

Conference Paper

Implementation of the Development of Web-Based Sub-district Integrated Administrative Service Evaluation Model (PATEN) in Sukodono District, Sidoarjo Regency

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ABSTRACT

The quality of public services is very important for the community, as a result of the interaction of aspects, service systems, human resources of service providers, strategies, and customers. The government issued a regulation concerning Peraturan Menteri Dalam Negeri Nomor 4 Tahun 2010 about Integrated District Administration Services (PATEN), as a policy for service delivery at the sub-district level, covering the fields of licensing and non-licensing starting from the application stage to the issuance of documents in one place. This was followed up with the issuance of the Peraturan Bupati Sidoarjo Nomor 78 Tahun 2008 concerning Delegation of Part of the Authority of the Sidoarjo Regent to the Camat, and Peraturan Bupati Sidoarjo Nomor 18 Tahun 2009 concerning Technical Guidelines for the Implementation of Part of the Regent's authority delegated to the Camat. Then it is also supported by the Peraturan Bupati Sidoarjo Nomor 7 Tahun 2014 concerning Details of Duties, Functions, and Work Procedures of the District in Sidoarjo Regency. To support the government in providing quality public services, several local governments in Indonesia have built e-government systems, built and developed with large budgets and have been successfully implemented, but the level of user acceptance of the system and the level of service quality produced is still low, less than optimal. The purpose of the study was to determine the implementation of a web-based sub-district integrated administration service quality evaluation model (PATEN). The research used is descriptive and qualitative. Data collection is based on interviews and focuses on group discussions. Qualitative data analysis from Miles and Huberman (2014) to analyze the data, consisting of data collection, data condensation, data presentation, and concluding. The results of research in the field prove that the implementation of a web-based integrated service quality evaluation model (PATEN) in the Sukodono Regency Government of Sidoarjo Regency is developing well, adapting according to environmental conditions and changes as well as technology.

Keywords: Implementation, development of web, public service

Introduction

Public service is an activity to meet basic human needs and every human being needs services that cannot be separated from his life. Public service is an activity to meet service needs supported by legislation for every citizen of goods and services, as well as administrative services provided by public service institutions (Shofwan, 2020). (Undang-Undang Nomor 25 Tahun 2009 tentang Pelayanan Publik Tahun, 2009) Article 9 paragraph (1) explains that the integrated service system facilitates and supports the implementation of public services.

The Sidoarjo Regency Government seeks to integrate the use of e-government technology in the implementation of public services that are used to obtain, process data, compile, store, and

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manipulate data to produce timely and accurate information and be used in decision making. The four e-government service systems are: government-to-citizen (G2C), government-to-business (G2B), government-to-employee (G2E), and Government-to-Government (G2G) (Pascual, 2003).

Rogers (2003) suggests the characteristics of innovation as follows: 1) Relative Advantage: The relative advantage of innovation must have advantages and more value compared to previous innovations. The novelty value inherent in innovation must always be present, as a characteristic that distinguishes it from others. 2) Compatibility: compatible or by the innovations according to him, so that old innovations are not thrown away. the costs incurred are not small and old innovations are part of the transition process to the latest innovations and can facilitate adaptation factors and the learning process for faster innovation. 3) Complexity: With its new nature, innovation has a higher level of complexity compared to previous innovations. But innovation offers newer and better ways, so this level of complexity is not an important issue. 4) Triability: Innovation can be accepted, if it has been tested and proven to have advantages or more value than old innovations. 5) Observability: Innovation must be observable, both from the way it works and produces something good. The innovation characteristics of Rogers are used as a unit of analysis to see and find out the advantages and disadvantages of innovation in the Sidoarjo Regency Government. There are innovations but of course, they don't just appear, there are stages and things that arise from these innovations.

Services in the era of regional autonomy focus on sub-districts because the front line is the delegation of authority from the Regent/Mayor to the Camat, this is stated in Undang-Undang Nomor 32 Tahun 2004 concerning Regional Government Article 226 paragraph 2 "The delegation of authority of the Regent or Mayor is carried out using service mapping. public services that are adapted to the characteristics of the region and the needs of the community. The main task of the sub-district is to provide public services, as a community service center that is fast, simple, and inexpensive in improving the quality of public services. The issuance of the Minister of Home Affairs Regulation Number 24 of 2006 concerning Guidelines for the Implementation of One-Stop Services for the implementation of public services.

