

## ARTICLE

# Innovation of INFIS (Integrated Natuna Financial Information System) and SALAM LABURA in Optimization of Public Services in Natuna and South Labuhanbatu District

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## OPEN ACCESS

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**Abstract:** This research is about public service innovation through Electronic Government (e-government). This research is interesting and relevant to study considering that the two innovations created use technology in the process of their use. With the use of technology, of course, it will have a lot of positive impacts on society because it is considered more efficient. With this research, it is hoped that it can become a learning medium for other regions in making innovations to facilitate the community in realizing efficient public services. The population in this study is in areas that have implemented policies or innovation in public services by utilizing technology. While the sample in this study is the innovation of Salam Labura and the Smart Application for Integrated Licensing Services for the Public (SiCANTIK) which are innovations created by North Labuhanbatu Regency. The results of this study indicate that North Labuhanbatu Regency has succeeded in realizing optimal public services by implementing good e-government by creating various electronic-based innovations such as the Salam Labura innovation and the Smart Application for Integrated Licensing Services for the Public (SiCANTIK). Where, the Salam Labura innovation is a community report application system that is intended to facilitate the community in conveying their aspirations to the Regional Government of North Labuhanbatu Regency. While the use of SiCANTIK aims to facilitate the licensing service process.

**Keywords:** Public Service Innovation, Aspirations, Licensing, E-Government, Society

## 1. Preliminary

This research is about public service innovation through Electronic Government (e-government). The development of information technology (IT) today is increasingly rapid, especially computing technology and internet networks, internet penetration by the government and Telkom has even penetrated to the countryside. This technological progress has brought a significant influence on government management, namely the development of a public service system through the internet network called e-government (Supriyanto, 2016).

E-government is the administration of government by using information technology and telecommunications to improve government performance, as well as to meet the public's need for transparency and accountability of government financial information with the aim of achieving good governance. According to Indrajit, e-government is the use of the internet to carry out government affairs and provide public services to become better and oriented towards community service (Akadun, 2009; Widodo, 2016). With e-government, it is hoped that services to the community can be better, the internal effectiveness of government organizations is increasing and public access to information within the government environment is getting easier (Kase, 2010). Therefore, information systems and information technology not only serve as a

mere support, but also have a key operational, high potential, strategic role and can be used to support effectiveness, efficiency and productivity in an organization (Wheelan & Hunger, 2004).

Various regions have used this technology to improve the quality of public services to the community. Therefore, the focus of this research is related to the innovation of Salam Labura and the Smart Application for Integrated Licensing Services for the Public (SiCANTIK), which are innovations created by North Labuhanbatu Regency. The Salam Labura innovation is a community report application system that is intended to facilitate the community in conveying their aspirations to the Regional Government of North Labuhanbatu Regency. While the use of SiCANTIK aims to facilitate the licensing service process.

Innovation in the public sector is one way or even a “breakthrough” to overcome bottlenecks and organizational needs in the public sector (Eldo & Mutiarin, 2019). Innovation is needed by the Regional Government to improve the quality of the decisions and actions it produces so that the impact can improve the welfare of the local community (Wicaksono, 2019). Where, innovation is present as a new product and its nature replaces the old way. This means that every public service, in principle, must contain a new innovation (Djamrud, 2015).

Public services can thus be interpreted as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been set (Shafrudin, 2014; Kurniawan, 2017). Of course, the government must make efforts to meet the needs of the community. The regulation is based on the formation of Law No. 25 of 2009 concerning Public Services. The essence of the content of the law also regulates the rights and obligations of public service providers in order to create legal certainty for the community and administrators, as well as the realization of proper public services (Saputra et al., 2018). As a public servant, the government is responsible for providing the best possible service to the community because basically, the community is a citizen whose rights must be fulfilled without exception (Novaningrum et al., 2018).

Public sector innovations are new ideas or ideas that can be applied in the public sector and these ideas should be new ideas, at least some of them are new and useful (Mulgan, 2007; Nugraha et al., 2020; Wicaksono, 2019; Widiyarta et al., 2020). The

government is obliged to facilitate every need of the community to support the creation of public welfare through public services. As a state facility, public services are closely related to a set of service provision from the government to the community (Sodani & Fanida, 2020).

In developing countries such as Indonesia, to be able to improve the welfare of the community, it is necessary to have the role of the government through public services to be able to meet the basic needs of its people such as health, education, and other basic needs (Khariza, 2015; Ardinata, 2020). In Indonesia, the application of innovation in the public sector has been developed in various sectors, including the education, health, environment, infrastructure and other sectors. Innovations in the public sector in Indonesia have changed the characteristics of public organizations that are rigid, rigid, and tend to be status-quo, into a system that is more flexible and dynamic (Suwarno & Yogi, 2008; Zakso, 2012; Kuipers et al., 2014; Aprilianto et al., 2019).

