

PUBLIC SERVICE INNOVATION OF NETWORK DOCUMENTATION AND LAW INFORMATION SYSTEM (JDIH) IN SOUTH TANGERANG CITY

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Abstract

Citizens right to get information on legislation products is very important, but it has not maximally met yet. The way getting all informations of legal products has not been implemented optimally either in central government or local government. System of Network Documentation and Law Information (JDIH) which has been pioneered since 1972 needs to be developed continuously, along with information technology development in Indonesia. That situation needs to be done because of the global world changes and everyting changes very fast. In addition, now citizens has already accessed to modern technology, increasingly demanded that the government can provide quality services quickly, accurately and objectively. As a new area, South Tangerang City must implement public service innovation especially in the field of law. The innovation of Documentation Network and Law Information (JDIH) has been created by South Tangerang City. JDIH has published many informations of JDHI's products as one of public service innovation in South Tangerang City. This study aims to determine the benefits of public service innovation by website of Documentation Network and Law Information (JDIH) South Tangerang City. This study uses qualitative method with descriptive approach. Data were collected through depth interview with Head of Division and staffs of Division and some citizens. Then, it has been completed by collecting secondary data. The results of this study conclude that South Tangerang has created the JDIH Website which aims to publish all law products in South Tangerang City. Citizens can access the website but sometimes it's rather slow in opening the website. Currently JDIH Tangsel already has had a mobile app that can be downloaded either in the Play Store or the App Store.

Keywords: *Innovation, Public Service.*

INTRODUCTION

Based on Government Regulation No. 41 of 2007 on Regional Device Organizations, the implementation of institutional arrangement of regional apparatus applies organizational principles, including clear vision and mission, institutionalization of staff functions and line functions as well as supportive functions, efficiency and effectiveness, span of control and clear working procedures. It is intended to provide clear direction and guidance to the region in organizing efficient, effective and rational organization in accordance with the needs and capabilities of each region as well as coordination, integration, synchronization and simplification as well as institutional communication between the central and regional levels.

Documentation system and legal information is used in addition to the ease of obtaining legal products for those who need both SKPD and the community as well as a media for operators in the legal section of the Regional Secretariat of South Tangerang City for documentation services and legal information more optimal. Both in the dissemination of legal products and the administration of local law products. Sub Division of Legal Documentation to the Regional Secretariat is entrusted to be the staff member of the documentation service and legal information of South Tangerang City which has the task of filing and disseminating legal products on the implementation of the General

Administration under the Legal Division which is part of the General Administration Assistant in carrying out its duties under and responsible to the Regional Secretary.

There's another situation indicating that the citizens has the right to get information on legislation products, but it has not maximally met yet. The way getting all informations of legal products have not been implemented optimally either in central government or local government. Documentation Network and Law Information (JDIH) which has been pioneered since 1972 needs to be developed continuously, along with information technology development in Indonesia. That situation needs to be done because of the global world changes and everything changes very fast. In addition, now citizens has already accessed to modern technology, increasingly demanded that the government can provide quality services quickly, accurately and objectively.

In view of these conditions, an effective and efficient system is needed in the documentation and legal information services in South Tangerang City. By the Creation of a Web-Based Legal Services Documentation and Information Service Application can bring considerable change in legal documentation and information services in South Tangerang City. The increasing quality of documentation services and legal information in South Tangerang City is expected to bring a good impact for improving the quality of public services well by using the principles of Effective & Efficient.

RESEARCH METHOD

This research uses qualitative method with descriptive approach. With qualitative method and descriptive approach is expected to dig deeper data, so that can be identified what benefits have been done by JDIH South Tangerang City. Collecting data is done by indepth interview with key informants ; Head of Legal, staffs and some citizens. In addition, in this study also used literature study to take advantage of various data obtained from mass media, websites and bibliography and secondary data collected in the field during the study took place.

Theoretical Framework

Innovation

Innovation is a new discovery that is different from existing or previously known. people or entrepreneurs who always innovate, then he can be said as an innovative entrepreneur. Someone who is innovative will always try to make improvements, presenting something new / unique that is different from the existing ones. Innovative is also an important attitude for which an entrepreneur should possess. Entrepreneurs who are always innovating in their business, then profits and success will follow. Innovative is an implication of the characteristics of entrepreneurs who are able to bring about changes in the environment. Innovative indirectly become the distinguishing nature between entrepreneurs with ordinary people, as well as entrepreneurs. An entrepreneur will always think of doing something different, not what most people think and do.

