

Implementation of the Sidoarjo (Sipraja) People's Service System as Public Service Innovation in Grabagan Village Bones District

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Abstract

The purpose of this study is to describe and analyze the implementation of the Sidoarjo (Sipraja) Public Service System as a Public Service Innovation in Grabagan Village, Tulangan District. This research has used qualitative descriptive research. Sipraja Application administrator in the Grabagan Village Government. The results of this study indicate that the implementation of Sipraja as a public service innovation in the Grabagan Village Government can be assessed from several aspects, namely 1) (Communication) The lack of socialization carried out by village officials has an impact on the community who are still not familiar with the SIPRAJA application. word of mouth without official socialization 2) Resources a. (human resources) often face challenges such as stacking files and unequal distribution of tasks, not to mention if the application is wrong and blank, the administrator must help manage files manually. b. (financially) according to information from the Sipraja administrator at the Grabagan Village Government. There is no separate special allocation for the Garabagan Village Government in the Sipraja Application. c. (equipment) The Grabagan Village Government only has one administrative computer for the Sipraja application, so 2 administrators must use personal cellphones if indeed many people take care of letters through Sipraja and the internet which is less stable can cause delays and slowness in correspondence activities. 3) Disposition, Processing Sipraja applications can be divided into two parts. That is, the attitude and reaction of program implementers to the program or policy, and decision making when there is a problem with the Sipraja application. It also takes into account the time spent on manual processing more quickly.

Keywords

public service; innovation; sipraja



I. Introduction

The implementation of public services has attempted to fulfill the basic needs & civil rights of every community from goods, services, and administrative services provided by the state. The basic principles regarding the implementation of public services in Indonesia are contained in the 1945 Constitution which provides a mandate to the state to fulfill the basic needs of every community as a form of embodiment of welfare. Therefore, the effectiveness of the government system is determined based on the good and bad in the implementation of public services (Dema Prayuda Saputra¹, 2020). Public service is one of the functions and responsibilities of government that must be carried out by government groups, including local

governments, as the main organizers of public services in order to better meet the needs of the community in accordance with the principles of good governance. The Government's obligation to provide public services is exactly the same as Law Number 25 of 2009 concerning Public Services. As stipulated in Law Number 23 of 2014 concerning Regional Government, efforts to streamline the implementation of public services are public service processes, because local governments have the authority to take care of their affairs, the authority to promote, as well as regulate their own territory. The local government has the authority to provide services to the local community, because this is mandatory. Likewise, the authority of the local government over a district or city is the affairs of the district or city as a whole. Implementation of public facilities and infrastructure, management of education, handling of the health sector, general management services, government, overcoming social problems, population services and population status, employment services and other services. E-government also has a main goal, namely government agencies can display public services that are efficient. It is hoped that this will make a strong commitment from the government to do something up-to-date in the bureaucracy (Nugraha, 2018). The use of e-government in the bureaucracy is intended to replace bureaucratic reform into better services. Regulation Number 46 of 2018 by the Sidoarjo Regent states that e-government has been implemented by the Sidoarjo district government to realize a smart city that implements information and communication technology governance. As explained, The purpose of establishing governance by the Regent of Sidoarjo is to improve efficiency, effectiveness, transparency, and accountability of government administration. To answer these challenges, the Sidoarjo district government launched an Android-based public service innovation and website, which was later known as SIPRAJA. The Sipraja application was inaugurated by the Sidoarjo Regency Government (Pemkab) in February 2020 which includes 18 sub-districts and villages or sub-districts up to a total of 353, one of which is the Grabagan Village Government. This ensures that the process is easier, surer, faster and makes residents satisfied with their wishes. The existence of the Sipraja application is based on the thought that government services are complicated, not fast, not optimal, uncertain, and tiring. Things like that can be ascertained by things such as the lack of people who know about the Sipraja application, due to the lack of socialization delivered by the kelurahan. In addition, the lack of human resources who fully understand the Sipraja application, and often applications experience problems which make processing of letters difficult. old and switch to using the manual method.

II. Research Method

Research on the Implementation of the Sipraja System Program in Grabagan Village, Tulangan District, Sidoarjo Regency, is a descriptive research type with qualitative research methods. (Sugiyono, 2015) Data and information are described in accordance with the facts found in the field and presented in the form of narrative sentences and then concluded. (Sugiyono, 2016) explained that data collection techniques are an essential method because the initial purpose of research is to collect data. If you do not understand the data collection techniques, the researcher will not get data that meets the data standards set. Collecting data in this study using interviews, observations or observations. By using qualitative methods, this research will be more flexible (Afifah & Yuningsih, 2016).

