government regulations governing the specific type of Non-Tax State Revenue.

Previous research by Freddy Harris (2011) highlighted the strategic role of Non-Tax State Revenue in national development financing. Regulatory efforts for non-tax revenues are directed towards optimizing revenue sources, ensuring public legal certainty, supporting economic growth, equity, and government effectiveness.

According to another previous researcher, Anggi Lawitri Putri (2015), Non-Tax State Revenue constitutes revenue obtained not from taxes, but from public payments

for services provided by government agencies. Effective internal control is crucial to maximize non-tax revenues for national development and government activities.

## 2.5 Public Service

The definition according to Law Number 25 of 2009 concerning Public Services states that it involves an activity or a series of activities aimed at fulfilling service needs in compliance with laws and regulations for every citizen and resident. These services encompass goods, services, and/or administrative services provided by public service providers. While the explanation section clarifies "goods, services, and administrative services," it's important to note that the term "goods" doesn't refer to everyday tradeable items but rather pertains to public goods, whose provision is the responsibility of the government.

In Indonesia, the oversight of public services is entrusted to an independent institution, the Ombudsman of the Republic of Indonesia, which operates independently of the executive branch. The authority of the Ombudsman in supervising public service implementation is stipulated in Article 1 of Law No. 37 of 2008. This law designates the Ombudsman as a state institution endowed with the power to supervise the execution of public services, encompassing those organized by state and government administrators, including those managed by state-owned enterprises (BUMN), regional government-owned enterprises (BUMD), regional-owned enterprises (BHMN), private entities, or individuals entrusted with the task of delivering specific public services. These services may be funded partially or fully from the State Budget (APBN) and/or Regional Budget (APBD).

## 3 RESEARCH METHODOLOGY

In this research concerning the impact of increased Non-Tax State Revenue of DGIP on Intellectual Property public services at DGIP, a qualitative approach is employed using the explanatory research type within a case study framework.

The data collection method adopted for this study involves conducting in-depth interviews with relevant stakeholders, in alignment with the formulated research problem. In-depth interviews constitute a data collection technique wherein researchers gather verbal information through direct question and answer sessions with a selection of informants capable of providing insights pertinent to the research questions. This methodology aims to directly extract information from informants by presenting key ideas or frameworks and posing a consistent set of questions during interviews with multiple participants.

The following is a table showing the classification of informant categories:

**Table 1.** Informant Categorizations

NO	INFORMANT	RESPONSIBILITIES	INSTITUTION	CATEGORIES
1	Ir. Razilu	Acting of Director General of Intellectual Property	Directorate General of Intellectual Property	REGULATORS
2	Sucipto	Secretary of Directorate General of Intellectual Property	Directorate General of Intellectual Property	
3	Diah Dwi Utami	Deputy Director for Non-Tax State Revenue for Intitutions/Organizations	Ministry of Finance	
4	Rian Arvin	Head of Finance Division, DGIP	Directorate General of Intellectual Property	
5	Andrieansjah	Head of Program and Reporting Division, DGIP	Directorate General of Intellectual Property	
6	Bayu Hardiyudanto	Head of Laws and Regulations, Intitutions, and Bureaucratic Reforms Sub Division, DGIP	Directorate General of Intellectual Property	ACADEMIC
7	Bagus Gede Patria	Staff in Laws and Regulations, Intitutions, and Bureaucratic Reforms Sub Division, DGIP	Directorate General of Intellectual Property	
8	Arif Abdillah Aldy	Consultant of Intellectual Property	Consultant of Intellectual Property	

Source: Data Processed, 2023.

The conducted analysis involves hierarchical analysis, comparison diagrams, matrix coding, and concept mapping. The research design is intended to help researchers to collect data, analyze data, and get results according to the research objectives.

The following chart shows the research plan:



