Banjarmasin City Government Efforts in Giving Access to Public Services and Regional Equipment Organizational Accountability

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Abstract: This research combines public service access and the accountability of Regional Device Organizations into a single application within the Banjarmasin City Government. The innovations of Banjarmasin Pintar and the Personnel Performance Information System (SIKAP) are utilized to enhance the effectiveness of public services and the accountability of government agencies. Banjarmasin Pintar is an application that integrates various public services using Single Sign-On (SSO) technology, allowing users to access all services with a single account. ATTITUDE is a performance accountability system that covers planning, reporting, and financial realization. The research methodology employed is a qualitative approach with data collection through literature review.

Keywords: Innovation, Service, Public, Accountability, and Performance.

1. Preliminary

This research discusses the efforts made by the Banjarmasin City Government to increase public access to public services and increase the accountability of Regional Apparatus Organizations through the use of one application. The Government of the Republic of Indonesia is actively carrying out reforms in various aspects of government, one of which is adopting information technology (e-government) as part of efforts towards good governance.The rapid development of science and technology has brought us into the information era, where information technology has become an important part of our lives. In Indonesia, the role of information technology is increasing, especially in the government sector. E-Government is the implementation of public services based on information and communication technology which functions as an information medium and interactive means of communication between the government and various parties, including the community, business sector and other government institutions.

The implementation of e-Government starts from simple services such as providing computer-based information and data about government administration and development as a form of transparency in public services. E-Government can also be used as a means of internal communication in Regional Apparatus Organizations (OPD) as well as interactive communication with the public through media such as email, chat or teleconference (Wahab et al., 2022).

Good governance includes the implementation of development management that is solid, responsible and based on the principles of transparency, participation and accountability. A good government system must be designed to meet the requirements of effectiveness, efficiency and accountability. One way to achieve this is by utilizing information and communication technology in government administration (Suhendra, 2017).

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Advances in information technology require the public to make the government as a service provider more open, effective and efficient in carrying out its duties, as well as providing easy access to information about government. Therefore, the government must adapt to technological developments so as not to be left behind (And & In, nd).

The use of information technology includes two related activities, namely data processing, information processing, management systems, and electronic information processing, as well as the use of information technology so that public services are easily and cheaply accessed by people throughout the region.

The increasing demand for services can be seen from the increase in community services provided by government agencies and private companies in the service sector. Creating good public services cannot be separated from the role of state officials as organizers. Reliable management and appropriate responses are needed to anticipate risks that may occur. Human resources are the most important asset because of their role in implementing policies and operational activities related to public services. The State Civil Apparatus as the main element of human resources has an important role in determining the success of government administration and development. Therefore, humans as the main factor in government are very important.

The success of an organization in achieving its goals is determined by the quality of its human resources. To maintain employee performance so that it remains focused on set goals, organizations need an accountability and performance assessment system. Good management is needed in managing and utilizing human resources, because humans as social creatures have different characters from other means of production. Organizations expect employees to work well, have high productivity, and be able to explain the mutually agreed vision and mission in achieving organizational goals. Organizational performance shows the extent to which organizational goals have been successfully achieved.

The problem previously faced regarding public services was that people had to download various applications developed by the Banjarmasin City Government separately, resulting in a backlog of applications and having to register an account with each application, which could confuse the public. To overcome this, the Banjarmasin Pintar innovation was created as an application with SSO (Single Sign On)

technology which only requires one registration or one account to access all public services within the Banjarmasin City Government in one application, making it easier for users to get the services they need.Rizaldy et al., (2020).