III. Discussion

3.1 SIPRAJA Program as a Public Service Innovation Implementation of e-government in Sidoarjo Regency

The Sidoarjo Regency Government itself has tried to make innovations such as applications that support the implementation of e-government in Sidoarjo which are reviewed from several aspects including the support of the local government itself (policies/regulations), human resources, financial resources, infrastructure development and utilization. Application of E-Government.

The background of the local government of Sidoarjo Regency is to create a smart city that is implemented by using electronic-based information and telecommunications infrastructure. Efforts to implement e-government are evidenced by a shift in the pattern of service delivery by the Sidoarjo Regency government from conventional methods to utilizing data-based technology developments that have been developed. we get. Investment Services includes an electronic-based service innovation called SIPPADU, a licensing information system that performs all service requests from complainants regarding licensing online and has a Complaint Service Center (P3M). In the implementation of government politics in the regions, it is not possible to only prioritize one aspect (economics) but it is important to pay attention to other aspects, namely environmental sustainability so that the implementation of green government is very important in supporting environmental sustainability in the political process of government in the regions (Dama, 2021). The Government of the Republic of Indonesia was formed to protect the whole of the Indonesian people (Angelia, 2020). There is also a LAPOR that is connected to the central government and modern public services in the form of applications and websites, the Sidoarjo People's Service System (SIPRAJA). At the beginning of 2020, The Sidoarjo Regency Government has begun to release the program to all Sidoarjo residents, including the village government. Local government efforts to improve the quality of public services and increase effectiveness, efficiency and transparency, which are electronically based are the embodiment of SIPRAJA. SIPRAJA (Sidoarjo People's Public Service System) is known as a new innovation in facilitating public services in Sidoarjo Regency and was inaugurated by the Sidoarjo Regency Regional Government in February 2020, The realization of SIPRAJA, the people of Sidoarjo Regency are greatly facilitated in managing all existing applications, the community does not have to come directly to the village/sub-district office, all requests or licensing needs can be done by the community online through the Sipraja application found on the Andorid system or can be done through a computer with a open the Website. With the SIPRAJA program, the local government of Sidoarjo Regency hopes that the public service bureaucracy will be faster and less complicated, it does not require a long process between the community, villages, sub-districts and village apparatus organizations, From the community side, the existence of sipraja is expected to facilitate all requests for services needed without any costs that must be incurred in requesting services both at the village level and at the sub-district level. In the Sipraja application there are 16 types of services which are divided into 3 types, namely:

Table 1. Types and types of services found in KUA Cover Letter

A	B	C
Birth certificate	Family Card Cover Letter	Establishment Permit building
Letter of Statement Dead	KTP cover letter	Job seeker card
Certificate of no Capable	Transfer certificate	Small micro business license
Biodata certificate Population	General certificate Subdistrict	Micro business registration sign
General certificate Village	SK can't Subdistrict	
Certificate of domicile Effort		
KUA cover letter		

Source: Sipraja Android 2021 Application

There are 16 services in the Sipraja Application that make it easier for customers to print independently. The services are sourced from applications that can be downloaded on the playstore for Android HP users, the 16 services are divided into 3 types, namely Type A, Type B, and Type C. For Type A and Type B as shown in the table. 1, this public service is at the village level, the service application submitted must obtain approval from the village head, all service requests submitted through the sipraja application will enter the WEB Sipraja at the village level, the operator in charge of running the sipraja program at the village level verifies all service requirements submitted by the applicant if it is deemed complete, the operator will forward the application to the village head for approval.

3.2 Implementation of SIPRAJA in Grabagan Village, Tulangan District, Sidoarjo Regency

a. Communication

There are 2 types, namely internal and external. It is said that internal is the communication of village officials to the siparaja administrators themselves. While external communication is as a village apparatus with the community. In Grabagan Village itself, there has been socialization via whatsapp groups to RT and RW throughout Grabagan village. Then it was explained why there was no face-to-face socialization in the village of Grabagan due to the collapsing period of the covid 19 pandemic. But behind that, administrative officers also participated in providing direction and assistance to every community who came to the village to manually process letters, replacing them with the Sipraja application but many older people don't understand and don't listen to directions from the admin because it's too complicated besides that the application often experiences problems. The village head as a leader in the village should take part in this case, such as gathering all RT and RW ranks in Grabagan village to carry out Simultaneous socialization

and learning together about the sipraja application. After conducting the socialization, it is hoped that the RT and RW will understand very well about sipraja. The next step is for the RT and RW to convey the contents of the socialization to their respective citizens. such as holding a special meeting for each RT and conveying it to members of youth organizations local people so that they can be helped to explain to the residents. It's much more efficient. Therefore, to graduate in excellent public service, state officials who have high quality and are willing to learn are needed.

