

Innovation of Public Service in Karanggede District of Boyolali Regency

ARDITA DEVI MAYASARI, DIDIK G. SUHARTO, RINA HERLINA HARYANTI
*Master of Public Administration Departement, Faculty of Social dan Political Sciences,
Universitas Sebelas Maret Surakarta*

diitamayasari77@gmail.com, didikgusuharto@yahoo.com, rinaherlinaharyanti@yahoo.co.id

Abstract

Integrated District Administration Service is a form of service innovation aimed at improving the effectiveness of public services at the sub-district level. Boyolali District is the Local Government which currently also innovate the integrated administrative services of the sub-district in Karanggede sub-district. This research aims to describe the innovation of public services in Karanggede sub-district. In this research, data collection technique comes from interview and documentation, while data analysis technique used in this research is interactive model. Based on the research results obtained some innovative value by responding to input quickly and the use of Information and Communication Technology by building SIMANTAP. SIMANTAP is an application used by the user or admin on this PATEN. However, in the implementation PATEN still experience constraints because the application is not perfect to implement this online system.

Keywords : Innovation, Public Service, PATEN

Introduction

Innovation of public services is a creative idea of technology or a new way in service technology or update existing of service technology or create a breakthrough or simplification in the field of rules, approaches, procedures, methods, and organizational structure of services whose benefits outcome has added good value in terms of quantity and quality of service. (Ministry of PAN and RB, 2014). Innovation in the public service must produce a more effective and efficient form of public service.

Sub-district government is the level of government that an important role in the framework of direct service to the community as a territorial element. The sub-district government has been working to improve its services in the framework of meeting the needs of its citizens. However, this effort is hampered by unclear division of authority to the subdistrict. Most of the public service affairs handled by the subdistrict are only legalized letters or recommendations to proceed to the district government. This has obviously resulted in dilemmas for sub-districts, on the one hand wanting to provide an easy, cheap and fast service, but on the other hand hampered by the lack of authority to complete service to the community.

PATEN held Karanggede District Boyolali Regency is one form of government speed in responding to input from the community. This is in accordance with the criteria of public service innovation submitted to the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 15 of 2015. The scope of PATEN in Boyolali Regency covers the areas of licensing and certain non-licensing stipulated by Regent Regulation No. 57 of 2014 on the Delegation of some of the Authority of the Regent to the Camat in the Framework of Implementation of Integrated Services District in the District Government Boyolali Regency. Boyolali Regency, is one of the local government which currently also innovate integrated administrative services in the sub-district, but still within the limits of trials in three sub-districts, namely Karanggede, Ampel and Nogosari districts.

With this PATEN is expected to facilitate the public in obtaining all forms of legality and licensing such as business location permits, small business interruption permits, trade permits, Corporate Registration (TDP), Industrial Business License (SIUI). E-Office program that is currently available in every sub-district is useful to communicate in the form of correspondence, send documents between District Offices located in Boyolali Regency on-Line. The application of PATEN in these three sub-districts is interesting, because the three sub-districts are located in rural areas, where internet network access is not as good as in urban areas, while for the implementation of integrated administrative services, automatic requires a smooth internet network. It is then interesting to conduct research PATEN in one of the districts that tested, namely district Karanggede.

Based on the urgency of the above problems, this study would like to examine more in depth about the integrated administrative services in the district. This is where the role of public administration science to conduct study on the problems in the public sphere and government associated with public administration services to the realization of good governance.

Methods

The type of this research is descriptive research type with method or approach of case study. This research took the research location in Karanggede sub-district, Boyolali Regency which was conducted from

October to November 2016. The data collection technique is in-depth interview, documentation study, and observation.