Regulation of the Minister of Home Affairs (Permendagri) Number 4 of 2010 concerning Governance of Public Services at the sub-district level, covering the fields of licensing and non-licensing. This policy is carried out in one place from the initial stage to the issuance of the document. The requirements that must be met as a sub-district PATEN are substantive, administrative, and technical requirements. The substantive requirement is the delegation of part of the mayor's authority to the camat, both licensing and non-licensing. Administratively, the PATEN sub-district must be based on service standards and clear main tasks and functions. To support the service must have technical aspects of infrastructure and technical implementers.

The Sidoarjo District has launched a web-based PATEN on June 23, 2014, marked by the issuance of the Sidoarjo Regent Regulation Number 78 of 2008 concerning Delegation of Part of the Authority of the Sidoarjo Regent to the Camat, and Sidoarjo Regent Regulation Number 18 of 2009 concerning Technical Instructions for the Implementation of Part of the Regent's Authority. delegated to the Camat. After being supported by the Regulation of the Regent of Sidoarjo Number 7 of 2014 concerning Details of the Main Duties, Functions, and Work Procedures of the District in Sidoarjo Regency. This web-based PATEN innovation is expected to support the optimization of public service performance, especially in administrative services by sub-districts in increasing community satisfaction.

Implementation of the Development of Integrated District Administration Service Quality. The Evaluation Model (PATEN) is a concept that will be investigated by further reviewing the understanding and application of the concept in the field of e-government. In line with that, a comprehensive model is needed that can be used as a tool to evaluate the quality of e-government information systems by combining aspects of government services (public) and aspects of the quality of electronic services. According to Solichin (2017) argues that the term policy is still an arena of debate among experts, therefore he provides several guidelines including the following:

a) Policies that must be distinguished from decisions, b) Policies that are not necessarily distinguishable from administration, c)) Policies that include behavior and expectations, d) Policies that include inaction or action, e) Policies have a result to be achieved, f) Each policy has certain goals or objectives, both explicit and implicit, g) Policies that arise from a process which takes place from time to time and h) The policy covers inter-organizational and intra-organizational relationships. Nugroho (2008) also formulates public policy as a decision made by the state, especially the government as a strategy to realize the goals of the country concerned. Public policy will lead to the aspired society.

Observations have been made and it is known that PATEN services in East Java are still considered less than optimal and it is evident from the problems that have occurred. This was reported by the Indonesian Ombudsman representing East Java where there were 405 reports from the public throughout 2019. This number increased compared to 2018 by as many as 356. The agency with the most complaints in 2019 is still the same as in 2018, namely the Regional Government (98 reports) followed by the National Land Agency (34 reports) and the Police (28 reports). The most-reported locations were Surabaya City (90 reports), Sidoarjo Regency (15 reports), and Malang City (12 reports). Based on the substance of the report, the most common problem is maladministration in public services, which is 83 or 20% of the number of incoming reports (Source: <https://ombudsman.go.id/-per-Representative/news/r/-pwk-sepanjang-2019>: accessed 21 March 2020).

Based on the above phenomenon, the services that have been provided by Sukodono District, Sidoarjo Regency based on the criteria for the PATEN evaluation model have not been implemented properly. This is indicated by the existing conditions in the field and the results of retrieval carried out by other parties that the process of implementing integrated sub-district government services (PATEN) at the Sukodono District Office is by the Standard Operating Procedure, but there are still some shortcomings, namely from human resources that are still lacking. Less agile in the implementation of PATENT. More significant training is still needed so that the community is truly satisfied with the services provided by the sub-district. There are other shortcomings, namely related to facilities and infrastructure such as information networks which sometimes still experience problems. As for the convenience of queuing, people with physical disabilities, air conditioning, free drinking water, and counter machines are all good (Janah & Roro, 2018).

Based on the description of the background of the problem above, the purpose of this study was to determine the implementation of the Web-based Sub-district Integrated Administrative Service Evaluation Model Development (PATEN) in Sukodono District, Sidoarjo Regency.

