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## **Foreword from Editor-in Chief**

Praise be to our gratitude to pray for the presence of Almighty God, for His permission we can publish a International Journal of Regional Innovation (IJORI) Volume 1 Number 3, August 2021.

Along with the increasing advancement of technology and science and human resources, the results of research and scientific refutations of innovation need to be published and can be accessed easily and quickly by readers.

This edition presents 5 (five) journals which include: (1) Electronic Licensing as a Solution to Licensing Process Problems in Siak and Karo District, (2) Integrated Strategies to Reduce Poverty Rate Through Innovation of E-Kembang Village and Poverty SIM in Bangka Regency and Pati Regency, (3) The Establishment of Optimized Management of The Economic Potential of Regional Communities Through BUMDes and UMKM, (4) Guidance and Supervision of Regional Innovation Post-Implementation of PP 38 The Year 2017 Regarding Regional Innovation, (5) Improving Puskesmas Services Through Integrated Management Innovation System in Ngawi and Sumenep Regency.

Our gratitude goes to the researchers and other functionalities who have participated in submitting papers for the continuity of this journal. We do not forget to thank peer-review who have helped to make this journal published.

We look forward to suggestions and criticism for the improvement of future publications, and hopefully the ongoing cooperation can be improved.

Bandung, August 2021

Redaction

## List of Contents

Electronic Licensing as a Solution to Licensing Process Problems in Siak and Karo District <b>Adi Suhendra</b> .....	<b>1-7</b>
Integrated Strategies to Reduce Poverty Rate Through Innovation of E-Kembang Village and Poverty SIM in Bangka Regency and Pati Regency <b>Yusniah Anggraini</b> .....	<b>8-15</b>
The Establishment of Optimized Management of The Economic Potential of Regional Communities Through BUMDes and UMKM <b>Herman Yaározatulo Harefa</b> .....	<b>16-22</b>
Guidance and Supervision of Regional Innovation Post-Implementation of PP 38 The Year 2017 Regarding Regional Innovation <b>Lily Latul</b> .....	<b>23-30</b>
Improving Puskesmas Services Through Integrated Management Innovation System in Ngawi and Sumenep Regency <b>Rosidah</b> .....	<b>31-39</b>

## ABSTRACT PAGE

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Adi Suhendra (Research and Development Agency, Ministry of Home Affairs Republic Indonesia, Kramat Raya Street No. 132, Central Jakarta)

Electronic Licensing as a Solution to Licensing Process Problems in Siak and Karo District

*INTERNATIONAL JOURNAL OF REGIONAL INNOVATION, August 2021, vol 1, no 3, p.1-7, 0 ill, 0 tab, 12 ref*

This study discusses public service innovations related to public or business licensing. Where, in this study, it will be discussed related to the problems or obstacles faced by the district in terms of licensing, as well as solutions that are carried out by creating innovations. This study discusses public service innovations related to public or business licensing. Where, in this study, it will be discussed related to the problems or obstacles faced by the district in terms of licensing, as well as solutions that are carried out by creating innovations. This study uses a qualitative method. The population in this study is the area that has made innovations in order to overcome the problems that hinder the licensing process in the district community. While the research subjects are Siak Regency with the innovation of Fast Licensing with SINSE (Notification Information System and Electronic Certificate), and Karo Regency with the name of Electronic Licensing Service innovation (E-Perizinan Si-Cantik). This research shows that the local government with the support of the community has succeeded in finding solutions related to the problems that hinder community licensing. With the innovation in the licensing sector, it can improve services to the community, facilitate the search for licensing information, shorten time, and create effective and efficient licensing procedures.