Meanwhile, in the digital era, employees are required to have the ability to use office technology so that work can be carried out efficiently and effectively (HS, 2009). Employee work motivation and work ability are very necessary to improve overall employee performance (Setiawaty & Bhaskara, 2016). Performance accountability evaluation activities are one of the routine activities carried out every year. Performance accountability evaluation is carried out to increase the role and function of local governments in achieving development goals and targets that reflect performance achievement, vision, mission, as well as the realization of target achievement with predetermined targets. The implementing agencies established by the government to handle government affairs, are one of the determinants of the good progress of the mission to achieve the ideals of the Indonesian state, namely the protection of the entire Indonesian nation and all of Indonesia's blood, the advancement of general welfare, the intelligent life of the nation and participation. Indonesia is actively implementing world order based on eternal peace and social justice (Boer & During, 2004), (Michele, 1993a).

The work results of government agencies that have been achieved in the context of implementing government affairs according to the government sector for which they are responsible can be known through information about the performance accountability of each government agency. Information about the accountability of the performance of government agencies is needed by the government because based on this information, the government has material for making decisions to make management improvements in carrying out government affairs better. This information is also needed as a basis for preparing accountability reports (Michele, 1993b).

Accountability for the performance of government agencies is a strategic policy issue in Indonesia today because improving the accountability of the performance of government agencies has an impact on efforts to create good governance. The low level of accountability for the performance of government agencies in Indonesia has been caused by many factors, one of which is the widespread practice of fraud that occurs in various government agencies (Rizaldy et al., 2020). The problem that occurs in

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Banjarmasin is that all accountability system activity processes are carried out offline and have not been properly published, starting from determining the performance of each level of position and aligning performance between levels of office to the publication of performance accountability reports. Therefore, the Apparatus Performance Information System (SIKAP) innovation was created to maximize the performance accountability system process to be more effective and efficient.

The aim of this research is to describe the government's efforts to access public services and accountability for the performance of Regional Apparatus Organizations in one application within the Banjarmasin City Government. The focus of this research focuses on increasing access to public services through Smart Banjarmasin innovation and accountability for the performance of Regional Apparatus Organizations through the Apparatus Performance Information System (SIKAP) innovation.So far there have been quite a lot of studies that have reviewed government governance, such as research from (Nisak et al., 2021) concerning the Implementation of the Population Administration Information System (SIAK) in the Family Card Service Process at the Population and Civil Registration Service of the city of Banjarmasin.SIAK is an Information System that utilizes information technology and communication to facilitate management population administration information at the administration and agency level implementers as one unit (Suhendra & Ginting, 2018).

The aim is to ensure that administration is carried out population on a national scale integrated, orderly and efficient. Fulfillment of rights residents with professional services and the availability of information data resident registration and civil registration at various levels complete, accurate, up-to-date and easy to access access. SIAK is a solution for various reasons Population problems include the card problem Family (KK).

Population development and development will be successful if processing and presentation of scale population data national or regional can run with good and systematic information useful for supporting success population development.The research results show that the Implementation of Administrative Information Systems Population Affairs (SIAK) in the Family Card Service Process has been running smoothly according to with service standards and operational procedural standards. However, there are still several factors barriers to service through the SIAK application that should be improved in the future.Then research conducted by (Litaqia & Hidayati, 2022) regarding the Application of the 0-1 Integer Linear Program to Prepare a Proposed Schedule for Satpol PP Pickets. The research results state that the 0-1 integer linear program with the Lindo software approach can be used to solve cyclical scheduler method problems. The cyclical scheduling method is one of the scheduling methods that can be used to schedule Civil Service Police Unit (Satpol PP) work pickets.

However, existing research emphasizes the use of SIAK to facilitate management population administration information andmutation and cyclical scheduler method (picket proposal schedule). Meanwhile, this research emphasizes the use of applicationsin access to public services and accountability for the performance of Regional Apparatus Organizations. This research is also considered important and relevant because it looks at the condition of the public service information system within the Banjarmasin City Government.

