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Article

Jember Application – Service Information System (J-SIP) Really Reducing Dukcapil Queuses?

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Background: Public innovation was created to unravel the problems of public administration. One of its goals is to be the latest effort to improve the efficiency and accessibility of public services for the Jember Regency government towards the community. The alternative is through the Jember Service Information System (J-SIP) application. This innovation is needed to meet the increasingly complex and diverse demands of society. The Jember District Government created the J-SIP Application, aiming to reduce queues at the Population and Civil Registration Office, in taking care of population administration documents for people in Jember District. With the advancement of digital technology innovation, it should promise significant changes in service delivery to the community. **Objectives:** This article will describe how the application program (J-SIP) is implemented and used by the community as the target users, and try to assess the impact of changes from the application program, especially in improving public services. **Research Methods:** This research uses a qualitative method with a descriptive approach, this method is used to find out how the implementation of the program product of the J-SIP application. The data is obtained through 7 informants who will access administrative services online,. Data collection was carried out by means of interviews and direct observation in the service process. This research was conducted for 1 month (May), 2 weeks were used for field data collection, 2 weeks were used for the analysis process and preparation of research results. **Research Results:** Explains that the J-SIP application has not been thoroughly socialized by the Jember District Government, through Dispendukcapil. So that people tend to take care of it offline at the Dispendukcapil office. Another obstacle given by informants is that the application is difficult to access for people who do not have smartphones and are technology illiterate.

Keywords: J-SIP Application; Dispendukcapil; Public Service; Jember.

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1. Introduction

In today's increasingly advanced digital era, the government must be more sensitive and responsive in utilizing existing technology[1]. Likewise, the organizers of public administration documents must modernize themselves, find strategies and approaches to the community more precisely, and continue to strive to update theories and instrumentation so that they are not increasingly left behind by the times. In this case, one of the things that can be done by the government is to make new innovations. Related to the importance of public services in terms of population administration for birth certificates, death certificates, and ID cards, the Population and Civil Registration Office of Jember Regency has created innovations[2]. The innovation is in the form of "Jember Service Information System (J-SIP) application", the J-SIP application can facilitate the community in managing 6 documents, consisting of; Application for birth certificate, Application for death certificate, Application for Family Card (KK),

Application for new / lost / damaged / revised KIA, Application for lost / damaged / revised KTP, & Application for SKPWNI. The J-SIP application can be downloaded via the Play Store on Andorid-based smartphones[3].

Public service innovation in Jember Regency is in accordance with the four directions of public service transformation acceleration policy set by the Ministry of PAN-RB, namely the development of e-services, community participation, strengthening the innovation ecosystem, and strengthening integrated services[4]. Acting Deputy for Services, Ministry of PAN-RB said, in an increasingly sophisticated and digitally connected era, the use of technology in public service bureaucratic reform is very important because it can support unlimited new possibilities in encouraging efficiency, quality, and accessibility to improve affected public services [16]. For this reason, the government realizes that public services no longer rely on the perspective of bureaucracy alone, but should pay attention to the interests of the community. A bureaucracy oriented towards the interests of the community is in line with the New Publiv Sercice paradigm with the principles of prioritizing the public interest, acting democratically and serving rather than directing [17][5]

The importance of digital-based public service innovation is to make it easier for the public to take care of administration, and the J-SIP application created by regional governments such as the Jember Regency Population and Civil Service Office, is responsible for providing optimal administrative services, including fulfilling the basic rights and needs of citizens and involving the community[6]. in local government. This is also a manifestation of the government's efforts to update the population administration system with advanced technology and meet community needs efficiently. Innovation in public services cannot be separated from community participation. The success of innovation can be measured by the amount of community participation. The community will fully participate if the government provides understanding to the community. It would be a shame if the innovations created by the Government were not well realized. Thus, the desire to prioritize the public interest does not run in accordance with democratic principles[7].