(author)

Keywords: Innovation, Public Service, Licensing, Technology, Local Government

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Yusniah Anggraini (Regional Research and Development Planning Agency of Banten Province,

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Integrated Strategies to Reduce Poverty Rate Through Innovation of E-Kembang Village and Poverty SIM in Bangka Regency and Pati Regency

*INTERNATIONAL JOURNAL OF REGIONAL INNOVATION, August 2021, vol 1, no 3, p.8-15, 0 ill, 0 tab, 12 ref*

Based on Presidential Regulation of the Republic of Indonesia Number 13 of 2009 concerning the Coordination of Poverty Reduction that poverty is an urgent national problem and requires systematic, integrated and comprehensive handling steps and approaches, in order to reduce the burden and fulfill the basic rights of citizens properly to take and develop a dignified life. Therefore, this study aims to determine the extent of innovation carried out by the regions, especially Bangka Regency and Pati Regency in overcoming poverty that occurs in their area. With this research, it is hoped that it can become a bridge or facilitator for other regions in seeking innovations in the field of welfare to solve poverty so that it is not only the regions concerned that apply this innovation and can be a solution to realize more prosperous districts/cities in Indonesia. This study uses a qualitative approach. The population in this study is an area that has made innovations in order to minimize poverty that occurs in their area. While the research subjects are in Bangka Regency which has the name E-KEMBANG DESA innovation (Bangka Poverty with Systems and Applications), and Pati Regency with the name SIM POVERTY (Poverty Reduction Management Information System) innovation from Bappeda Pati. This research shows that the innovations made by the regions in minimizing poverty can support the creation of a more prosperous environment and reduce poverty in the areas where innovation occurs. In addition, one of the results of the innovation of E-KEMBANG DESA (Bangka Poverty with Systems and Applications) is that it has succeeded in making planning and budgeting documents, the acceleration of poverty reduction in Bangka Regency is sought to synergize and synchronize planning and financing. While one of the results of the innovation of SIM POVERTY (Poverty Reduction Management Information System) Bappeda Pati is the use of information technology-

based so as to create data accuracy by integrating NIK.

(author)

Keywords: Innovation, Public Service, Poverty, Community Economy, Local Government (author)

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Herman Yaározatulo Harefa (Research and Development Agency, Ministry of Home Affairs Republic Indonesia, Kramat Raya Street No. 132 Central Jakarta)

The Establishment of Optimized Management of The Economic Potential of Regional Communities Through BUMDes and UMKM

*INTERNATIONAL JOURNAL OF REGIONAL INNOVATION,*

*August 2021, vol 1, no 3, p.16-22, 0 ill, 0 tab, 12 ref*

This study discusses the innovation of BUMDes and also SMEs in order to improve the economy and improve community efforts in managing potential economy owned by the area. Of course, this research will explore the problems that occur in BUMDes and UMKM as well as the role of the government and society in realizing a stable and prosperous community economy by implementing innovations that have been made to achieve these goals. This study uses a qualitative method. 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 population in this study is an area that has made innovations in the field of UMKM and also BUMDES which aims to grow and develop businesses in order to build a prosperous community economy. While the research subjects are in West Java Province with the innovation of the UMKM Outlet System and in Morotai Island Regency with its innovation, namely IT Bumdes. This study shows that local government and community participation in realizing innovations made in order to create a stable and prosperous community economy have succeeded in answering the problems that occurred, especially in West Java and Morotai Island Regency. With the creation of the UMKM Outlet System innovation in West Java and the IT innovation of Bumdes, Morotai Island Regency managed to provide an application system that can accommodate the development needs for the Cooperatives and Small Business Office as well as Small Business actors in the aspect of data and information processing. As well as providing services to the local community by placing prices and services according to market standards

that do not cause distortions in the rural economy caused by BUMDes efforts. With the creation of the UMKM Outlet System innovation in West Java and the IT innovation of Bumdes, Morotai Island Regency managed to provide an application system that can accommodate the development needs for the Cooperatives and Small Business Office as well as Small Business actors in the aspect of data and information processing. As well as providing services to the local community by placing prices and services according to market standards that do not cause distortions in the rural economy caused by BUMDes efforts. With the creation of the UMKM Outlet System innovation in West Java and the IT innovation of Bumdes, Morotai Island Regency managed to provide an application system that can accommodate the development needs for the Cooperatives and Small Business Office as well as Small Business actors in the aspect of data and information processing. As well as providing services to the local community by placing prices and services according to market standards that do not cause distortions in the rural economy caused by BUMDes efforts.