2. Research Methods

This study uses a qualitative research approach (Creswell, 2013), (Denzin & Ryan, 2007). Data collection was carried out using literature review techniques. According to (Efron & Ravid, 2018) Literature review is a systematic examination of critical scientific literature in analyzing, evaluating, and synthesizing research findings, theory, and practice. A literature review will provide an overview of the development of a particular topic. Compiling scientific literature involves several stages of the process including finding relevant literature, evaluating the sources of the literature review, identifying themes, gaps between theory and conditions in the field if any, creating an outline structure and compiling a literature review (Creswell, 2013). Data collection is carried out through searching various sources which are then processed and described in narrative form according to data needs (Neuman, 2014). The data used comes from reports, journals, books, scientific articles and literature reviews that contain the concepts studied (Strauss & Corbin, 1994). This research was conducted to determine the government's efforts to increase access to public services and accountability for the performance of Regional Apparatus Organizations in one application within the Banjarmasin City Government through the Smart Banjarmasin

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innovation and Apparatus Performance Information System (SIKAP).

3. Results and Discussion
3.1. Public Service Policy Support and Accountability

Good governance must be based on data/evidence and strengthen control of development implementation. E-Government in Indonesia began to be implemented on April 24 2001 through Presidential Instruction Number 6 of 2001 concerning Telematics, which encouraged government officials to use information technology and telematics to create good governance and speed up the democratic process. Presidential Instruction Number 3 of 2003 concerning National Policy and Strategy for e-Government Development emphasizes the importance of a government that is clean, transparent and capable of change.

According to Law Number 25 of 2009, public services are activities that provide goods, services and administrative services to meet community needs in accordance with statutory regulations. To achieve good government management, it is necessary to develop quality data and information services, which can guarantee quality development planning and implementation for the welfare of society. One way is to utilize information and communication technology in government administration.

Law Number 23 of 2014 concerning Regional Government explains that innovation is an important element in the administration of regional government. Innovation determines the competitiveness of a region or country. Regions are expected to be independent in managing personnel professionally to improve the performance and work effectiveness of the apparatus.

Banjarmasin Pintar is an application developed by the Banjarmasin City Communication, Information and Statistics Department to simplify the use of public and government service applications. This application allows users, including the public and State Civil Servants, to access all the applications they need with just one account. SSO (Single Sign On) technology makes it easier for the public and ASN to access the services they need.

Banjarmasin Pintar provides access to all applications in every OPD (Regional Apparatus Organization) within the Banjarmasin City Government, so that people do not need to download applications one by one when they need access to public services. Apart from public services, this application also provides government performance support

applications for State Civil Apparatus, such as attendance and TPP. There are 15 public service applications that can be accessed with one registration, such as Baapik, ATCS, eCSR, and others.

The Banjarmasin Pintar application, developed by the Banjarmasin City Communication, Information and Statistics Department, aims to simplify the use of various public and government service applications. Through this application, the public and State Civil Servants only need to download one application to access all the services they need. Users only need to use one account to access services from the Department of Communication, Information and Statistics, Banjarmasin City Government. To access this service, users need to register with email and password. The SSO (Single Sign-On) technology used by Banjarmasin Pintar makes it easy for network users to access network resources with just one account.

Banjarmasin Pintar provides access to all applications in every OPD in the Banjarmasin City Government, so that people do not need to download applications separately to access public services. Apart from public services, this application also includes applications to support government performance for the State Civil Service, such as attendance and TPP. In Smart Banjarmasin, there are 15 public service applications that can be accessed by the public with just one registration, including Baapik (Banjarmasin Internal Health Patient Application), ATCS (Area Traffic Control System), eCSR (CSR Online Reporting System). Banjarmasin Pintar Innovation aims to be a digital application that covers all OPD applications in the City of Banjarmasin, and using SSO technology to enable the public to access all public service applications with one registration or one account. The hope is that this application will cover all applications in Banjarmasin City after being further developed.

3.2. Application of Regional Innovation

The essence of Regional Innovation is to support improving the performance of Regional Government and Public Services in order to create community welfare. The aim is to accelerate the achievement of community welfare through improving public services, community empowerment and increasing regional competitiveness. Regional innovation proposals are not only limited to local governments, but also provide opportunities for the community to propose innovations. In accordance with Law Number 23 of 2014 concerning Regional Government, regional innovation is defined as various forms of renewal in the

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administration of regional government. This innovation can be in the form of innovation in regional government governance, public services, or other regional innovations that are in accordance with regional authority.