The problem that occurs in carrying out population administration for the people of Jember Regency is that the administration is carried out manually, starting from the village to the sub-district, and the sub-district sends the population administration files to the Jember Regency Dukcapil office directly. There were even people who went directly to the Dukcapil office with long queues. Seeing a method like this, of course it takes quite a long time. This supports the government in creating digital-based public service applications, and makes population administration easier and faster. Because it can be done online, it can minimize long queues, save time and costs for the community. However, whether the public service application, or what is known as Jember-Service Information System (J-SIP) has been realized well, looking at the public with various qualities of understanding, and whether the application created by the Regional Government (Dispendukcapil) is indeed beneficial for the community. This article will thoroughly review how the application program (J-SIP) is run and used by the community as target users, and tries to assess the impact of changes in the application program, especially in improving public services[8].

4. Research Methods

This research uses a qualitative method with a descriptive approach, this method is used to find out how the implementation of program products from the J-SIP application. The data was obtained through 4 informants who will access administrative services online, as key informants, at the Population and Civil Registration Office. Data collection was carried out by means of interviews and direct observation in the service process. This research was conducted for 1 month (May), 2 weeks were used for field

data collection, 2 weeks were used for the analysis process and preparation of research results[9].

5. Theoretical Foundation

Progress towards changes in the digitalization of the Indonesian bureaucracy must be enforced through the development of applications, or integrated digital platforms, by offering a variety of services in one application. With the current digitalization of the bureaucracy, it should be an opportunity to have an impact on society, because digitalization is not a goal, and digitalization is a means in accelerating the achievement of bureaucratic goals[19].

President of the Republic of Indonesia Joko Widodo, gave three directives related to bureaucratic reform, one of which is an agile and fast bureaucracy. By implementing digitalization is one way to create an agile and fast bureaucracy, because all needs are integrated in one hand[10]. Through the acceleration of digitalization, it can bring bureaucratic transformation in 2025 towards dynamic governance. Where there is a bureaucracy that is increasingly effective and efficient with agile and adaptive characteristics so that it is equivalent to a world-class bureaucracy[20].

Apart from the government's goal of creating a digitized bureaucracy that has a good impact on society. That, the bureaucratic system in Indonesia cannot be separated from public criticism, if we hear and interact directly with the bureaucracy, most people will give a slanted response. Starting from the long time, corrupt behavior, convoluted employees and so on. At the same time, the government bureaucracy is increasingly aware of the demands of the community in improving the quality and quantity of services. The government must understand that digitalization is no longer an option, but a necessity. The concept of digital bureaucracy prioritizes the interests and needs of the community, so that people can carry out administrative services remotely, save energy and costs, and finish faster, more effectively and efficiently[21][11] .

One of the theories that is a reference in public services is the theory of Good Governance which emphasizes the importance of good governance in public services. The Good Governance paradigm assumes that good governance is community-oriented governance, not bureaucrats, in other words, the government reforms itself to implement bureaucratic entrepreneurship[22].

The concept of governance simply refers to the decision-making process, and the implementation of governance applies and takes place at all levels, both national and local. Meanwhile, good governance refers to accountability[12], participation, consensus, transparency, efficiency and effectiveness, equality and inclusiveness, and compliance with the rule of law[13]. Good governance refers to a process and aspiration towards a system of governance that is embedded in the following values: (1) Efficient, open, transparent, non-corrupt and accountable public institutions at all levels including clear decision-making procedures, (2) Effective and efficient management of economic and financial resources for the creation of equitable and sustainable development, (3) A democratic society managed with due regard to human rights and democratic principles, (4) Public participation in decision-making processes, and (5) Law enforcement in the form of the ability to enforce rights and obligations through legal mechanisms [18].

Bureaucratic reform is a planned transformation, which focuses on institutional change and has an impact on changes in management and bureaucratic culture. Bureaucratic reform is focused on institutional aspects, business processes, and human resources [20]. Therefore, this article seeks to review bureaucratic reform with the creation of digitalization, using Good Governance theory[14].