Results

1. Integrated District Administration Service Mechanism in Karanggede District Boyolali Regency Implemented as an Innovation

The Integrated Administration Service Mechanism of Karanggede Sub-district, Boyolali Regency is implemented as an innovation starting from the preparation stage which includes:

a. Preparation :

From the interview result, there are 4 reasons why BoyolaliRegencyneed to implement PATEN policy through delegation of authority from Boyolali Regent to the leader of district, that is:

- 1) The existence of regulatory demands, which in this case is Permendagri No. 4 of 2010 on Guidelines for District Integrated Administration Services (PATEN) stating that the delegation of authority from the Regent to the Camat is a must.
- 2) PATEN policy in line with the vision and mission of BoyolaliRegent as stated in RPJMD Boyolali Regency 2011-2016.
- 3) The importance of shortening the range of bureaucratic control based on consideration of geographical conditions and distance from the sub-district to the capital city of Boyolali regency.
- 4) To facilitate the community in the village, which requires administrative services from the Government of BoyolaliRegency.

The purpose of this activity is so that the relevant parties know that the Government of BoyolaliRegency will delegate public services both licensing and non-licensing to the sub-district, with legal role ofPermendagri No. 4 of 2010 on Guidelines for District Integrated Administration Services.

b. Implementation :

The implementation requirements of PATEN policy consist of:

1) Substance Requirements

The pattern of uniform authority delegated from the Regent to the District Head in BoyolaliRegency is caused by several things including the demands of the regulation and the promise of BoyolaliRegency Government to the public. This is one of the advantages of delegating authority with a uniform pattern, because it does not spend time and resources are great.

2) Technical Terms

a) Preparation of PATENfacilities and infrastructure has been done simultaneously with internal socialization that is part of the preparation stage of PATEN.

b) Provision of facilities and infrastructure is based on the capabilities and needs in each sub-district, as well as consideration of the efficiency of the implementation of PATEN itself.

3) Administrative Requirements

From the interview result, it is found that there are several steps done by BoyolaliGovernment in formulating Minimum Service Standard (SPM) to support the implementation of PATEN, which is to coordinate with related agencies in the environment.

2. Innovative Values at Integrated District Administration Service Implemented as an Innovation in Karanggede District, BoyolaliRegency

Further innovation involves the creation of new working models or the use of technological advances to enhance employees' personal insight. As described in the Regulation of the Minister of Administrative Reform and Bureaucratic Reform of the Republic of Indonesia Number 15 of 2015, the category of public service innovation has a criterion to encourage collaborative approach-based governance in the information age. Related to the implementation of the regulation, local government has used information and communication technology in public service. In Boyolali Regent's Letter no. 171 / 33 / 01/2016 regarding the Implementation of District Integrated Administration Service (PATEN) in BoyolaliRegency, the Integrated District Information System (SIMANTAP) has been developed and other applications to support the acceleration of online licensing and monitoring which consists of:

- a. Application of issuance of Micro Small Business License (<https://iumk.boyolalikab.go.id>);
- b. Application of front office registration of permit BPMP2T (<https://simantap.boyolalikab.go.id>);
- c. E-office application for making and sending invitation letter / other routine mail from sub-district to other office (<https://e-office.boyolalikab.go.id/>);
- d. IUMK input file application integrated with BRI(<http://iumk.bri.co.id>);
- e. Application for Self-Registration of Land Deed (Permata) integrated with BPN(<https://loket.bpn.go.id>).

But the implementation is still constrained because the online system is not perfect and until now still attempted to be used optimally.

3. Factors Affecting the Implementation of Integrated Administration Services District in Karanggede District, Boyolali Regency as an Innovation

According to Grindle (1980: 8-14), content of policy and context of policy is an important factor that must be considered in achieving the goal of the implementation of a public policy. In line with that, based on the results of research in the field, the factors that influence the implementation of the policy of the Integrated Administration Service of Sub-District (PATEN) in Boyolali Regency consist of:

- 1) How much benefit is resulted from the implementation of PATEN;
- 2) The expected level of quality of change;
- 3) The level of quality of program implementers;
- 4) The level of quality of available resources.

Conclusion

Innovative Values at District Integrated Administration Services implemented as an innovation in Karanggede District Boyolali Regency is responding to input from the community quickly and using application in public services by building Integrated District Information System (SIMANTAP) and other applications to support the acceleration of the issuance of licensing and online monitoring. However, in the implementation still experience constraints because the application system is still not perfect.

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