Smart Banjarmasin can be used by the public to access public services, and Banjarmasin City ASN can use it to support government activities. This application also provides government performance support for ASN, such as attendance and TPP applications. There are 15 public service applications in Smart Banjarmasin that can be accessed by the public with just one registration, including Baapik, ATCS, eCSR, and many more.

On November 23 2022, the Head of the Banjarmasin City Communication, Informatics and Statistics (Diskominfotik) Service, Windiasti Kartika, ST, MT, introduced the Smart Banjarmasin Application to high school/vocational school students in Banjarmasin City before holding the Banjarmasin Smart City innovation competition.
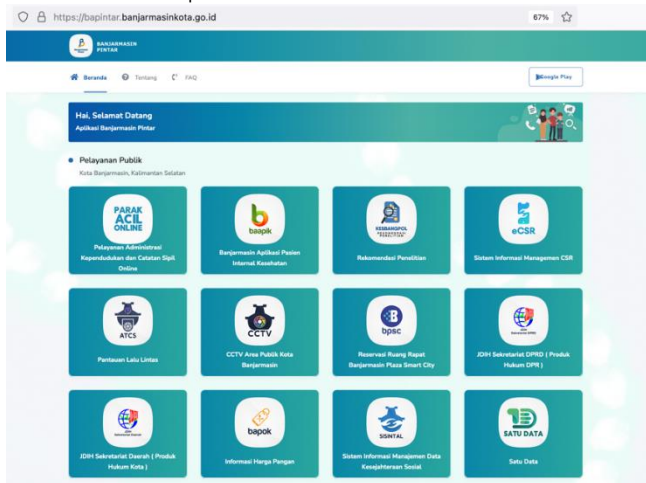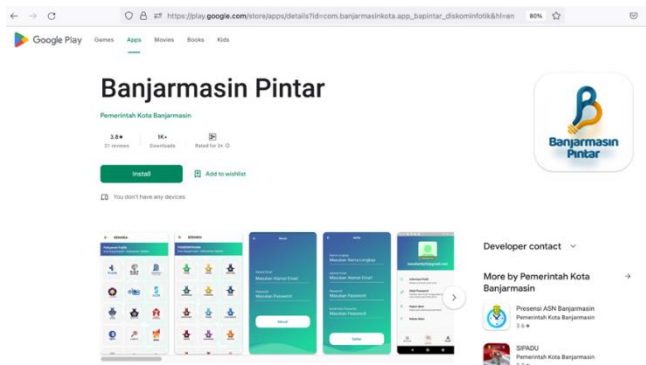

Figure 1. Information System
https://bapintar.Banjarmasinkota.go.id/

Figure 2. Android Application
https://s.id/Banjarmasinpintar-android.

Banjarmasin Pintar is a super application that accommodates all public service applications and government services owned by Regional Apparatus Organizations (OPD) in the Banjarmasin City Government. In the Smart Banjarmasin application there are many applications that can be used to facilitate public services for Banjarmasin residents who need them. Then in the introduction several examples were given to the participants, such as the Baapik application, Baapik is an application for treatment at the Community Health Center. The Banjarmasin Pintar application also has ATCS which is a service from the Transportation Department to monitor road sections and traffic flow via CCTV. Meanwhile, students who are studying and want to write a research letter can also use Banjarmasin Pintar in the Kesbangpol menu so they don't have to go to the location. All participants present can download and install the Banjarmasin Pintar application on the smartphones of the participants in the Banjarmasin Smart City Innovation competition. Based on news sources on the websitehttps://seputaran.idon December 29 2022, the Banjarmasin Pintar application which was launched by the Banjarmasin City Government (Pemko) some time ago continues to be developed and socialized.