Understanding innovation in the field of public services is a creative idea of technology or a new way in service technology or update existing in the field of service technology or create a breakthrough or simplification in the field of rules, approaches, procedures, methods, and organizational structure of services that benefit results have added value both in terms of quantity and quality of service. Thus innovation in public service does not necessitate a new invention, but it can be a new approach that is contextual in the sense of unlimited innovation from the absence of innovative ideas and practices, but can be innovation resulting from the expansion or improvement of quality to existing innovations.

Creative and innovative is an ability to move a less productive resource into a productive resource that provides economic value. Whether directly or indirectly an entrepreneur is a person who is capable of bringing about changes to his environment. On the other hand he is also the person who is able to accept the changes that occur and respond to these changes with a positive. He also dared to risk the success or failure in every way he took. Entrepreneurs are able to survive in difficult economic

conditions and all frantic. Because while everyone is restless, he has the creations and innovations to move the less productive resources into productive resources that provide economic value.

The word innovation can be defined as a "process" or "outcome" of the development and / or utilization or mobilization of knowledge, skills (including technological skills) and experience to create or improve products, processes that can deliver meaningful value. According to Rosenfeld, innovation is the transformation of knowledge into products, processes and new services, and the act of using something new. Meanwhile, according to Mitra, that innovation is a successful exploitation of a new idea or in other words is the mobilization of knowledge, technological skills and experience to create new products, processes and services. Innovation is an economic and social success thanks to the introduction of new ways or new combinations of old ways of transforming inputs into outputs that create major changes in the relationship between usage values and prices offered to consumers and / or users, communities, societies and the environment. Almost the same as organizational innovation which is defined as new ways of working arrangement, and is done within an organization to encourage and promote competitive advantage.

The essence of organizational innovation is the need to improve or change a new product, process or service. Organizational innovation encourages individuals to think independently and creatively in applying personal knowledge to organizational challenges. All organizations can innovate including for corporate organizations, hospitals, universities, and governmental organizations. The importance of value, knowledge and learning in organizational innovation is essential.

Public Service

Moenir, A.S. (2008: 27) defines that service is a series of activities that take place regularly and continuously cover all life of people in society. Based on the definition of the service can be interpreted that the service is an activity that is routine and sustainable in society. Poltak Sinambela (2008: 5) then stated that service is any beneficial activity in a set or unity, and offers satisfaction even if the result is not tied to a product physically. This indicates that service is related to the inner satisfaction of the service recipient. Human service is basically divided into two types, namely personal physical services and administrative services provided by others as members of the organization (mass organizations or state organizations). Based on that opinion, what is meant by the service is a continuous activity in everyday life in the form of physical service that is personal and administrative that usually exist in an organization activity.

Law no. 25 Year 2009 on Public Service is described that public services are: all forms of activities in the framework of arranging, coaching, guidance, provision of facilities, services and other implemented by the government apparatus as an effort to meet the needs of the community in accordance with applicable laws and regulations. According to AG. Subarsono (Agus Dwiyanto, 2005: 141) public service is defined as a series of activities undertaken by the public bureaucracy to meet the needs of the users. The intended users are citizens who need public services, such as making birth certificates, making ID cards, marriage certificates, death certificates, certificates. Referring to the notion of the Ministry of Home Affairs (2004) states that "Public Service is a Public Service" and defines "Public Service is a process of assistance to others in certain ways that require sensitivity and interpersonal relationships created satisfaction and success. Each service produces products, both in the form of goods and services ". According to Joko Widodo (2001: 131), public service can be interpreted as a service delivery (serving) the needs of people or communities that have an interest in the organization in accordance with the rules and procedures that have been set.

From the various understanding of public services and services above can be concluded the definition of public service is the provision of services (serving) implemented by the providers of public services (government) as an effort to meet the needs and needs of recipients of service or community and implementing the provisions of legislation that has interests in the organization in accordance with the rules and procedures that have been set. Needs in this case are not individual needs but actual needs are expected by society.

Quality of the Public Services

The quality of public services is a benchmark to determine how the performance of public services in a public service provider institutions. According Pasolong (2007: 132), related to the quality of public services, is as follows:

"Quality is basically a word that holds the relative meaning of abstract, the quality can be used to assess or determine the degree of adjustment of a thing there is a requirement or specification and if fulfilled means the quality of a thing that is meant to be said good, otherwise if the requirements are not met then it can be said not good. Theoretically, the purpose of public service is basically to satisfy the society "

According to Sinambela (2011: 29), so that there is a certainty in public services, there should be immediately to make a set clear service standards. Such standards are not required only the certainty of service, but also can be used to assess the competence of the apparatus and effort to realize public accountability. Public rights in public services need to be exposed to the public, as well as the obligations of the apparatus in providing services.

