



**ACCELERATION OF DIGITAL-BASED PUBLIC SERVICES
CASE STUDY AT THE INVESTMENT AND ONE-STOP INTEGRATED SERVICE
OFFICE IN BELU DISTRICT**

Joseph Franky Leto Bere¹

¹Sekolah Tinggi Ilmu Sosial dan Ilmu Politik Fajar Timur, Kabupaten Belu

Article info	ABSTRACT
<p>Corresponding Author:</p> <p>Joseph Franky Leto Bere berefanky7@gmail.com Sekolah Tinggi Ilmu Sosial dan Ilmu Politik Fajar Timur</p>	<p>The objective of this study was to analyze and describe the acceleration of public services at the Investment and One-Stop Integrated Service Office, analyze supporting and inhibiting factors, and formulate a digital-based public service model. The collection techniques were used to obtain accurate, actual and comprehensive data in accordance with the problems and focus of the study, such as interview, observation, and documentation. The results of the study showed a consistent tendency (trend) in public services in improving the performance of public service delivery in Belu District.</p> <p>Keywords: <i>acceleration, public services, digital</i></p>
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INTRODUCTION

The development of multinational technology in United States, Amazon.com, is aggressively showing work operations by employing seven hundred and fifty thousand robots under the control of its employees. Hundreds of thousands of robots can replace more than a thousand human workers (quoted from yahoo.com). The process of digitizing public services has provided a new radical understanding of the services provided by the government. Its presence brings a glimmer of hope about the efficiency of public service delivery. Easy, cheap and efficient technological friendliness is the dream of today's society, undergoing a manual transformation to realize the new characteristics as mentioned above. The testimony hearing in public spaces by people who feel directly as given by the government. The Government's commitment to the digital transformation above is realized through Indonesia Digital Roadmap, 2021-2024, which makes digital transformation one of the six main influences of the National Development Approach as stated in the National Medium-Term Development Plan (RPJMN), 2020-2024. The launch of Indonesia Digital Roadmap, 2021-2024, in general, is to provide an explanation of the direction of implementation policy, as well as the achievement targets in accelerating Indonesia's digital transformation acceleration. Its contents are in the form of strategic guidelines to facilitate Indonesia's digital transformation in four sectors, such as Digital Infrastructure, Digital Government, Digital Economy, and Digital Society.

In this constellation, the Government of Belu District is making maximum efforts to accelerate public services through the operation of the Public Service Plaza, West Timor,

Belu District with the main reference being Law Number 25 of 2009 concerning Public Services and Government Regulation Number 96 of 2012 concerning the Implementation of Law Number 25 of 2009 concerning Public Services. As an implication of that, all permits and non-permits in the district are organized in one-stop integrated service under one roof. This condition makes it easier for the people in Belu District to take care of all forms of permits at a low cost, quickly and on time according to the Service Operating Standards (SOP) that have been set. However, in the early stages of its implementation, various limitations were still found, such as human resources, both in terms of capacity and competence; both in terms of quantity and quality, besides the equally important physical constraints of limited workspace. However, the most important thing is to develop the role of the social psychological aspect as the substance of the implementing human resources to develop collaboration and cooperation in various aspects, centered on government institutions in a one-room house, consisting of multi-sector institutional work units at the Belu District level.

The importance of digital-based public administration. The configuration of development in a country or region requires new ideas as a direction in determining the practice and theory of public administration in relation to this, so that it can respond to the demands of changing times. The dynamics and dialectics of changing current conditions increasingly show the importance of the role of the State as a modern organization, through the existence and role of continuous public administration to guarantee the life of a country or region as a contemporary agent of modernization. The main vision of such public administration is none other than to become an agent of change. As an embodiment of the characteristics of contemporary public administration. Revealing the vision, all of which are essentially different narratives, namely today in the 21st century, the direction of its policy is to realize the interests of the community and its programs are social empowerment as a great value that will accelerate the process of changing the standard of living. The point is the realization of the interests of the community, namely the provision of public services through community empowerment as a specific value, the inherent vision is to provide a broad space for the community as a subject of development to develop independence and not only receive assistance from the government. Public Administration Orientation, namely making empowerment a part or subsystem of community interests. Furthermore, in the early stages of its operational form, it is developing technological equipment, namely ICT or Information Communication Technology, changing the manual administrative work pattern to a network technology pattern that can increase efficiency, effectiveness, productivity, transparency and accountability. Chester Barnard, quoted in the employee performance policy according to Prawirosentono, (1999, p.28), defines effectiveness as a relationship between the inherent cooperation system in a company organization or government institution. Efficiency, effectiveness, productivity, transparency are the main elements in realizing E-Government or Good Governance, namely from the Government, the Business World, and Civil Society. Their working relationship is partnership, coordination, communication and collaboration. The development of this system in turn becomes an opportunity to accelerate changes in the standard of living of the community.