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Keywords: Innovation, Public Service, BUMDes and UMKM, Technology, Local Government

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Guidance and Supervision of Regional Innovation Post-Implementation of PP 38 The Year 2017 Regarding Regional Innovation

*INTERNATIONAL JOURNAL OF REGIONAL INNOVATION,*  
*August 2021, vol 1, no 3, p.23-30, 0 ill, 0 tab, 12 ref*

Rapid global developments make people demand real improvements from the government so that the impact can be felt directly, such as increasing competitiveness, improving public welfare, and empowering communities. The government responded to this push by issuing several regulations that are expected to accelerate service change in Indonesia. One of them is by issuing Government Regulation No. 38 of 2017 concerning Regional Innovation which is used as a solid foothold in guarding the transformation of governance at the local level. The purpose of this study is to provide an idea of guidance and supervision that the Ministry of Home Affairs must carry out, in this case, is APIP.

(author)

Keywords: Regional Innovation, Guidance and Supervision, Local Government

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Rosidah (Research and Development Agency, Ministry of Home Affairs Republic Indonesia, Kramat Raya Street No. 132, Central Jakarta)

Improving Puskesmas Services Through Integrated Management Innovation System in Ngawi and Sumenep Regency

*INTERNATIONAL JOURNAL OF REGIONAL INNOVATION, August 2021, vol 1, no 3, p.31-39, 0 ill, 0 tab, 12 ref*

This study discusses the innovations made in order to overcome problems that arise in innovating in public services such as Puskesmas. This study aims to determine the extent to which innovations carried out by the government with the support of the community can be successful and how their impact on the region, especially Ngawi Regency and Sumenep Regency in improving public services for the local community. This study used qualitative research methods. Data collection is carried out through searching various sources which are then processed and described in the form of narratives according to data needs. The population in this study is an area that has made innovations in order to improve public services, especially Puskesmas. While the research subject is in Ngawi Regency named ADA PUMA (Submit Deed From Public Health Center, District, or RuMah) Kabupaten Ngawi and Kabupaten Sumenep named the innovation "Si Mantap Puas" (Integrated Management System for Community Satisfaction) Guluk Guluk Health Center. This study shows that the innovations carried out by the government supported by the local community have succeeded in creating an innovative system in order to improve public services at the Puskesmas. The two innovations created by Ngawi Regency and Sumenep Regency have succeeded in facilitating public services at the Puskesmas in their respective regions, which of course is directly proportional to community satisfaction with the services provided. This study shows that the innovations carried out by the government supported by the local community have succeeded in creating an innovative system in order to improve public services at the Puskesmas. The two innovations created by Ngawi Regency and Sumenep Regency have succeeded in facilitating

public services at the Puskesmas in their respective regions, which of course is directly proportional to community satisfaction with the services provided. This study shows that the innovations carried out by the government supported by the local community have succeeded in creating an innovative system in order to improve public services at the Puskesmas. The two innovations created by Ngawi Regency and Sumenep Regency have succeeded in facilitating public services at the Puskesmas in their respective regions, which of course is directly proportional to community satisfaction with the services provided.