6. Results and Discussion

Overview of Jember Regency

The location of this research is located at Jalan Jawa, No.18, Sumbersari, Jember Regency. Jember itself is one of the districts in East Java Province with a population of

2,5584,771 people in 2023. Geographically, Jember Regency is located at the position of 7059'6" to 8033'56' South latitude and 113016'28", to 114003'42" East longitude. Jember Regency covers an area of 3,293.34 km2, with a topographic character of fertile canyon land in the central and southern parts, and is surrounded by long mountains from the western and eastern borders[23]. In addition, there are about 82 islands in Jember Regency, and the largest island is Nusa Barong. Jember Regency is located at an altitude of 0-3,300 meters above sea level (asl). Most of the area is at an altitude between 100 and 500 meters above sea level (37.75%), the remaining 17.95% at an altitude of 0 to 25m, 20.70% at an altitude of 25 to 100m, 15.80% at an altitude of 500 to 1,000m above sea level and 7.80% at an altitude of more than 1,000m. The southwest region has plains with an altitude of 0-25 meters above sea level. While the northeast area bordering Bondowoso and the southeast bordering Banyuwangi have altitudes above 1,000 meters above sea level[24].

Topographic conditions indicated by land slope or elevation, most of the Jember Regency area (36.60%) is in a flat area with a land slope of 0-2%, so that this area is good for urban residential areas and agricultural activities of annual crops. Furthermore, undulating to hilly areas with very steep slopes above 40% occupy an area of 31.28%, these areas must be forested, so that they can function as hydrological protection to maintain ecosystem balance[15]. The rest, sloping to undulating areas, with slopes between 2-15% occupy an area of 20.46%, which is used for agricultural businesses without paying attention to soil and water preservation efforts[25].

The climate in Jember Regency is tropical. Temperature figures range from 23ºC - 31ºC, with the dry season occurring from May to August, and the rainy season occurring from September to January. Meanwhile, rainfall is quite abundant, ranging from 1,969 mm to 3,394 mm. Jember Regency also has several rivers, including the Bedadung River which originates from the Iyang Mountains in the central part, the Mayang River which originates from the Raung Mountains in the east, and the Bondoyudo River which originates from the Semeru Mountains in the west[26].

Jember itself is famous for its annual international catwalk event, the Jember Fashion Carnaval (JFC), which showcases attractive outfits rich in cultural values and philosophy. The clothes are displayed theatrically by combining elements of dance, visual arts, and music. This uniqueness is what makes JFC increasingly famous in the eyes of the world, so that Jember Regency itself is dubbed the Carnival City. In addition, the population of Jember Regency comes from Javanese and Madurese tribes. The Madurese are dominant in the northern region, while the Javanese in the southern region southern and coastal areas. The mixture of these two cultures gave birth to a new culture in Jember Regency, namely Pandhalungan Culture[27].

Focusing on Jember Regency, the percentage of poor people in Jember Regency, data as of November 30, 2023 was recorded at 9.51%. This number increased by 0.12% compared to 2022 which was reported at 9.39%, the data was collected through data from the Jember Central Statistics Agency (BPS). The high and low poverty rate in an area indicates the level of community welfare in that area[28].

Long Lines for Population Administration

In 2018, the Jember Regency Government implemented a centralized system of population administration (adminduk) services in two places, namely the Population and Civil Registration Office (Dispendukcapil), and the Dispendukcapail outlet at the Roxy Square Jember shopping center. The Regent of Jember at the time (Faida), made a statement, that the implementation of this policy was to suppress the practice of illegal levies (pungli), which were often carried out by officers at the sub-district office, where the community had previously taken care of administrative services[29].

After the implementation of the centralization policy, public enthusiasm was very high. People flocked to the Jember District Dispendukcapil office located on Jalan Jawa and to the Dispendukcapil outlet in Roxy Square. However, this enthusiasm was followed by many complaints from the community. One of the people from Tamansari Village, Wuluhan Subdistrict, Eva, admitted that she left at dawn to get an early queue number, and chose the

Dispendukcapil service outlet in Roxy Jember on the grounds that there were fewer queues than the Jember District Dispendukcapil Office, only to be served at around 2:00 p.m. The informant was promised that her E-KTP would be completed two months after her application was submitted to the Jember District Dispendukcapil. In contrast to the information heard, that E-KTP processing can be completed in just five minutes, (Times Indonesia, 2018).