The Banjarmasin City Regional Secretariat Organization Section is developing an information technology-based performance accountability system for government agencies in the Apparatus Performance Information System (SIKAP) package.Innovation The Apparatus Performance Information System (SIKAP) is a performance accountability system for government agencies based on information technology for the Banjarmasin City Government starting from documenting regional development work plans, main performance indicators, work unit strategic plans, performance agreements up to the lowest employee level, action plans for achieving performance targets up to with the lowest employee level, reporting quarterly and annual performance monitoring, as well as financial realization for each program, activity and sub-activity.

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Figure 3. Information Systems
https://sikap.Banjarmasinkota.go.id/

The Government Agency Performance Accountability System (SAKIP) requires each government agency to carry out performance accountability to account for the success or failure of mission implementation in achieving the stated goals and targets. SAKIP is an effort to improve the government performance planning and reporting system, as a form of implementing legislation and awareness of state officials in creating a transparent and accountable bureaucracy. The importance of SAKIP is to have a positive impact on society through administering the state with integrity, implementing the principles of clean government and good governance, and providing excellent service to the community.

Performance accountability evaluation is a routine activity carried out every year to improve the role and function of local governments in achieving development goals and targets as a form of accountability. Previously, the accountability system process was carried out offline and had not been properly publicized. However, by utilizing information technology, the performance accountability system process can be more effective and efficient.

The development of a Government Agency Performance Accountability System aims to measure and improve the performance of regional and local government officials, align performance and financial management, report results in accordance with the responsibilities of the reporting unit, and encourage leaders to carry out monitoring and control within their work units. This innovation is important to ensure harmony in the performance of each level and as a forum for public information that can be accessed by the community as a form of regional government accountability.

The aim of the Government Agency Performance Accountability System innovation through the Apparatus Performance Information System (SIKAP) is to maximize facilitation for regional and local government officials in increasing organizational performance accountability, simplifying information technology-based government governance processes, and improving the implementation of government agency performance accountability systems. The benefits obtained from this innovation include alignment of performance targets between individuals, regional officials and regional government; publication of local government accountability to the community; as well as facilitating monitoring and evaluation mechanisms that can be carried out in real-time by leaders or direct superiors. The Organizational Section of the Regional Secretariat will get data that is more organized and easy to access.

3.3. Banjarmasin City's Efforts to Implement Technology and Smart Cities

The use of the Banjarmasin Pintar application is still relatively small among users or the people of Banjarmasin. If you look at the Play Store, the application, which was released on May 11 2022, has only been downloaded by more than 1,000 users. However, the Banjarmasin Information Communication and Statistics Service (Diskominfotik) calculates that by October 2022, around 2 thousand users will have installed the Banjarmasin Pintar application. This number is much smaller than the total State Civil Apparatus (ASN) within the Banjarmasin City Government, which is around 6 thousand. In fact, all public services from various Regional Apparatus Organizations (OPD) within the Banjarmasin City Government are available as one in the Banjarmasin Pintar application.

Banjarmasin Pintar uses a Single Sign On (SSO) system, which allows the public to access all public service applications with just one registration or one account.

Figure 4. Press Conference Regarding Increasing Use of the Smart Banjarmasin Application

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This makes it easier for people who want to deal with the government without having to come to the office and queue, because it can be done through the Banjarmasin Pintar application. This application was initially developed to support online public services due to the Covid-19 pandemic which prohibited face-to-face meetings. The introduction of this application continues to be intensified through outreach to the public, installing banners in strategic places, and banner stands in every OPD.

Based on news sources on the Regional Secretariat Organization Sector website, on August 24 2022 socialization of the Apparatus Performance Information System Application (SIKAP) was carried out within the Banjarmasin City Government. The Regional Secretariat Organization Section carried out socialization on the development of the SIKAP application to improve the implementation of the Government Agency Performance Accountability System (SAKIP) in the City of Banjarmasin. This information system is expected to improve the performance of implementing government governance effectively and efficiently.