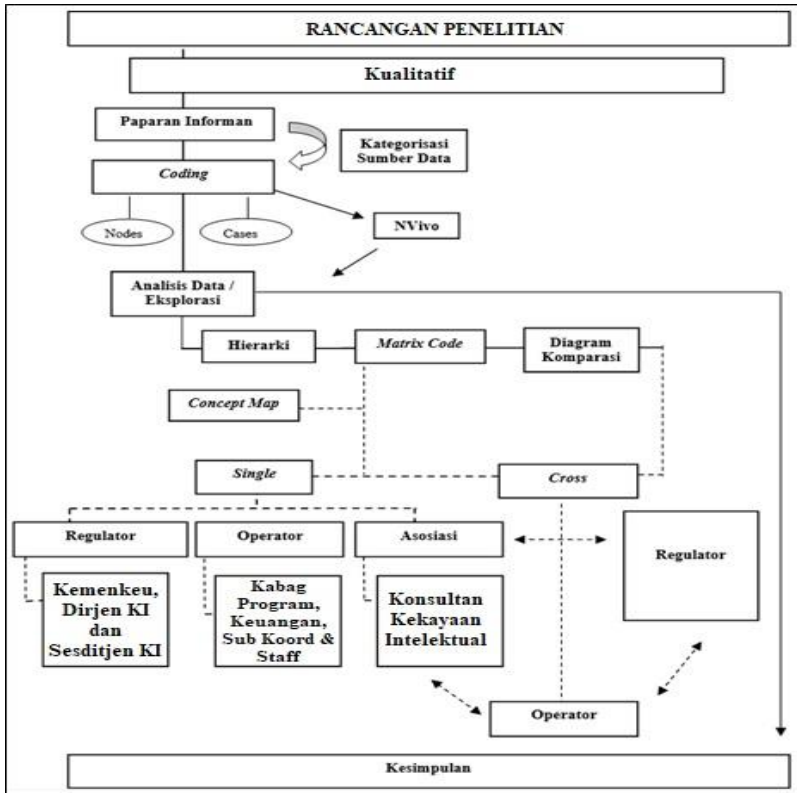


Fig. 2. Research Plan (Source: Data Processed, 2023).

The type of data used in this research is qualitative data. The data sources are obtained through field studies, primary data archives, and secondary data archives. Primary data archives were obtained directly from sources at the Directorate General of Intellectual Property and Intellectual Property consultants, while secondary data were obtained from literature studies in the form of books, regulations related to Intellectual Property, scientific works, and official documents from government agencies.

The data analysis method is carried out using the NVivo application, which is an application commonly used to help process and analyze qualitative data. The qualitative data are in the form of interview results, questionnaires, surveys, audio recordings, video recordings, web pages, data from social media, and research journals.

### 4 Result/ Finding

From the results of data processing, it can be seen that the nodes system is divided into 2 (two) which refer to the formulation or research objectives that have been developed previously, ie: (i). Utilization & Management of DGKI's Non-Tax State Revenue Environment - System Nodes 1; and (ii). Impact of Increasing DGIP Non-Tax State Revenue - System Nodes 2. The way of presenting the hierarchy starts from: (i). Identify in aggregate which nodes have the highest hierarchy; (ii). Identifying the nodes with the highest reference in system nodes 1; (iii). Identifying the nodes with the highest reference to system nodes 2; and (iii). Identifying the nodes with the highest reference to the Others system nodes.

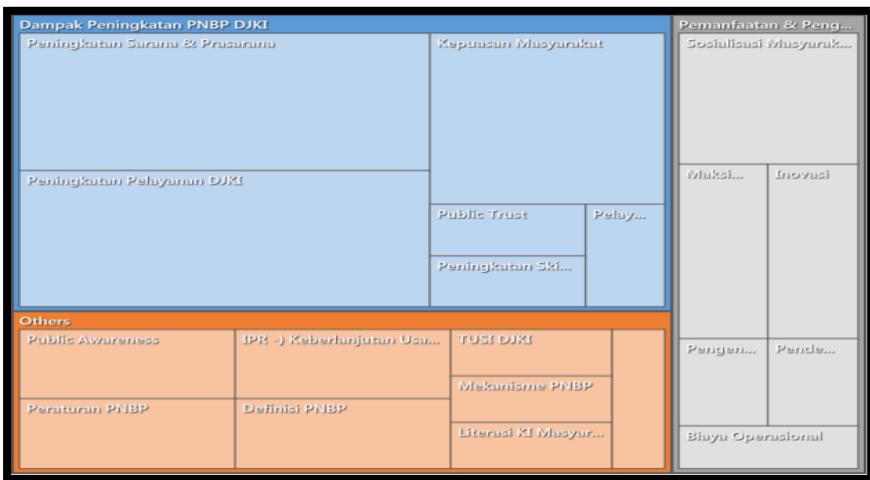


Fig. 3. Aggregate Hierarchy (Source: Data processed, 2023).