The study (Pratama et al., 2020) and colleagues that the utilization of the e-RT/RW program in the city of Surabaya can be said to be good, the implementation of the program comes from the government as a regulator and provider of facilities, which is supported by

digital concept development factors. However, there are also several inhibiting factors such as lack of public enthusiasm, lack of internal support, and facilities and infrastructure that need to be improved. In addition, it is necessary to hold intensive communication forums at all levels of society, then not only socialization, simulations or practices should also be included so that the public understands the use of this online service better and should also pay attention to aspects of evaluation, not only paying attention to complaints from the public, but also from aspects of the program and services themselves. The study (Susilawati et al., 2024) and colleagues found that the implementation of digital-based public services in various public sector organizations in Indonesia still faces several significant challenges. One of the main challenges faced is the lack of accessibility to digital technology, especially in areas that are still marginalized in terms of infrastructure. Although the government has made efforts to provide internet access throughout the region, there are still areas that experience limited accessibility to digital technology. In addition, another challenge is the low level of digital literacy among some community groups. Low digital literacy can hinder an individual's ability to understand and use digital-based public services effectively. Especially for people who are not familiar with technology or have limited digital understanding, the process of adapting to digital public services can be difficult. Collaborative efforts between the government, non-governmental organizations, and the private sector are important in overcoming this challenge. Further investment is needed in the development of technological infrastructure, especially in remote areas, to increase accessibility to digital-based public services. In addition, training and education programs on digital literacy must be expanded to ensure that the community has sufficient knowledge and skills to use digital public services effectively. (Suleman & Fatah, 2021) et al are also relevant to my topic because accelerating public services requires innovation and creativity in providing services to the community. The Ternate City Investment and One-Stop Integrated Service Office (DPMPTSP) needs to innovate, be creative or alternative either through the use of e-digital, the provision of special task units in the government in each region, both at the sub-district and village levels, so that people are easier in taking care of permits, excessive procedures that seem rigid, complicated and costly must be eliminated, this happens so that the old bureaucratic disease does not recover again in the midst of the corona virus outbreak, through innovative and creative work bureaucrats can provide good service to the community.

The research objectives were to analyze and describe how the acceleration of digital-based public services in Belu District; what the supporting and inhibiting factors for the acceleration of digital-based public services; and what the service model for digital-based public services in Belu District.

METHOD

The data collection techniques used to obtain accurate, actual and comprehensive data in accordance with the problems and focus of the research in this study are interviews, observations, and documentation. The implementation of these three data collection techniques can be explained as follows:

- (1) In-depth interviews as a research method. Interviews are events that are likely to have been planned. Researchers focus on in-depth interviews that usually occur between researchers and informants at one time.

- (2) Observation of situations and phenomena at the research location. Observation is a direct observation activity carried out by researchers in the field to obtain a picture of the behavior and activities of individuals at the research location.
- (3) The process of documenting the data needed. This documentation method is carried out through the process of collecting data and information sourced from written materials, records of an event or records obtained during the research. In addition to conducting documentation studies, researchers also conduct secondary data searches and information from research reports from other parties and information media, both print (national and local) and online information media, especially through the official website owned by the Belu Regency Government.

RESULT AND DISCUSSION

Finding

To compare the performance index of service units periodically or to see changes in the level of public satisfaction in receiving public services, periodic and continuous surveys are needed. The results of the survey analysis are used to evaluate public satisfaction with the services provided, as material for policy making related to public services and to see the tendency (trend) of public services that have been provided by the organizers to the community and the performance of public services. The trend in the level of satisfaction of recipients of services from the Investment and Integrated One-Stop Service Office of Belu Regency can be seen in the following graph:

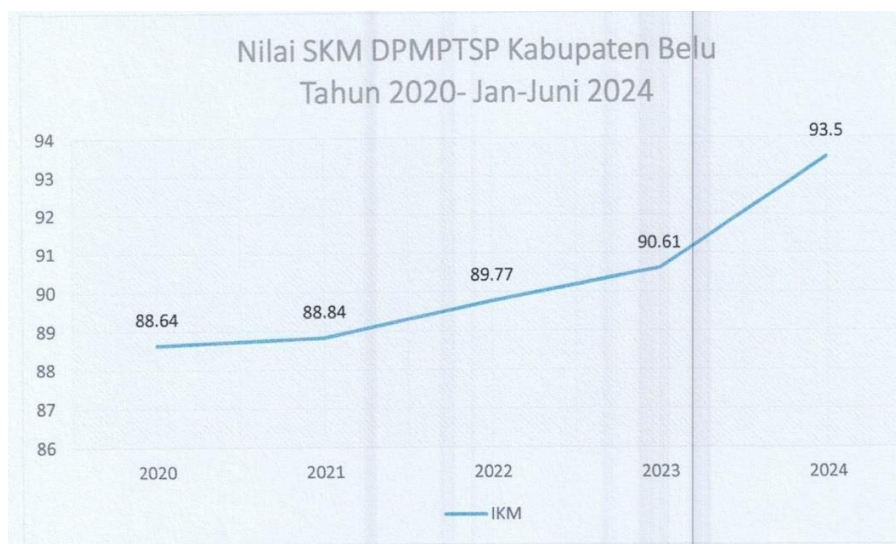


Figure 1. SKM Value of DPMPSTP Belu Regency (January 2020 – June 2024)

Based on the graph above, it can be concluded that there has been a consistent increase in the performance of public service providers from Period I January 2020 - June 2024 at the Investment and One-Stop Integrated Service Office of Belu District.

Discussion

Analysis of the research results found several weaknesses, including the suitability of requirements, service procedures, and speed of service received low scores. The advantages

are in the service procedures. Meanwhile, the three elements of service value with the highest scores, namely the elements of complaint handling, suitability of service, and officer behavior received the highest scores. The conditions of the problems or shortcomings of the service elements can be described as follows: first, the addition of computers at the Public Service Mall counters cannot be done because the regional financial capacity is inadequate. Second, the level of network quality that often experiences disruptions. Third, the socialization of permit requirements has not been carried out because the regional financial capacity is limited. The results of the analysis are to improve public quality and policy making. The results of the analysis are made, and follow-up improvements are planned. The follow-up improvement plan is carried out with priority starting from the element with the lowest results. Discussion of the follow-up plan for the SKM results was carried out through the Public Consultation Forum (FKP) with representatives of service users on June 25, 2024. Determination of improvements is planned for follow-up with a priority of short-term improvements (less than 12 months, less than 24 months) or long-term (more than 24 months) the follow-up plan for improvements to the SKM results is stated in the following table:

No.	Prioritas Unsur	Program / Kegiatan	Waktu				Penanggung Jawab
			TW I	TW II	TW III	TW IV	
1	Kecepatan Pelayanan	Peningkatan sosialisasi layanan perizinan dan non perizinan			√	√	Bidang Pelayanan Perizinan
		Evaluasi menyeluruh terhadap alur proses pelayanan untuk mengidentifikasi faktor-faktor yang menyebabkan keterlambatan					Bidang pengaduan
		Inventasi peningkatan teknologi dan system informasi yang mendukung proses pelayanan					Bidang Promosi
2	Kesesuaian Persyaratan	Melakukan analisis mendalam terhadap kebutuhan dan ekspektasi pelanggan melalui survey lanjutan	√	√			Bidang Pelayanan Peizinan
		Melakukan Focus Group Discussion (FGD)			√	√	Bidang Pelayanan Peizinan
3	Prosedur Pelayanan	Melakukan evaluasi menyeluruh terhadap semua prosedur pelayanan dan mengidentifikasi bagian-bagian yang kompleks berpotensi membingungkan masyarakat				√	Kadis Bidang Pelayanan Perizinan
		Menyediakan informasi yang jelas dan mudah diakses mengenai prosedur pelayanan kepada masyarakat					Bidang promosi

Figure 2. The Follow-Up Plan for Improvements to The SKM Results in Bahasa

CONCLUSION

Strong political will from the Regional Government to improve the performance of public service delivery from 2022 to 2024 through the Timor Atambua Public Service Mall, Belu District; The government's ability to overcome existing physical and social limitations or obstacles to provide access to the Belu community and its surroundings to use the facilities provided. The model used is the Sustainable Integrated System Integration Model for the Belu Community as a District on the RI-RDTL Border.

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