

Malaysian Journal of Social Sciences and Humanities (MJSSH)

Volume 3, Issue 2, April 2018

e-ISSN : 2504-8562

Journal home page:
www.msocialsciences.com

Public Service Innovation on the Law Documentation and Information Network (JDIH) in South Tangerang City, Indonesia

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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 law products has not been implemented optimally either in central government or local government. System of The Law Documentation and Information Network (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 The Law Documentation and Information Network (JDIH) has been created by South Tangerang City. JDIH has published many informations of law products as one of public service innovation in South Tangerang City. This study aims to analyze the public service innovation on JDIH in 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. However, many citizens who lived in the suburbs of South Tangerang City and couldn't use the online technology advances have not yet access to the JDIH Website.

Keywords: public services, innovation, law documentation, information network

Introduction

Information documentation and technology are required for citizens. Demands for the public service especially in law documentation and information services must be fast, accurate and objective. Therefore, local government should provide those better for citizens based on the legal basis of article 10 paragraph 2b, Perpres number 23 year 2012 about JDIH, Permenkumham number 2 year 2013 about JDIH Tehnical Management Standards and Permendagri number 02 year 2014 about the Management of JDIH in Kemendagri and Local Government. Everyone needs information about governance law products which have been implemented for citizens.

Law Documentation and information network is used in addition to the ease of obtaining legal products for those who need both Government Units 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.

Based on preliminary observations, it's found that some citizens in South Tangerang do not know about regulations or law products that have been approved by local government. There has been a lack of understanding of the regulation or law contents that have been and will be treated in their city. 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. The Law Documentation and Information Network (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 which 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.

All of above descriptions have encouraged this research that will answer the problem of how public service innovation on JDIH in South Tangerang City. This study aims to analyze the public service innovation on JDIH in South Tangerang City.

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.

Theoritical Framework

Innovation

The innovation definition proposed by the Organization for Economic Co-operation and Development (OECD) and European Commission (EC) proposed the definition of innovation as follows ;

An innovation is the implementation of a new or significantly improved product (good or service), or process, a new marketing method, or a new organisational method in business practices, workplace organisation or external relations.

Tabel 1 : Definition of Innovation

Experts	Definition of Innovation
Joseph Schumpeter (1930)	• Introducing a new product or modifications brought to an existing product; • A new process of innovation in an industry; • The discovery of a new market;

	• Developing new sources of supply with raw materials; • Other changes in the organization
Peter Druker (1954)	• One of the two basic functions of an organization
Kenneth Simmonds (1986)	• Innovations are new ideas that consist of: new products and services, new use of existing products, new markets for existing products or new marketing methods
Covin şi Slevin (1991), Lumpkin and Dess (1996), Knox (2002)	• Innovation can be defined as a process that provides added value and a degree of novelty to the organization, suppliers and customers, developing new procedures, solutions, products and services and new ways of marketing
Business Council Australia (1993)	• Adoption of new or significantly improved elements to create added value to the organization directly or indirectly for its customers.

From those definitions, it can be explained that 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 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.

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. The word innovation can be defined as a process or an 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.

Rogers (1995) describes an innovation is an idea, practice, or project that is perceived as new by an individual or other unit of adoption. 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. Service can be interpreted as an activity that is routine

and sustainable in society. Poltak Sinambela (2008: 5) stated that service is any beneficial activity in a set or unity, and offers a 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, service is a continuous activity in everyday life in the form of physical, personal and administrative service that usually exist in an organization activities.

Subarsono in Agus Dwiyanto (2005: 141) explained that public service is 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 , ID cards, marriage, and death certificates. The Ministry of Home Affairs of Indonesia (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 both in the form of goods and services products".

According 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.

Public Services Innovation

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 (Suwarno, 2008).

Further, Suwarno (2008) explained 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.

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:

i. Partnerships in the delivery of public services, both between government and government, private sector and government
ii. The use of information technology for communication in public services
iii. 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 law documentation and 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 Government Units and the community as well as a media for operators in the legal section of the Regional Secretariat of South Tangerang City for law documentation services and information more optimal. Both in the dissemination of law document and informations regional products. These are in accordance with the law for the establishment of JDIH, namely:

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

Public Service Innovation on JDIH in South Tangerang 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 law 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.

In view of these conditions, an effective and efficient system is needed in the law documentation and information services in South Tangerang City. Creating a Web and Application for Law Documentation and Information Network (JDIH) can bring a better public service quality of law documentation and information services in South Tangerang City. That innovation is expected to bring better impact for improving the quality of public services using the effective & efficient principles.

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:

i. Home
ii. Profile
iii. Product of law
iv. Gallery
v. Help
vi. Contact us



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

The Government of South Tangerang make some criterias of the success Innovation Public Service that serve as a measure of success. Related to this designed innovation, the established success criteria are as follows:

i. Access to law products of each SKPD South Tangerang City and can be accessed at a flexible time;
ii. Establishment of SKPD law products systematically through administrating and archiving data on the legal part;
iii. Has an effective and efficient system in the preparation of law products so as to provide good results on law documentation and information services of South Tangerang City;

iv. Availability of Application Development Report of Law Services Documentation and Information System of South Tangerang City;
v. Availability of Human Resources trained in the Operation of Web Services Services Law Documentation and Information Web-Based South Tangerang City;

The objectives and benefits of innovation in improving the quality of law documentation and information services in South Tangerang 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 law documentation service and information through this system.

The Benefits of Innovation are as follows:

i. For System Users (Government Units): Provide ease in accessing the required legal products from the South Tangerang City Government.
ii. For System Operator (Law Division):
- Collecting documents: Collect, process, store and distribute documentation materials and legal / regulatory information.
- Uniformity: Create uniform management of legal documentation materials easily, quickly, accurately and up to date.
- Searching easily: Accelerate rediscovery of necessary documentation materials to save time.
- Improving public service: Improving services and public access to legal information to explore and utilize legal knowledge through legal literature.
- Supporting legal activities: Supporting legal planning activities, legal research and legal drafting in the framework of national law development.
- Assisting in decision making officially

JDIH has been a container management of law documentation and information that is well organized by government. Innovation public service in giving all law document and information for public has been done by South Tangerang Government. That is an integrated part of the implementation of good governance, clean, and responsible in South Tangerang. In order to fulfill the public demand in getting law documentation and information easily and to manage complete, accurate, easy and fast law documentation, it is necessary to establish cooperation within a network of law documentation and information that's integrated well. This innovation also help giving all law documentation and information spread across to various government agencies and other institutions. 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 government units. This application is expected to facilitate government units to obtain a complete product data law that is accurate, easy, and fast.

However, the results of this research have found some problems in this public service innovation. This innovation can be used by citizens who can access internet only. Many citizens who lived ini suburbs can't get that innovation, too. They don't know about law documentation and information network. Even, another result indicated there're some citizens did not care about government law or legal products.

Conclusion

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. However, many citizens who lived in the suburbs of South Tangerang City and

couldn't use the online technology advances have not yet access to the JDIH Website. Some citizens indicated that they did not care about government law or legal products.

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