There are 10 nodes that have the largest contribution in the overall hierarchy, both in terms of number of references and data sources (transcripts) as shown in the following table:

Table 2. Reference Nodes of the Aggregate Hierarchy

Nodes	Ref.	Files Coded	Max. Value	Share
Improvement of facilities & infrastructure	7	3	8	88%
Improvement of DGIP Services	7	3	8	88%
Public Satisfaction	5	2	8	63%
Public Socialization	3	2	8	40%
Maximizing the Use of Non-Tax Revenues	2	1	8	25%

<b>Innovation</b>	2	1	8	25%
<b>Public Awareness</b>	2	1	8	25%
<b>Non-Tax State Revenue regulation</b>	2	2	8	25%
<b>IPR &gt; Business Sustainability</b>	2	1	8	25%
<b>Definition of Non-Tax State Revenue</b>	2	2	8	25%

Source: Data processed, 2023.

The results show that the 10 nodes above have the largest contribution in the overall hierarchy, both in terms of the number of references and data sources (transcripts). This indicates that overall (2 categories of informants), both implicitly and explicitly, agree that the increase in Non-Tax State Revenue of DGIP has an impact on improving services and facilities & infrastructure. In addition, the nodes "Improved Facilities & Infrastructure" and "Improved DGIP Services", respectively, have the highest source value (7) with a total contribution of 88%. This indicates that all informants and all existing data sources (2 transcripts) mentioned the improvement of existing services and facilities & infrastructure. The other nodes, namely "Public Satisfaction", has a reference of 5 with a contribution value of 63%. This indicates that there are around 63% of informants who mention public satisfaction with the services provided by the DGIP. As for the other nodes, they have similar interpretations.

Furthermore, the following will be shown regarding the hierarchy of System Nodes 1 (Utilization & Management of Non-Tax State Revenue in the DGIP Environment), as follows:

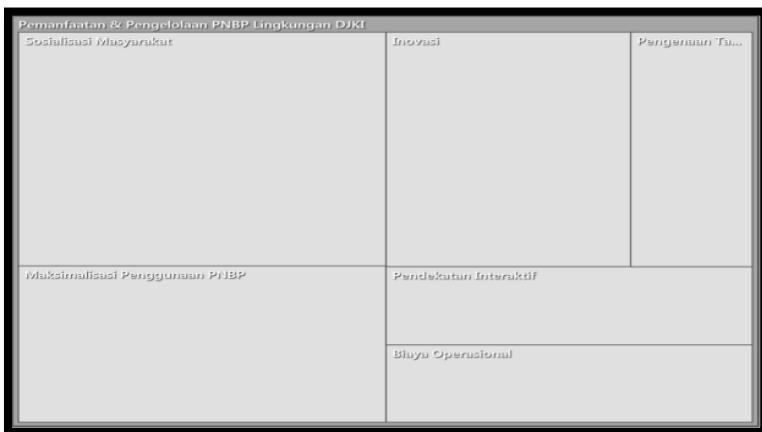


Fig. 4. System Hierarchy Nodes 1 (Source: Data processed 2023).

Based on the figure above, it can be seen that, in System Nodes 1, "Public Socialization" is the node with the highest number of references, namely 3. Furthermore, other nodes (Maximizing the Use of Non-Tax State Revenue and Innovation), have a number of references, respectively, of 2. These results mean that, in the context of the benefits of utilizing and managing Non-Tax State Revenue in the

DGIP environment, it is considered optimal, especially in conducting socialization for service improvement. The contribution value can be seen in the table below:

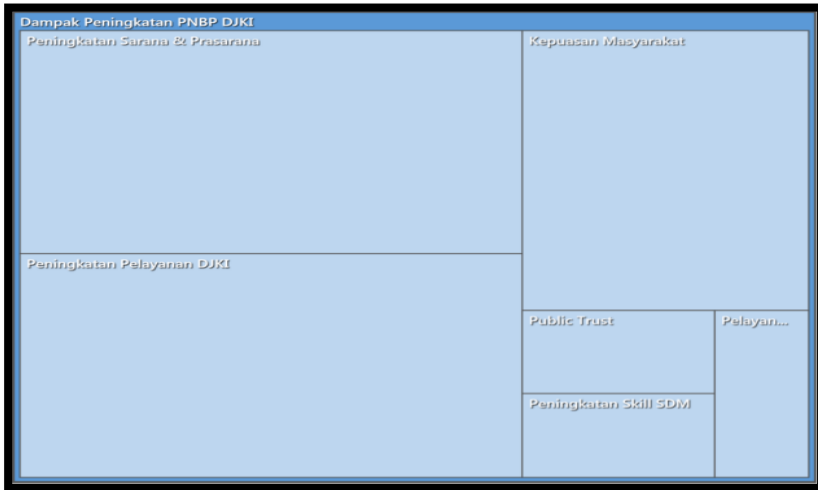
**Table 3.** System Hierarchy Reference Nodes 2

<b>Nodes</b>	<b>Ref.</b>	<b>Files Coded</b>	<b>Max. Value</b>	<b>Share</b>
<b>Public Socialization</b>	3	2	8	37%
<b>Maximizing the Use of Non-Tax Revenues</b>	2	1	8	25%
<b>Innovation</b>	2	1	8	25%

Source: Data processed 2023.