There have been many complaints from the public about the long queues for civil registration services. The changing administrative service system has confused and disturbed the public. Several years before 2018, to take care of population administration, there was no need to come to the Dispendukcapil Office, because it could be served at the respective District Offices, making it easier for the community and not waiting in long lines. It's just that with a system like that, it slows down the completion of population administration[30].

With the centralization policy implemented by the Jember District Government, there are many complaints from the community, especially through social media, which are channeled through the Info Warga Jember (IWJ) Facebook group, which is a forum for communication between native Jember residents, migrants and peranau. Complaints about Dispenduk and the complexity of civil registration services always arise. The most common complaints are long queues, the production of important administrative documents such as Electronic ID cards, Family Cards (KK) or birth certificates, as well as time problems if the E-KTP is processed in 5-6 months, (Kompasiana, 2018).

J-SIP Application as Public Service Innovation?

Seeing the implementation of the centralized system of the Jember Regency Government, related to population administration services with long queues, and many complaints from the community. The Regent of Jember at that time responded to public complaints, by opening a contact center telephone number and WhatsApp as a direct complaint line to the regent. Then, the Jember Regency government provided a solution regarding an online population administration service mechanism that was considered more practical, without having to queue long, namely by submitting requests for administrative documents online. Through the Jember Dispendukcapil website. By uploading the required requirements and files, and waiting for the desired documents to be finished. They are usually contacted by phone. However, there are still many who do not know or even understand about online population administration services. The Dispenduk is still actively disseminating information, to prevent long queues. Many problems occurred when the Jember District government implemented centralization in the public service administration service system. The Jember District Government also implemented decentralization as an implementation of regional autonomy, with the aim of involving the community in local government, and hoping to improve bureaucracy for the community.

The advancement of the digital era in Indonesia, the government should be responsive in utilizing existing technology. Likewise, the organizers of public administration documents must be forced through the development of applications, or integrated digital platforms, by offering various kinds of services in one application. Changes in bureaucratic digitalization will have an impact on progress in society, if implemented properly. Thus, the Jember district government created innovations to unravel the problems of public administration. As the latest effort to improve the efficiency and accessibility of public services for the Jember Regency government to the community. The alternative government created by the government is the Jember Service Information System (J-SIP) application which is based on the provisions of Permendagri No.7 of 2019, which regulates online Population Administration Services.

Online services provided by the government to the community, namely the J-SIP application, are expected to help the community in managing population administration. Saving energy, saving costs, saving time, that's what the government expects. Because the J-SIP application can manage access to online registration, family card changes, ID card changes, death certificates, birth certificates, and others. However, can the innovations

created by the Jember District Government be realized properly, and have a positive impact on the community in accordance with government expectations?

The researcher found 7 informants who were conducting population administration affairs at Dispendukcapil offline. In interviews conducted by the researcher for 1 hour with 5 informants, the researcher came to the following conclusions:

1). No one knew that the Jember District government created the J-SIP application.
2). Most came from outside Jember City (Arjasa, Tanggul, Semboro, Wuluhan), so they had to leave early to get an early queue number.
3). Complained about the slow process of administrative services, as well as the unorganized queue, or that many people were not orderly.
4). 5 Informants aged 18-20 years old came to the Dispenduk to apply for an identity card (KTP), which is used to look for a job, and hoped that it would be completed quickly.

One of the 5 informants from Arjasa sub-district, Muhammad Putra, said:
"I don't know if there is an application made by the government, if I knew, I would not take care of it directly at the Dispenduk, because taking care of it here requires money and energy, money for gasoline and food, energy to queue". (27/05/24)

As a result of the 5 informants, it can be concluded that there are still many people who do not know about the J-SIP application, with the same complaints about long queues, costs and effort.

The next interview was conducted for 40 minutes with 2 informants, the researcher concluded as follows:

1). Informant 1 is 32 years old, and Informant 2 is 46 years old.
2). Each of the informants did not know about the J-SIP application.
3). The 2nd informant does not know how to use a smartphone (technology stuttering).
4). Informant 1, knows how to use a smartphone, but does not know how to use the J-SIP application.
5). Complained about the long queue, and the slow completion process.