Research related to e-government has been carried out by many previous studies. As in the research conducted by Widodo (2016) explained that the development of information and communication technology is very profitable compared to manual or traditional methods. This is evidenced by the speed with which people get information through various information and communication technologies that are getting better. Several developed countries have now begun to take advantage of the latest digital information and communication technology and have given birth to a new form of government bureaucratic mechanism, known as Electronic Government (E-government).

Wahyuningsih & Purnomo (2020) stated that the implementation of e-government innovation itself has been widely carried out throughout Indonesia but with varying degrees of success. E-Government in its application does not only use technology alone but must be supported by good regulations and policies as well. Through E-Government, all state institutions, businesses, communities and other interested parties can use information and government services optimally at any time. The use of technology in the application of e-government is an effort carried out by government agencies in optimizing the provision of services for the community. In addition, the use of e-government also seeks to make the implementation of public services more effective and efficient in terms of the use of time, budget, and resources.

Nugraha (2018) also stated that the face of public services is now better. The fast and slow evolution of a government from a knowledge society to e-government is very dependent on how sensitive the government and its people are in reading the signs of the times (trends or tendencies). Recently, efforts to develop e-government are being actively carried out by the public bureaucracy. The tendency of public bureaucracies such as ministries, non-ministerial government agencies, provincial, city and district governments to implement e-government in the governance system.

However, in a study conducted by Wirawan (2020) it is said that the implementation and realization of e-government in Indonesia has experienced challenges since the growth of the industrial era 4.0, one of the obstacles in implementing e-government is due to the limited regulation as a legal umbrella. Currently, there is no regulation that really explains in detail the mechanism for implementing e-government along with the unbalanced development of technology that is so rapid and unstoppable. Digitalization has begun to enter the cracks of our daily lives. These technological advances are then widely used by the public sector and the private sector. Many companies and even small creative industries are using digital technology to develop their businesses. Thus in this paper will describe the formulation of the problem:

In line with the statement Wirawan (2020), in research conducted by Widodo (2016), the implementation of public services carried out by the central government and local governments are still faced with services that are not yet effective and efficient and the quality of human resources is not adequate. This can be seen from the number of complaints from the public, either directly or indirectly, such as through the mass media demanding an increase in the quality of public services. The main problem at this time is the lack of responsiveness of the government in responding to the wishes of the community. The concept of e-government or electronic government, which is a government system that in the implementation of its government uses the latest information technology. Even so, this e-government can be said to be the right innovation in government,

This research is interesting and relevant to study considering that the two innovations created use technology in the process of their use. With the use of technology, of course, it will have a lot of positive impacts on society because it is considered more efficient. The effects of these technological advances

are utilized by the Government and the people of North Labuhanbatu Regency in realizing efficient public services. With this research, it is hoped that it can be a learning medium for other regions in making innovations to facilitate the community in realizing efficient public services, so that it can be a motivation and this innovation is not only beneficial for North Labuhanbatu Regency, but also beneficial for other regions in order to create an environmentally friendly environment. more prosperous society.

## 2. Research Methods

This study uses a literature review method. Literature review or literature review is a literature search and research that can be done by reading various books, journals, and other publications related to the research topic, to produce an article regarding a particular topic or issue (Marzali, 2016). Research by studying literature uses sources and data collection methods by taking data in the library, reading, taking notes, and processing research materials (Melfianora, 2019).

In this study, data collection was also carried out through searching various sources which were then processed and described in narrative form according to data needs. The data used come from reports, journals, scientific articles, literature reviews containing the concepts studied.

This research was conducted by describing the innovations in North Labuhanbatu Regency which were arranged systematically and in accordance with the reality that occurred. The population in this study is in areas that have implemented policies or innovation in public services by utilizing technology. While the sample in this study is the innovation of Salam Labura and the Smart Application for Integrated Licensing Services for the Public (SiCANTIK) which are innovations created by North Labuhanbatu Regency.

## 3. Results and Discussion

### A. Infis Natuna Innovation

The development of this application is part of the regional management system reform (financial management reform), and focuses on the entire process of regional financial management carried out by e-planning, e-budgeting, executing e-budget, and e-monitoring so that regional financial management will be realized by even better accountability

The Natuna Regency Regional Financial Management from 2005 to 2011 uses an application built by a third party. A high budget is required for the development and development and maintenance of

application systems. Dependence on third parties at that time led to the regional government's independence in implementing regional financial management.

The purpose of this information system is, first, to facilitate the management of regional finances towards compliance with related laws and regulations. Second, Presenting financial report data quickly, precisely, effectively, and efficiently.

Third, Support the provision of Regional Financial Information needed in the National SIKD. And fourth is to create clean, accountable, clear, and transparent regional financial management.

The application system built by third parties at that time was only limited to budgeting, administration and reporting, thus causing a lack of consistency and resulting in the quality of SKPD data being unable to be measured clearly. This condition has motivated several ASN in the Regional Government to immediately build and develop an integrated and sustainable application system by following the development of regulations set by the Central Government. The problem of data consistency from the entire financial management process causes reporting from all SKPD entities to be ineffective and inefficient, causing costs and being vulnerable to misstatement and report submission.