Presidential Regulation Number 29 of 2014 requires every government agency to carry out Performance Accountability to be accountable for the success or failure of mission implementation in achieving the stated goals and targets. Through SAKIP and the use of information technology, the Banjarmasin City Regional Secretariat Organization Section developed an information technology-based performance accountability system for government agencies in the form of SIKAP. This system includes documentation of regional development work plans, key performance indicators, work unit strategic plans, performance agreements down to the lowest employee level, action plans for achieving performance targets down to the lowest employee level, quarterly and annual performance monitoring reporting, as well as financial realization for each program, activity, and sub activities.

Figure 5. Socialization of the SIKAP Application within the Banjarmasin City Government

The theory of public service innovation and accountability can provide insight into the importance of improving the quality of public services in the City of Banjarmasin. The application of public service innovation and accountability can improve bureaucratic performance and meet the increasingly complex needs of society. In the context of game theory McCain, (2009), This theory can help policy makers to design strategies and incentives that encourage cooperation and reduce the possibility of conflict in public policy decision making.

Meanwhile, public policy theory (Smith & Larimer, (1980), can help policymakers understand key concepts, theories, and debates in the field of public policy. Key concepts such as policy actors, policy processes, policy instruments, policy objectives, and policy results can be used as references in making public policies in the City of Banjarmasin. Policy Theory according to Smith and Laimer provides an overview of the main concepts, theories, and debates in the field of public policy. These key concepts include:

1) Policy actors: Individuals, organizations, and institutions involved in the policymaking process, including elected officials, interest groups, bureaucrats, and citizens.
2) Policy process: Various stages of the policy-making process, including agenda setting, policy formulation, adoption, implementation, and evaluation.
3) Policy instruments: Tools and techniques used to implement public policy, such as regulation, taxation, and spending.
4) Policy objectives: Goals that policymakers wish to achieve through public policy, such as promoting economic growth, social equality, or environmental sustainability.
5) Policy outcomes: The results of public policy, including intended and unintended consequences.

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A Primer on Public Policy Theory also explores different theoretical perspectives on public policy, including pluralism, elitism, and institutionalism. It addresses debates about the role of the state in promoting social welfare, the influence of interest groups in policymaking, and the challenges in evaluating policy effectiveness.

However, it should be noted that The Power Elite theory was written by sociologists (Wright Mills & Wolfe, 1956), can also be an important source of information in public policy analysis in the City of Banjarmasin. This theory provides a view of how power is concentrated in elite groups who control the main institutions of society, including the government and the business world. Therefore, there needs to be close involvement and supervision of this elite group so that public policies can improve the quality of life of the people in Banjarmasin City. Overall, public policy analysis in Banjarmasin City needs to consider several theories that can help understand the dynamics of public policy, such as the theory of public service innovation and accountability, McCain's game theory (2009), Smith & Larimer's (1980) public policy theory, and The Power theory. Elite. Taking these various theories into consideration.

4. Conclusion

Public policy aims to meet society's needs and achieve certain goals, such as improving social welfare, promoting economic growth, improving the quality of the environment, and so on. The importance of innovation in the administration of regional government, where innovation is directed at improving the performance of regional government and public services in order to realize community welfare. Regional innovation can be in the form of regional government governance innovation, public service innovation, and/or other regional innovation in accordance with government affairs that fall under regional authority. The analysis above also explains the Banjarmasin Pintar application developed by the Banjarmasin City Communication, Information and Statistics Department as a form of innovation in regional government governance and public services. This application aims to make it easier for the public and state civil servants to access public and government services which previously consisted of several applications, by only using one account to access all services available in every regional organization within the Banjarmasin City Government.

In accordance with the aim of public policy is to achieve certain goals that are considered important by the government or government institutions. These goals can vary, depending on the social, economic, and political context of a country or society. With the Smart Banjarmasin application.

5. Acknowledgments

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