(author)

Keywords: Innovation, Public Service, Community Health Center, Public Administration, Local Government

## ARTICLE

# Electronic Licensing as a Solution to Licensing Process Problems in Siak and Karo District

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**Abstract:** This study discusses public service innovations related to public or business licensing. Where, in this study, it will be discussed related to the problems or obstacles faced by the district in terms of licensing, as well as solutions that are carried out by creating innovations. This study discusses public service innovations related to public or business licensing. Where, in this study, it will be discussed related to the problems or obstacles faced by the district in terms of licensing, as well as solutions that are carried out by creating innovations. This study uses a qualitative method. The population in this study is the area that has made innovations in order to overcome the problems that hinder the licensing process in the district community. While the research subjects are Siak Regency with the innovation of Fast Licensing with SINSE (Notification Information System and Electronic Certificate), and Karo Regency with the name of Electronic Licensing Service innovation (E-Perizinan Si-Cantik). This research shows that the local government with the support of the community has succeeded in finding solutions related to the problems that hinder community licensing. With the innovation in the licensing sector, it can improve services to the community, facilitate the search for licensing information, shorten time, and create effective and efficient licensing procedures.

**Keywords:** Innovation, Public Service, Licensing, Technology, Local Government

## 1. Preliminary

Public services have become a central issue where the condition of the community is getting smarter and the needs are increasing so that people often demand quality services. Quality service is one of the basic needs in order to improve the welfare of the community. The problems above show that the performance of the state civil apparatus has not been optimal in carrying out its duties and functions properly so that the conditions of public services provided are still less than optimal. This resulted in complaints and complaints from the public which indicated that there was a need for reform in the bureaucracy, especially to improve the quality of public services to be even better. Ease of providing services can be done with innovation. The importance of innovation in the public sector is an interesting study to study, given that competition and the development of social change lead to bureaucratic reform. Competition between service provider institutions is increasing and influencing one another. It can be proven by the existence of public service innovation competition (Rahayu, 2018). Yayat Rukayat (2017) explained that the Government as a provider of public services needed by the community must be responsible and continue to strive to provide the best service for the sake of improving public services. On the other hand, community satisfaction is a measure of the success of public services provided by public service providers. according to Sinambela et al., (2006) Services that should be shown to the

general public are sometimes turned into public services to the state, even though the state actually exists is for the benefit of the people who founded it, bureaucrats must actually provide the best service to the community.

This study discusses public service innovations related to public or business licensing. Where, in this study, it will be discussed related to the problems or obstacles faced by the district in terms of licensing, as well as solutions that are carried out by creating innovations.

In this study, the author tries to describe the right innovation steps in order to facilitate public services in terms of licensing. Of course, the innovations that will be discussed in this research are technological innovations created by the government and supported by the community with the aim that these applications can be useful for the government and society, as well as being a solution to licensing problems that occurred previously.

In the dictionary of legal terms, permission (*vergunning*) is explained as a permit/permit from the government that is required for actions that generally require special supervision, but which are generally not considered as things that are not at all desirable. (HR, 2006). according to Rianti (2017) Licensing is one form of implementing the regulatory and controlling functions that are owned by the government on activities carried out by the community. Licensing can be in the form of registration, recommendation, certification, determination of quotas and permits to carry out a business that usually must be owned by a person before the person concerned can carry out an activity or action. In addition, Government administration services or licensing services can be defined as all forms of services which in principle are the responsibility and are carried out by Government Agencies at the Center, in the Regions, and within BUMN or BUMD, both in the context of efforts to meet the needs of the community and in the context of implementation of the provisions of laws and regulations. (Ratminto & Winarsih, 2006; Wasposito et al., 2015)

The focus of this research is to focus on the innovations carried out by Siak Regency which has an innovation called Fast Licensing with SINSE (Notification Information System and Electronic Certificate) which one of the goals is to provide licensing services that can be accessed online via a computer or Smartphone anytime and anywhere, so that the community and business actors do not need to

spend time and money to come directly to the Siak Regency DPMPSTP Office. In addition, this research will also focus on innovations made by Karo Regency which has an Electronic Licensing Service (E-Perizinan Si-Cantik) innovation with the aim of providing excellent service to the community in the licensing sector, making it easier for the public to find information about obtaining permits. ,

The interesting thing about these two innovations is that they use technology to create their innovations. Every field has started to use technology to

facilitate work, including in the field of government administration. Where, with the use of technology, of course, it will have a lot of positive impacts on the community because it is considered more efficient. Of course, the effects of these technological advances are utilized by the Government and the people of Siak Regency and Karo Regency in order to facilitate public services, especially related to licensing.