Based on some of the above description it can be concluded that the service becomes qualified when in accordance with service standards and can satisfy customers. Thus based on the concept of service quality then the definition of the quality of customer service, expected in accordance with the standards or exceed the standards set. The quality of a public service should include, inter alia: transparency, accountability, conditional, participatory, non-discriminatory (equal rights), and continuity of rights and duties.

Standard of Public Services

According to Ridwan and Sudrajat (2009: 103), public service must have a service standard and be published as a guarantee of certainty for the recipient of service. Service standard is the measure that is applied in the service delivery that must be obeyed by the giver and or the recipient of the service. as for service standards that include as follows:

1. Service procedures
Standardized service procedures for providers and recipients of services including complaints.
2. Time of completion
Completion time is set from the time of submission of application to completion of service, including complaints.
3. Service fee
Service fees or tariffs include details specified in the service delivery process.
4. Product service
Results of services to be received in accordance with the provisions that have been determined.
5. Facilities and infrastructure
Provision of adequate facilities and infrastructure services by the provision of public services.
6. Competence of service providers
The competence of the service provider should be properly defined based on the knowledge, skills, skills, attitudes, and behaviors required.

Public Services Innovation

According to Yogi in LAN (2008), Innovation in the public sector is one way or even a breakthrough to overcome congestion and organizational deadlock in the public sector. Characteristics of systems in the rigid public sector should be able to be melted through the transmission of an innovation culture. Innovations typically found in the business sector are now beginning to be applied in the public sector. Culture of innovation must be maintained and developed better. This is inseparable from external dynamics and the demands of such rapid changes, which take place outside of public organizations. In

addition, changes in society are also so important that the public sector can be a sector that can accommodate and respond quickly to any changes that occur.

According to Yogi in LAN (2008) specifically innovations in public institutions can be defined as the application (bringing effort) new ideas in implementation, characterized by a considerable step change, long-lasting and fairly general scale so that in the implementation process has a considerable impact to organizational and organizational relationships. Innovation in public service has a characteristic, that is its intangible nature because service and organizational innovation is not merely based on the product that can be seen but the change in the relationship of the perpetrator, that is between service provider and service receiver (user), or relationship between various parts inside organization or partner of an organization.

Yogi in LAN (2008), reviewed more specifically, the notion of innovation in public services can be interpreted as achievements in achieving, improving and improving the effectiveness, efficiency and accountability of public services generated by new approach initiatives, methodologies and / or tools in community service. With this understanding, the innovation of public services should not be interpreted as an attempt to deviate from the procedure, but rather as an effort in filling out the interpreting and adjusting rules to follow local circumstances.

The birth process of an innovation, can be driven by various situations. In general, innovations in this public service can be born in the form of initiatives, such as:

1. Partnerships in the delivery of public services, both between government and government, private sector and government
2. The use of information technology for communication in public services
3. Procurement or establishment of service agencies that clearly improve the effectiveness of services (health, education, law and public safety)

So public service innovation which writer can conclude as breakthrough kind service which is original creative idea and adaptation or modification that give benefit for society. Public service innovation alone does not necessitate a new discovery, but it can be a new, contextual approach.

RESULTS AND DISCUSSION

An Overview of Documentation Network and Law Information Services in South Tangerang City

Based on Government Regulation No. 41 of 2007 on Regional Device Organizations, the implementation of institutional arrangement of regional apparatus applies organizational principles, including clear vision and mission, institutionalization of staff functions and line functions as well as supportive functions, efficiency and effectiveness, span of control and clear working procedures. It is intended to provide clear direction and guidance to the region in organizing efficient, effective, and rational organization in accordance with the needs and capabilities of each region as well as the coordination, integration, synchronization and simplification and institutional communication between the central and regional.

The regional secretariat is the auxiliary element of local government leaders, led by the regional secretary . The regional secretary is in charge of assisting the regional head in drafting policies and coordinating regional and regional technical agencies. In the execution of duties and obligations, the regional secretary is responsible to the Regional Head. Regional Secretary appointed from Civil Servants (PNS) who meet the requirements. Regional Secretary because of his position as a coach of civil servants in the area. The Regional Secretary may be called the top position in the civil servant's career pattern in the Region which is responsible for assisting the Mayor in carrying out the tasks of administering the administration, administration, organization and governance, and providing services to all regional apparatus and other implementing units.

In accordance with Presidential Regulation No. 33 of 2012, well-organized documentation and legal information within a national network is an integral part of good governance, cleanliness and responsibility for fulfilling the public's demand for legal documents and information which is needed

and improve services to the public for the needs of documentation and legal information in a complete, accurate, easy and fast. Documentation system and legal information is used in addition to the ease of obtaining legal products for those who need both SKPD and the community as well as a media for operators in the legal section of the Regional Secretariat of South Tangerang City for documentation services and legal information more optimal. Both in the dissemination of legal products and the administration of local law products.