Material and Methods

The type of research used in this research is descriptive research using a qualitative approach to determine how to find, collect, process, and analyze research data. This study describes and analyzes the Implementation of the Web-Based Development Evaluation Model for Subdistrict Integrated Administration Services (PATEN) in Sukodono District, Sidoarjo Regency. The location of the research sample used is Sukodono District. The unit of analysis in this research is the sub-district head and sub-district apparatus as well as the community at the local government in the sub-district area. The focus of this research is to assist the Sidoarjo Regency Government in the Implementation of the Web-Based Development Evaluation Model for District Administration Services (PATEN) in Sukodono District, Sidoarjo Regency with a focus on implementing the development of a web-based PATEN quality evaluation model. The sub-focus includes, as follows: system quality, information system, service quality, usage, user satisfaction, and net benefits.

The data collection method used in this study was to obtain the necessary data. This research uses observation, documentation, in-depth interviews, and Focus Group Discussion (FGD) methods. Interviews were conducted to obtain a complete picture and related to the development of a PATEN-based quality evaluation model using the web in Sidoarjo Regency. Focus Group Discussions (FGDs) are carried out with consideration only because the intensity of the problem and its

prospects will be determined accurately if the informant is cognitively and emotionally involved in a focused forum or opportunity. This technique is used to obtain data related to focus and sub-focus in the Implementation of the Web-Based Development Evaluation Model for District Administration Services (PATEN) in Sukodono District, Sidoarjo Regency regarding views, perceptions, attitudes, policies, and regulatory systems. Methods. Data analysis in this study used a qualitative descriptive technique with the approach of Miles et al. (2014:8) including data collection, data condensation, data presentation, and drawing conclusions or levers.

Results and Discussion

Based on the results of the study, it was shown that the Implementation of the Development of Web-Based Sub-district Integrated Administrative Service Evaluation Model (PATEN) in Sukodono District, Sidoarjo Regency was based on 3 study objectives, namely: a) flexibility: the ability of information systems to make changes about meeting user needs. b) the ease of using the information system. c). reliable information reliability, namely the resilience of information systems from damage and errors with the following findings:

Table 1. Research results based on interviews with informants

No	Question	Primary Data Obtained
A	System quality:	
1.	Functionality: functionality of the required service features from licensing applications to permits	All features in the system function according to the service needs to be desired by the community running well (20 August 2021)
2.	Dependability: online licensing system	The online licensing system runs accurately and reliably from time to time (20 August 2021)
3.	Ease of Use: ease of use in the system	Online licensing system Easy to access and use (20 August 2021)
4.	Usefulness: the benefits that users can get from the online licensing system	There are benefits that users can get from the online licensing system including convenience, time-saving, and cost-effective (20 August 2021)
B.	Information Quality	
1.	Accuracy: the truth and reliability of the information on the website.	PATENT information on the website is very valid and reliable (20 August 2021)
2.	Timeliness: the timeliness of delivering information on the website.	The time for submitting information on the website is very precise (20 August 2021)
3.	Relevance: conformity of information with licensing	The suitability of information with the licensing that will be submitted is by what the user expects (August 20, 2021)
4.	Understandability: the information on the website is clear and easy	The information on the website is very clear and easy to understand (20 August 2021)
5.	Completeness: breadth and depth of information on the website	The information on the website has a good level of breadth and depth for the online licensing application process (20 August 2021)
	<i>To be continued...</i>	

C Service Quality

1.	Efficiency: ease and speed in accessing the Inatrade website	Accessing the Inatrade website and taking care of online licensing is very easy and fast (20 August 2021)
2.	Fulfillment: the degree to which the manager's promise to service availability is fulfilled	Management promises on service delivery and availability are well fulfilled (20 August 2021)
3.	Privacy: Website security protection	The degree to which websites are secure in protecting consumer information (20 August 2021)
4.	Responsiveness: response speed	Respond if there are problems or questions very quickly responded (20 August 2021)
5.	Compensation: the degree to which the system compensates the user for problems that arise	The degree to which the system compensates the user for problems that arise (20 August 2021)
6.	Contact: availability of assistance via telephone or online representative	We assist via telephone or online representative (20 August 2021)

Based on the results of the interview above, it can be seen that the Implementation of the Development of the PATEN Evaluation Model has been implemented well based on the quality of the system, the quality of information, and the quality of service.

Conclusion

Based on the results of the interviews above, it can be concluded that the Implementation of the Web-Based Development Evaluation Model of Sub-District Administrative Services (PATEN) in Sukodono District, Sidoarjo Regency from the focus on the Implementation of the web-based PATEN District Integrated Administration Service quality evaluation model development can be developed properly, adapting to changing conditions environment and technology.

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