Research related to licensing has been done by many previous researchers. As is the case with research conducted by (Disemadi & Kang, 2021) which aims to find out the development of the formation of the OSS and also the problems that arise from the implementation of the OSS regulated in PP No. 24 of 2018. The results of the analysis show that there are various problems from the unpreparedness of the creation of this OSS system, giving rise to various kinds of speculation and also the pros and cons of the government, where in the aim of accelerating and also increasing investment and business which is packaged in the form of electronic business licensing issued by the Ministry or Institution as well as local governments must be further developed, due to various revisions that are deemed necessary to improve the quality of this OSS system so that it can support the main purpose of the publication of this OSS system.

Public services by the State Administration Agency are defined as all forms of public service activities carried out by Government Agencies at the Center, in the Regions and within the State/Regional Owned Enterprises in the form of goods and or services both in the context of efforts to meet the needs of the community and in the context of implementing the provisions of regulations. legislation. 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).

Kahar & Guntur (2021) conducted a study that aims to see how the quality of Licensing Services Based on E-lebbami Applications at the Makassar City Administrative Licensing Service Office and what factors are supporting the implementation of e-lebbami application-based licensing services in Makassar City. Based on the results of this study, it can be seen that the licensing service based on the e-lebbami application can be seen from the six indicators of public service quality standards, namely service procedures, completion time, service costs, and the competence of service providers that have been running effectively. However, when viewed from the aspect of service products and facilities and infrastructure, it is still less effective.

In addition, research on electronic licensing was also carried out by (Sudrajat et al., 2003) which shows the results of research on the implementation of e-Government at the Integrated Licensing Service Agency of Malang City is quite effective if the purpose of holding e-Government is adjusted to the objectives of the national e-Government Presidential Instruction No. 3 of 2003 concerning the National Policy and Strategy for the Development of e-Government. The inhibiting factor is that the implementation of licensing at the Malang City Integrated Licensing Service Agency is still semi-conventional, there are no legal provisions relating to e-Government in Malang City and the incomplete infrastructure that supports and is free for the community in implementing e-Government at the City Integrated Licensing Service Agency Poor.

Then, there is a research on the Quality of E-Kiosk Services in the Wonocolo District Integrated Licensing Program conducted by (Ramadan, 2012). The existence of E-Kiosk has succeeded in bringing access to public services closer to the community to the lowest level. The volume of queues at health service centers can also be reduced. Because, residents can register without having to come. They were then given information on the exact time to check themselves. In addition, the processing of Birth/Death Certificates can also be carried out immediately. Based on the results of research and discussions that have been carried out regarding the quality of public services, especially E-Kiosk, it can be concluded that the quality of E-Kiosk services in Wonocolo sub-district is good and in accordance with community expectations, although there are a few obstacles regarding the internet connection which is less stable for the public to access E-Kiosk in the District. Wonocolo, so that the

achievement of excellent quality has not yet reached the limit.

In line with previous research, research conducted by (Enggarai, 2016) This research aims to describe the concept of licensing at the One Stop Integrated Service (PTSP) at the Boyolali Regency BPMP2T office, explain the information and service standards at the BPMP2T office and the comparison according to Law no. 25 of 2009 concerning public services and also explains the mechanism / flow of services and public complaints as a benchmark for the quality of public services at the Boyolali BPMP2T office. BPMP2T is a licensing agency that is structured, dynamic and proven to provide satisfaction to the community as evidenced by the existence of a clear complaint mechanism for service improvement and improvement as well as systematics and licensing procedures with more than 40 types and forms of clear permits and can be read at the BPMP2T office. In terms of service itself, from the survey results, BPMP2T is ranked 4th in Indonesia. Even in terms of discipline, the service is appropriate and on time from a predetermined schedule. In addition, in terms of service delivery capacity, it is supported by most of them coming from S1 graduates. This is sufficient to support the performance of the BPMP2T licensing agency to prioritize quality and quantity in licensing services in order to realize *bestuur zorg* for the community.