From Table 3, it can be seen that the "Public Socialization" nodes have a contribution of 37% of the total sources. Furthermore, "Maximizing the Use of Non-Tax State Revenue" and "Innovation" were each mentioned by 25% of the informants involved.

Furthermore, the following will be shown regarding the hierarchy of System Nodes 2 (Impact of Increasing DGIP’s Non-Tax State Revenue), as follows:



**Fig. 5.** System Hierarchy Nodes 2 (Source: Data processed 2023)

From Figure 5, it can be seen that, in System Nodes 2, "Improvement of facilities & infrastructure" and "Improvement of DGIP Services" are the nodes with the highest number of references, namely 7. Furthermore, other nodes (Public Satisfaction), have a number of references, amounting to 5. These results mean that, service improvement and the quality of existing facilities & infrastructure are the impacts that are most mentioned by all informants. The contribution value can be seen in the table below:

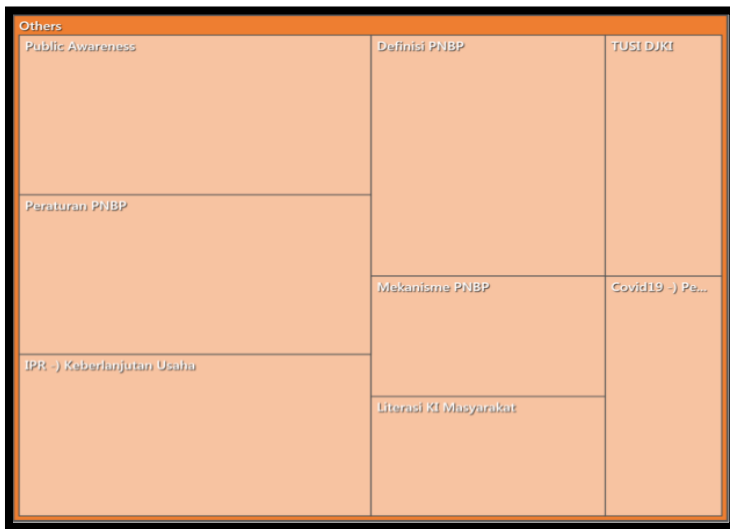
**Table 4.** System Hierarchy Reference Nodes 2

<b>Nodes</b>	<b>Ref.</b>	<b>Files Code d</b>	<b>Max. Value</b>	<b>Share</b>
<b>Improvement of facilities &amp; infrastructure</b>	7	3	8	88%
<b>Improvement of DGIP Services</b>	7	3	8	88%
<b>Public Satisfaction</b>	5	2	8	63%

Source: Data processed 2023.

From Table 4, it can be seen that the nodes "Improvement of facilities & infrastructure" and "Improvement of DGIP Services", respectively, have a contribution of 88% of the total sources. This means that it is evident that the impact of increasing DGIP's Non-Tax State Revenue has an effect on improving services and the quality of existing Facilities & Infrastructure. Furthermore, the impact on "Public Satisfaction" was mentioned by 63%.

Furthermore, the following will be shown regarding the hierarchy of the Other Nodes System (Matters mentioned outside the research objectives), as follows:



**Fig. 6.** System Hierarchy of Others Nodes (Source: Data processed 2023)

From Figure 6, it can be seen that, in the Others Nodes System, "Public Awareness", "Non-Tax State Revenue Regulation", "IPR > Business Sustainability", and "Definition of Non-Tax State Revenue" are nodes with the highest number of references of 2. The contribution value can be seen in the table below:

**Table 5.** System Hierarchy Reference Nodes Others

<b>Nodes</b>	<b>Ref.</b>	<b>Files Coded</b>	<b>Max. Value</b>	<b>Share</b>
<b>Public Awareness</b>	2	1	8	25%
<b>Non-Tax State Revenue Regulation</b>	2	2	8	25%
<b>IPR &gt; Business Sustainability</b>	2	1	8	25%
<b>Definition of Non-Tax State Revenue</b>	2	2	8	25%

Source: Data processed 2023.