b. Resources

It is divided into 3 (three) types, namely:

1. Human Resources

Human Resources about the performance of public services can be improved by selecting the menu of suggestions, it indicates there is an opportunity to explain that there is dissatisfaction with the implementing agencies of public services. Efforts to provide good and correct services must have support such as providing and using qualified application facilities, because this is part of community satisfaction (Kurniawan 2016).

Table 2. Human Resources

No	Executor	Name
1	Head of Service	Yuli Kristanto
2	Civil Service Administrators and Assistants Head of Service	Juliardiansah

Source: Interview: Juliardiansah as Administrator of Sipraja

The table above shows that the human resources involved in operating the Sipraja Application are the Head of Service, Mr. Yuli Kristanto and the Administrator of Sipraja and the Assistant Head of Service, namely Mr. Juliardiansah.



Figure 1. Interview with Mr. July in Grabagan Village
Source: Grabagan Village Government

2. Financial Aspect

There is no separate special allocation for the Garabagan Village Government in the Sipraja Application and the Grabagan government is only a public servant and program implementer so for the financial aspect or village budget funds, it only provides regular salaries for one month for service operators including sipraja operators.

Table 3. Budget for Sipraja Administrator

NO	Year	Fund
1	2020	18,000,000
2	2021	24,000,000
3	2022	24,000,000

Source: Interview with Juliardiansah as Administrator of Sipraja

3. Equipment Aspect

The Grabagan Village Government only has one administrative computer for the Sipraja application, and even then it is divided by taking care of other things, and unstable internet can cause delays and slowness in correspondence activities.

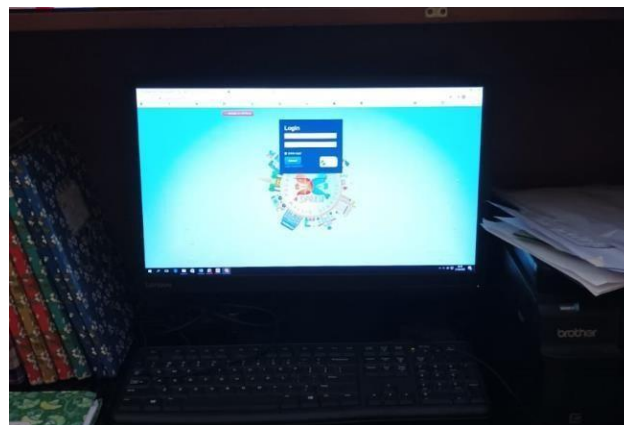


Figure 2. The display of the Sipraja Application on the Grabagan Village Government Computer

Source: Grabagan Village Government

3. Disposition

Bureaucracy needs to consider two main aspects: external and internal. Externally, what the community wants and needs, and how are the responses, attitudes, and internal responses to the results achieved by the service. Changes are made in the organization regarding the needs implemented and the delivery of services to the community, ensuring that the community is satisfied with the services provided by the organization. This is in line with the statement that the implementation of good governance affects better public services. Society has it. (Aditama Azmy Musaddad, 2020).