Then, not only related to business licensing, research conducted by (Susanto & Ramadhan, 2017) which is oriented towards licensing of Health practices by using electronic media. The application design is based on Use Case Diagrams, Activity Diagrams, and Class Diagrams. While the framework used in making this web application is Codeigniter. The testing method used is Blackbox Testing. The results of admin testing by 4 (four) licensing staff show that the application can perform all its functions correctly so that the quality of the software is 100% valid. The secretariat test results by 2 (two) secretariats show that the application can perform all its functions correctly so that the quality of the software is 100% valid. The test results of the applicant or health worker represented by 4 (four) licensing staff show that the application can perform all its functions correctly so that the quality of the software is 100% valid. Based on the results of several tests that have been carried out, it shows that the application is suitable for use by the Metro City Health Office to improve performance in processing the licensing of health workers' practices.

In contrast to previous research, this research presents more specifically on two districts in Indonesia, namely Siak Regency and Karo Regency. Where, in this study, it focuses more on innovations by the local government and the support of the district community as a solution to licensing problems for the community and also business actors.

This research is considered important because licensing is a credential which is very important for the community and business actors. Without administrative and official permission, of course, the efforts carried out by the community cannot be carried out. However, the difficulty of the licensing process often makes it difficult for the community to obtain such permits. To simplify the licensing process, the government is always trying to improve the bureaucratic system in Indonesia, as is the case with local governments that come up with various innovations created to make it easier for the community, especially in terms of licensing. In addition, this permission has also been regulated in the Government Regulation of the Republic of Indonesia Number 6 of 2021 concerning the Implementation of Business Licensing in the Regions, where the Implementation of Business Licensing in the Regions is a business licensing activity whose management process is electronically starting from the application stage to the issuance of documents which are carried out in an integrated manner in one door. In addition, the law also explains that government affairs are governmental powers under the authority of the President whose implementation is carried out by state ministries and regional government administrators to protect, serve, empower, and prosper the community.

Therefore, this study aims to determine the extent to which the implementation of licensing innovation is realized as a result of programs implemented by the government supported by community cooperation, especially Siak Regency and Karo Regency which carry out licensing innovations by using technology to overcome problems that hinder the licensing process in the community. Siak and Karo districts. With this research, it is hoped that it can become a learning medium for other regions in making innovations to facilitate the community in the licensing process, so that it can be a motivation and this innovation is not only beneficial for Siak Regency and Karo Regency, but also beneficial for other regions for a better society. prosperous.

## 2. Research Methods

This study uses a qualitative method. according to Sugiyono (2017), qualitative research is a process of exploring and understanding the meaning of behavior carried out by individuals and groups, as well as describing how problems occur in the social and humanitarian fields. The research process consists of research questions and temporary procedures, data collection, data analysis conducted inductively, constructing partial data into themes, then interpreting the meaning of the data, and the final activity is writing a report.

Prof. Dr. H. Mudjia Rahardjo (2017) explained that in essence data analysis is an activity to give meaning or interpret data by organizing, sorting, grouping, coding or marking, and categorizing it into parts based on certain groupings so that a finding is obtained on the formulation of the problem posed. Furthermore, the data can be grouped based on the sequence of events, categories, and typology.

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 population in this study is the area that has made innovations in order to overcome the problems that hinder the licensing process in the district community. While the research subjects are Siak Regency with the innovation of Fast Licensing with SINSE (Notification Information System and Electronic Certificate), and Karo Regency with the name of Electronic Licensing Service innovation (E-Perizinan Si-Cantik).