From Table 5, it can be seen that the nodes "Public Awareness", "Non-Tax State Revenue Regulation", "IPR > Business Sustainability", and "Definition of Non-Tax State Revenue" have a contribution of 25% of the total sources. This means that the role of universities is needed in assisting DGIP to resolve the increasing number of IP requests.

Comparison of Regulator vs Operator:

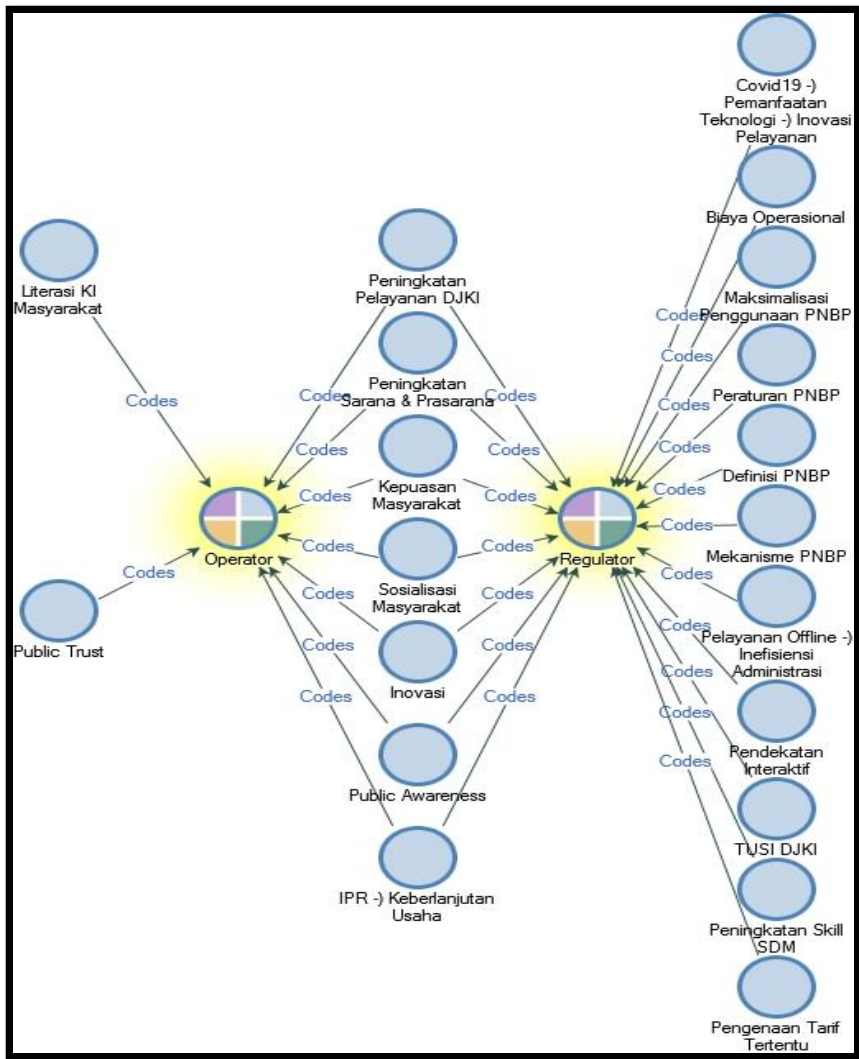


Fig. 7. Comparison Diagram - Regulator vs Operator (Source: Data processed 2023)

In the figure, there are about 7 nodes in common ("Improvement of DGIP Services", "Improvement of facilities & infrastructure", "Public Satisfaction", "Public Socialization", "Innovation", "Public Awareness", and "IPR > Business Sustainability") that are mentioned by both parties, either explicitly or implicitly. These similarities can be considered by researchers so that they can conduct a deeper analysis between these similarities.