Public Service Innovation Sub Division of Legal Documentation in Tangerang Selatan City

That JDIH as a container in the management of documentation and legal information is well ordered. What is needed in a national network that is an integral part in the administration of good governance, clean, and responsible. In order to fulfill the public demand for necessary legal documents and information and to manage complete, accurate, easy and fast legal documentation and information spread across various government agencies and other institutions, it is necessary to establish cooperation within a network of national legal documentation and information which is very well integrated.

This is in accordance with the legal basis for the establishment of JDIH, namely:

1. Presidential Decree No. 91/1999 on the National Legal Documentation and Information Network;
2. Regulation of the President of the Republic of Indonesia No. 33 of 2012 Network Documentation and Information Network of National Law;
3. Regulation of the Minister of Justice and Human Rights No. 02 of 2013 on Technical Standardization of JDIHN Management.

In 2016 the South Tangerang City Government formed JDIH which is made in the form of website. In the home screen display website, there are several features that support the website menu. Among them:

- Home
- Profile
- Product of law
- Gallery
- Help
- Contact us



Selamat Datang di Website JDIH Kota Tangerang Selatan



Jaringan Dokumentasi & Informasi Hukum Kota Tangerang Selatan

merupakan portal yang mewadahi secara khusus tugas dan fungsi dokumentasi dan

informasi hukum dengan berpedoman pada modul-modul kerja yang sudah dibakuseragamkan untuk setiap jenis kegiatan pengelolaan JDIH.

 Mengumpulkan Dokumen

While on the bottom view of the home screen, listed Column Search that facilitate the search for legal products are also a gallery of the activities of Legal Section and testimony of visitors. In the Search column, visitors can find the legal archives that are searched by typing the keyword as needed. For example: type the phrase "Health" will emerge the appropriate laws of Health. Among others: Mayor Regulation No. 12 Year 2014 on Haji Health Checkup Guidelines. Etc. Also on the bottom page, it can be seen that this website has been integrated with government websites. Among others: Web Portal Tangerang Selatan, Banten Province website, website Depkumham RI, and Website Indonesia.

Currently JDIH Tangsel already has a mobile app that can be downloaded either in the Play Store or the App Store. This application is only intended for SKPD. With this application is expected to facilitate SKPD obtain the necessary legal documents and information and manage the documentation and legal information complete, accurate, easy, and fast.

Criteria for Successful Innovation

To know the success of Innovation required criteria that serve as a measure of success. Related to this designed innovation, the established success criteria are as follows:

1. Access to legal products of each SKPD South Tangerang City and can be accessed at a flexible time;
2. Establishment of SKPD legal products systematically through administrating and archiving data on the legal part;
3. Has an effective and efficient system in the preparation of legal products so as to provide good results on legal documentation and information services of South Tangerang City;
4. Availability of Application Development Report of Legal Services Documentation and Information System of South Tangerang City;
5. Availability of Human Resources trained in the Operation of Web Services Services Documentation and Legal Information Web-Based South Tangerang City;

Objectives and Benefits of Innovation in Improving the Quality of Legal Documentation Services in Tangerang Selatan City

JDIH Website Innovation aims to Facilitate the access of legal products and the compilation of administrative and data archiving of legal products of South Tangerang City Government so as to realize the principle of effectiveness and efficiency in documentation service and legal information through this system.

The Benefits of Innovation are as follows:

- For System Users (SKPD or Community):
 - Provide ease in accessing the required legal products from the South Tangerang City Government.
- For System Operator (Law Division):
 1. Collecting Documents
Collect, process, store and distribute documentation materials and legal / regulatory information.
 2. Uniformity
Create uniform management of legal documentation materials easily, quickly, accurately and up to date.
 3. Easing the Search
Accelerate rediscovery of necessary documentation materials to save time.
 4. Public Service
Improving services and public access to legal information to explore and utilize legal knowledge through legal literature.
 5. Supporting Activities
Supporting legal planning activities, legal research and drafting of legislation in the framework of national law development.
 6. Decision Making
Assisting officials in decision making.

CONCLUSION

That JDIH as a container in the management of documentation and legal information that is well organized. What is needed in a network and what is needed in a national network that is an integral part in the implementation of good governance, clean, and responsible. In order to fulfill the public demand for necessary legal documents and information and to manage complete, accurate, easy and fast legal documentation and information spread across various government agencies and other institutions, it is necessary to establish cooperation within a network of national legal documentation and information that being well integrated.

Currently JDIH Tangsel already has a mobile app that can be downloaded either in the Play Store or the App Store. This application is only intended for SKPD. With this application is expected to facilitate SKPD to obtain a complete product data law that is accurate, easy, and fast.

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