As a result of the 2 informants, it can be concluded that the government is not doing enough to educate the community about the J-SIP service application, because not all people easily understand digital technology, especially applications. This can be overcome by conducting socialization by the Dispenduk, or informing the village head, so that the village head provides understanding to the community. It is unfortunate if innovations created for the benefit of the community, confuse the community and there is no change between before the J-SIP application or after the J-SIP application.

Three days ago, Indonesian President Joko Widodo gave an order that starting in 2024, the central and regional governments should stop creating new applications. Besides being ineffective, creating new applications also costs a large budget. There are 27 thousand applications belonging to ministries, institutions and local governments. Tens of thousands of applications made by the government run individually so that they are not synchronized with each other, which results in overlapping functions of one application with another and makes public services more difficult. Indonesian President Joko Widodo *said "it will not be possible to simplify, speed up. It won't. It is not integrated and many of them even overlap"*. 27 government agency applications cost up to Rp. 6.2 trillio, (Kompas, 27/05/2024).

Reviewing the statement of the President of the Republic of Indonesia Joko Widodo, it is true that making government applications only spends the budget, (if not realized properly). In accordance with the theory of Good Governance, by emphasizing the importance of good governance in public services. The Good Governance paradigm assumes that a good government is a government that is oriented towards the community, not towards bureaucrats. The innovation of bureaucratic digitalization created by the Jember district government is right on purpose, and good expectations. it's just that it doesn't provide enough understanding to the community. So that many people do not understand the J-SIP service application, many people

are confused about how to use the J-SIP application, and people prefer to come directly to Dispenduk to take care of it offline, with long lines. If the government provides an understanding to the community by conducting socialization and guiding the community to create the J-SIP application, then bureaucratic digitalization innovations will not be in vain and will have a positive impact on the community and the government of Jember Regency.

SWOT Analysis of J-SIP Applications

The Jember Service Information System (J-SIP) application is a government program in realizing bureaucratic digitalization innovations, based on the provisions of Permendagri No. 7 of 2019, which regulates online Population Administration Services. Article 1 of the regulation explains that online population services involve the issuance of population documents using a system of sending data/requirements through web-based electronic media, by utilizing technology, communication, and information. (Romlah, 2024). The following is a SWOT analysis of the Jember Service Information System (J-SIP) Application, Dispendukcapil, in Jember District:

STRENGTH

1. Simplify the processing of Population Administration online.
2. Can be reached remotely
3. Save energy and cost
4. Improve service quality and accessibility
5. It's creation is based on the provisions of Permendagri No.7 of 2019 concerning Online Population Administration Services

WEAKNESS

1. The J-SIP application does not reach the community at large, so people who are not tech-savvy cannot access the application, and must take care of population administration directly at the Dispenduk.
2. There is no understanding or socialization of the J-SIP application to the community, which results in many of the community not knowing about the J-SIP application.
3. The slow service process in the J-SIP application, especially in making E-KTP which still requires coming to the Dispenduk office.

OPPORTUNITIES

1. The Jember Service Information System (J-SIP) application is beneficial for people who understand how to use the J-SIP application.
2. Minimize the occurrence of long queues, if the J-SIP application is well realized.

THEREATS

1. May be considered a waste of budget by the community, if the J-SIP application is not realized properly.
2. Many people do not have population administration, which has an impact on many people who do not get job vacancies, due to the lack of government governance of population administration.

7. Conclusion

The innovation of bureaucratic digitalization through the J-SIP application in Jember Regency, in its creation, is in accordance with the basis of Permendagri No. 7 of 2019 concerning Online Population Administration Services. The government's goal is to create bureaucratic digitalization so that it can have a good impact on society, such as minimizing long lines, saving time, and costs for the community. However, digitalization innovations in the form of the J-SIP application are not well realized, because the government lacks understanding or socialization to the community, so that many people continue to do population administration affairs offline, with long lines, spending energy and costs. This is very unfortunate, an

application that should have a good impact on the community and also the government, instead there is no change when compared to before the J-SIP application.

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