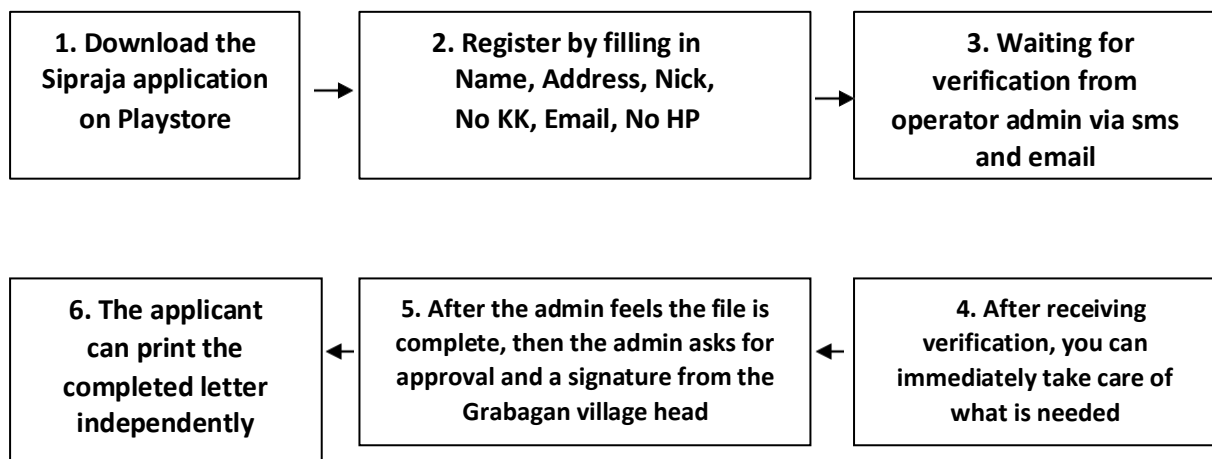
Sipraja application processing can be divided into two parts. That is, the attitude and reaction of program implementers to the program or policy, and decision making when there is a problem with the Sipraja application. It also takes into account the time spent on manual processing more quickly. The Sipraja app makes it easy to sign documents and allows them to be signed virtually, so there's no need to wait for the boss to come there in person. Second, if the community wants to handle mail and the community does not have or do not have a

management application, the administrator will assist you in using this application and provide instructions and switch to manual if there are problems with the sipraja.

4. Bureaucratic Structure

Agustino, (2008) which can grow the performance of the bureaucratic or organizational structure in a better direction is to carry out Standard Operating Procedures (SOP) and the bureaucratic structure on the implementation of Sipraja in the Grabagan Village Government has also done the same thing, namely the SOP of the Implementation of the Sipraja Application in the Government Grabagan village.

Table 4. The Mechanism for Implementing the Sipraja Program



Sources of Grabagan village government 2021

In Law Number 23 of 2014 concerning Regional Government, it reads that local governments are authorized to regulate their regional affairs independently. As was done by the Sidoarjo government which created electronic-based public services, namely Sipraja. We can see from previous research by Dema Prayuda Saputra and Agus Widiyarta (2020) entitled "The Effectiveness of the SIPRAJA Program as a Public Service Innovation in Sidoarjo District, Sidoarjo Regency". This research uses descriptive qualitative research. based on the results of this study it can be concluded. Through the aspects of resources, funds, facilities & infrastructure of the SIPRAJA program in Sidoarjo District. has been effective, but we find that in some villages there is still a lack of maximum service, for example in the Grabagan Village Government, which is currently being researched.

IV. Conclusion

It can be concluded from the results and contents of the research that has been discussed entitled Implementation of the Sidoarjo People Service System (Sipraja) as a Public Service Innovation in Grabagan Village, Tulangan District, which can be viewed from 4 aspects, namely:

- a. Communication aspects Grabagan village has conducted socialization via whatsapp group consisting of RT and RW throughout Grabagan village and through word of mouth only. This was due to being hit by the pandemic period and that caused a lack of understanding from the residents because the information had not arrived clearly and precisely. The resource aspect was human resources. In the village of Grabagan initially only had one Head of Service and in the end was assisted by service operators who also

served as Sipraja operators, the cooperation between Sipraja operators is quite good, but the lack of socialization about Sipraja makes operators say that there are still few people who know Sipraja and always use the manual method.

b. Resources

- human resources. In the village of Grabagan initially only had one Head of Service and in the end was assisted by a service operator who doubles as a Sipraja operator, the cooperation between Sipraja operators is quite good but the lack of socialization about Sipraja makes operators say there is still a lack of people who know Sipraja and always use the manual method.
 - Financial Resources So quoting from an interview with Mr. Juli that there is indeed no special allocation for sipraja from the Sidoarjo government, because it is in the form of an application and there is no special treatment for sipraja. to operate this sipraja.
 - Equipment resources, which are listed in the village where there is one computer that is only specifically for operating the sipraja, in addition to the computer on the administrator's cellphone, sometimes it becomes an applicator to run the sipraja
- c. In the position of realizing the Sipraja application for work activities that are fast and not time-consuming. But when this program is experiencing problems, the mail processing will be processed manually as usual. The obstacle that is almost always encountered is when you want to choose a menu, this application suddenly goes blank and returns to the home page. If the existing problems cannot be overcome, then the formation of public service performance with integrity will not be easily realized
- d. Bureaucratic Structure
Grabagan village has implemented the SOP correctly even though there are still many unwanted things happening, such as the problems that have been mentioned and the lack of people who know about this Sipraja.

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