**Table 6.** Correlation Coefficient of Nodes

<b>Nodes A</b>	<b>Nodes B</b>	<b>Pearson Correlation</b>
<b>Public Socialization</b>	Community IP Literacy	0,957857
<b>Public Trust</b>	Public Satisfaction	0,920515
<b>Public Trust</b>	IPR > Business Sustainability	0,914192
<b>Improvement of facilities &amp; infrastructure</b>	Improvement of DGIP Services	0,911524
<b>Public Awareness</b>	Community IP Literacy	0,90234
<b>Public Satisfaction</b>	IPR > Business Sustainability	0,886548
<b>Public Socialization</b>	Public Awareness	0,877109
<b>Improvement of facilities &amp; infrastructure</b>	Innovation	0,771774
<b>Improvement of DGIP Services</b>	Innovation	0,752544
<b>Maximizing the Use of Non-Tax Revenues</b>	Innovation	0,697972

Source: Data processed 2023.

Based on the table above, it can be seen that the pair between Public Socialization and Community IP Literacy has the highest coefficient value. This means that the two things are coded in a relatively similar sentence. In addition, it can also be said that increasing socialization to the community will have an impact on increasing community literacy regarding IP. The pair between the nodes Improvement of facilities & infrastructure vs Improvement of DGIP Services has a very high coefficient of 0.911 on a scale of 1. This can also mean that improving the quality of facilities & infrastructure will also improve the quality of DGIP services to the community.

## 5 Discussion

Based on the previously outlined results and analysis, several discussions points can be drawn related to this research, as follows:

- a. Utilization of of non-tax revenues in the DGIP is one of the driving forces of government efforts in providing services in the field of intellectual property.



- Through the program objectives that have been prepared in order to achieve a world-class intellectual property office, the Directorate General of Intellectual Property continues to innovate and evaluate in providing the best service for the community;
- b. The utilization and management of non-tax revenues in the DGIP environment, which is considered as optimal by the informants involved, practically implies that the effective utilization and management of non-tax revenues will support the operational process and will have a re-impact on the performance of the DGIP itself. This performance improvement will improve the business atmosphere to be more conducive which will increase investment activities in Indonesia;
  - c. The results of the discussions that have been conducted which are the subject matter of the Operator informants are related to the efforts of the Directorate General of Intellectual Property in improving the quality of services, so in this case the question that becomes the next discussion is the amount of non-tax revenues utilized by DGIP to be used in supporting tasks and functions, so that the public feels an increase in the quality of service;
  - d. Analyzing the non-tax revenue acquisition data at DGIP, the researcher compared annual data, leading to discussions centered on the impact of increased non-tax revenue on DGIP's facilities and infrastructure for Intellectual Property services. Both regulatory and operational informants engaged in these discussions raised the point that heightened non-tax revenue correlates with improved DGIP service quality. This reveals that as DGIP receives larger non-tax revenue sums, it gains more opportunities to enhance Intellectual Property public service facilities and infrastructure.

## 6 Conclusion And Recommendation

### A. Conclusion

Based on the results and analysis previously described, the results of data processing, in this case coding, show results that are in accordance with the theme of this research, which related to "Analysis of the Effect of Increasing DGIP Non-Tax State Revenue on the Quality of Public Services in the Intellectual Property Sector", then several points of conclusion can be drawn related to this research, as follows:

1. The utilization of Non-Tax State Revenue within the Directorate General of Intellectual Property is one of the driving forces of government efforts in providing services in the field of intellectual property.
2. The management of Non-Tax State Revenue in the DGIP environment is considered to be optimal by the Informants involved.
3. The most significant impact of increasing DGIP Non-Tax State Revenue is an increase in the quality of operational facilities and infrastructure which also automatically has an impact on improving DGIP services themselves.
4. Based on the research conducted, it can be conveyed that the keys to success in increasing Non-Tax State Revenue from public services in the field of Intellectual Property at DGIP include:
  - 1) Improvement of facilities & infrastructure;

- 2) Improvement of DGIP Services;
- 3) Public Satisfaction;
- 4) Public Socialization; and
- 5) Maximizing the Use of Non-Tax Revenues.

## B. Policy Recommendations

After the research conducted, the author provides several policy recommendations that can be implemented by DGIP, namely:

1. The Directorate General of Intellectual Property (DGIP) needs to increase programs that are interactive approaches (socialization / dissemination) related to Intellectual Property (IP) services in order to increase public awareness of the importance of IP, so that the number of IP applications to DGIP will continue to increase.
2. Utilization and management of Non-Tax State Revenue in DGIP is considered optimal. Utilization and management of Non-Tax State Revenue has been very effective to support the operational process of DGIP services, with this good achievement DGIP is considered to be able to immediately increase the permission to use the Non-Tax State Revenue generated, so that in the future it can support more optimally the DGIP performance improvement program, especially programs that are directly related to services to the public to be even better.

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