The Natuna Regency Local Government built the Integrated Natuna Financial Information System (iNFIS) or the Integrated Natuna Financial Information System is a computer application that aims to assist the local financial management of the Natuna Regency Government by prioritizing regional independence and maximizing the role of ASN in the development and development of applications so as to reduce dependence on third party. The iNFIS application uses SQL Server as a database, it is Client-Server online.

iNFIS was developed with several modules such as iNFIS Planning (ePlanning), iNFIS Budgeting (eBudgeting), iNFIS Treasury, iNFIS Regional Property, iNFIS SAP, iNFIS Monev, iNFIS TEPR, iNFIS SIMRS (BLUD), iNFIS SIKEKAH, iNFIS DAK, iNFIS Desa and iNFIS SAKIP. Application development continues to be carried out according to needs in order to support and improve the performance of local governments. Applications are built based on an integrated desktop and web so there is no need to re-enter. Geographical conditions and limited infrastructure are the reasons for the Natuna Regency Government to develop desktop and web-based applications.

The development and development of the iNFIS application has a very significant impact on the local

government of Natuna Regency. The Natuna Regency iNFIS application makes a real contribution to improving government performance in terms of planning, budgeting, implementation and reporting. With the development and development of iNFIS, it provides several benefits, including:

1. Facilitate the Regional Head and all stakeholders in making decisions.
2. Increasing the performance of local governments in submitting reports.
3. Openness to advances in developing information technology.
4. Readiness of infrastructure to support information technology systems.
5. There is a spirit of employee change towards the use of information systems and technology.

## B. Innovation Greetings Labura

North Labuhanbatu Regency was formed based on Law Number 23 of 2008 dated July 21, 2008 regarding the Expansion of North Labuhanbatu Regency in North Sumatra. In the development process of North Labuhanbatu Regency to be even better, it takes the participation of every element, both from the Government itself, stakeholders, and also the community.

The community itself is an important element that cannot be separated from the development process of North Labuhanbatu Regency for the better. Some things that can be done by the community in assisting the development process of North Labuhanbatu Regency are by providing criticism, suggestions, or even reporting things that are deemed necessary for the government to know such as public service problems, infrastructure problems, social problems, and so on.

To absorb and collect these aspirations, it is necessary to create an electronic-based system that can be used by all levels of society to make it easier for the community to express their aspirations and at the same time make it easier for the North Labuhanbatu Regency government to collect these aspirations and then distribute them to related parties or agencies for immediate action. responded.

The name that will be given to this system is SALAM Labura which stands for Application System for Reports and Aspirations of the North Labuhanbatu Community.

This community report application system was created and developed by the Department of Communication and Information of North Labuhanbatu

Regency which is intended to facilitate the community in conveying their aspirations to the Regional Government of North Labuhanbatu Regency, whether in the form of questions, criticisms, suggestions, or reports about anything they want to convey or complained, for example about public service problems, health problems, education problems, social problems, infrastructure problems, and so on.

The results of this innovation are, first, making it easier for the public to express their aspirations by utilizing electronic media. Second, it makes it easier for the local government of North Labuhanbatu Regency to absorb the aspirations of the people of North Labuhanbatu to be followed up immediately. And third, accelerating the Regional Government of North Labuhanbatu Regency in responding to people who have expressed their aspirations.

### C. Intelligent Application Innovation for Integrated Licensing Services for the Public (SiCANTIK)

The background for using SiCANTIK by DPMPTSP Labuhanbatu Regency is to follow the progress of digitizing licensing services to make it easier to service applications and issue permits requested by applicants, and so far no significant problems have been found.

The purpose of using SiCANTIK by DPMPTSP Labuhanbatu Regency is to facilitate the licensing service process. Meanwhile, the benefit of using SiCANTIK is that it facilitates the licensing application process for permit applicants that can be accessed by Android technology.

The use of SiCANTIK by the Labuhanbatu Regency DPMPTSP makes it easier for the front office service apparatus and the inspection apparatus for the completeness of the licensing application requirements so as to speed up the completion time/signing of the Permit document by the Head of the Labuhanbatu Regency DPMPTSP.

### 4. Conclusion

North Labuhanbatu Regency has succeeded in realizing optimal public services by implementing good e-government by creating various electronic-based innovations such as the Salam Labura innovation and the Smart Application for Integrated Licensing Services for the Public (SiCANTIK).

The results of the Salam Labura innovation are, first, making it easier for the public to express their aspirations by utilizing electronic media. Second, it makes it easier for the local government of North

Labuhanbatu Regency to absorb the aspirations of the people of North Labuhanbatu to be followed up immediately. And third, accelerating the Regional Government of North Labuhanbatu Regency in responding to people who have expressed their aspirations.

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