## 3. Results and Discussion

### 3.1. Fast Licensing with SINSE (Notification Information System and Electronic Certificate) SIAK District

Quick Licensing with SINSE is a breakthrough of the Siak Regency Investment and One Stop Service (DPMPTSP) in overcoming licensing problems in Siak Regency. SINSE is an abbreviation of Notification Information System and Electronic Certificate, where applicants can register for licensing online through the website <http://dpmptsp.siakkab.go.id>, if the application is accepted, the applicant will receive an SMS notification to perform tracking (search for licensing positions). Each licensing process will receive SMS Notifications starting from the Applicant, Front Office, Back Office, Head of Licensing Section, Head of Licensing Division, Secretary, and Head of Siak Regency DPMPTSP.

Through SINSE, the Head of DPMPTSP Siak Regency can sign a licensing certificate electronically using a smartphone, the signed certificate will be sent directly to the applicant's email, then SINSE will send an SMS notification to the applicant that the permit has been completed and the electronic certificate can be downloaded via email, so that applicants can directly print an electronic certificate without having to come directly to the Siak Regency DPMPTSP office.

This innovation is motivated by the vast administrative area of Siak Regency, which is 8,556.09 Km<sup>2</sup> consisting of 14 sub-districts, 19 sub-districts, and 122 villages/villages, so the time required from several sub-districts to deal directly with the Siak Regency DPMPTSP office can reach 3-6 hours, especially for potential investors who are outside Siak Regency. In addition, Siak Regency is also in the "Hinterland Area" area, namely the regional economic cooperation area of Singapore, Johor and Riau "SIJORI". Siak Regency is also a major tourism destination in Riau Province, which has a lot of regional potential and investment opportunities and has an Industrial Estate which is a national strategic area based on Presidential Regulation Number 58 of 2017,

The objectives and benefits of developing this innovation are, first, the availability of licensing services that can be accessed online via a computer or smartphone anytime and anywhere, so that the public and business actors do not need to spend time and money to come directly to the Siak Regency DPMPTSP Office. Second, the availability of licensing position tracking services (Tracking) in real time. Third, the availability of information notification/notification directly via SMS if the permit is received/processed, the licensing certificate has been completed, and the license certificate will expire so that it can be immediately extended/re-registered, so that the business can run smoothly. Fourth, the availability of electronic signature services via smartphones on licensing certificates, so that the Head of DPMPTSP can sign permits anywhere and anytime without space and time restrictions. And fifth, the availability of a QRCode on the licensing certificate that can be scanned using a Smartphone, so that you can check the authenticity of the licensing certificate.

The results of the SINSE innovation are as follows, namely, firstly, the community and business actors can carry out licensing arrangements online so there is no need to spend time and money to come directly to the Siak Regency DPMPTSP Office. Second, the public and business actors can monitor the status of licensing in

real time, so that they can continue to follow the development of the licensing process applied for, whether they are still in the front office, back office, head of licensing section, head of licensing sector, secretary, head of service, or have been completed. Third, the public and business actors get information on the status of permits directly starting from the permit received/processed, the permit has been completed, until the permit expires. Fourth, the Head of DPMPTSP can sign the permit electronically, so that the permit completion time is faster than the time specified in the Standard Operating Procedure. And fifth, related parties can check the truth or authenticity of the licensing certificate via a smartphone by scanning the QRCode code attached to the licensing certificate.

### **3.2. Electronic Licensing Services (E-Licensing Si-Cantik) Karo Regency**

With the issuance of Karo Regent Regulation No. 01 of 2017 concerning Delegation of Authority of the Karo Regent for Licensing and/or Licensing services to the Karo Regency Investment and One Stop Integrated Licensing Service, all permits that have so far been issued by Technical Regional Apparatus Organizations (OPD) concerned, has become a matter for the DPM-PPTSP Kab. Karo as many as 147 permits. The impression that exists in the community so far is that when applying for a permit, it will be a complicated process, which takes a long time and requires a large amount of money. Delegation of authority to DPM-PPTSP Kab. Because of that, the 147 Permits that must be issued by DPM-PPTSP manually will take a long time to process.

Based on experience in manual processing of permits and making it easier for the public in obtaining permits, DPM-PPTSP based on the direction of the KPK RI Kopsurgah Team carries out Licensing Services electronically by adopting and developing Si-Beautiful E-Licensing which has been used by DPM-PPTSP Kab. Deli Serdang with a letter of mutual agreement No. 503-570/DPM-PPTSP-DS/V/2017 and Number: 1423/DPM-PPTSP/2017 dated May 16, 2017 where the Service is in the form of a Website with the Si-Beautiful Application in which there is some Content which is very helpful for applicants in obtaining permits. These services include registration through the DPM-PPTSP website Karo Regency at <http://perzinan.karokab.go.id>, so that the applicant does not need to take the permit application form because on the website there are forms and conditions

so that the applicant can prepare everything before coming to DPM-PPTSP for permit processing. In addition, online complaints on the Licensing website are also equipped with complaint content to make it easier for the applicant if there is a complaint regarding the permit that he will take care of. Then, the tracking system makes it easier for the applicant in managing his permit, the applicant can find out where the processing of the permit has reached. Permits Issued DPM-PPTSP Kab. Because all permits issued have a QR-CODE that can be traced to the authenticity of the Permit using a Smart Phone. Not only that, the applicant can also learn the legal basis in managing his permit. Sophisticated, The Website also displays permits that have been completed and those that are still in process. News about the activities of the DPM-PPTSP Office is also made on the Licensing Website. And no less important, information on costs in Permit Management is also on the Licensing website so that the public can find out how much it will cost to administer permits that require levies and taxes.

The goal is to provide excellent service to the community in the field of licensing, make it easier for the public to find information regarding the management of permits, shorten the processing time for permits, and create transparency to the public in issuing permits. Meanwhile, the benefits that will be obtained are that it is easier for the community to obtain permits, the public can easily access information on permit management, and the public knows the costs and flow of the process in obtaining permits.

With the Si-Cantik E-Licensing innovation in Karo Regency, more and more people are taking care of permits, increasing Karo Regency PAD, shortening the time and distance process and costs in obtaining permits, and the realization of a digital licensing process.

#### 4. Conclusion

This research shows that the local government with the support of the community has succeeded in finding solutions related to the problems that hinder community licensing. With the innovation in the licensing sector, it can improve services to the community, facilitate the search for licensing information, shorten time, and create effective and efficient licensing procedures.

The results of the SINSE innovation carried out by the Siak Regency make the community and business actors able to do licensing arrangements online so

there is no need to spend time and money to come directly to the Siak Regency DPMPTSP Office. In addition, the public and business actors can monitor the status of licensing in real time, so that they can continue to follow the development of the licensing process being applied for, whether they are still in the front office, back office, head of licensing section, head of licensing, secretary, head of service, or have been completed. Not only that, in this application, you can get information on licensing status directly, the Head of DPMPTSP can sign permits electronically, and related parties can check the authenticity of licensing certificates via smartphones.

In addition, the innovations carried out by Karo Regency also yielded maximum results, where with the Si-Cantik E-Licensing innovation in Karo Regency, more and more people took care of permits, increased Karo Regency PAD, shortened the time and distance process and costs in processing permits, and the realization of a digital licensing process.

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## ARTICLE

# Integrated Strategies to Reduce Poverty Rate Through Innovation of E-Kembang Village and Poverty Sim in Bangka Regency and Pati Regency

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**Abstract:** Based on Presidential Regulation of the Republic of Indonesia Number 13 of 2009 concerning the Coordination of Poverty Reduction that poverty is an urgent national problem and requires systematic, integrated and comprehensive handling steps and approaches, in order to reduce the burden and fulfill the basic rights of citizens properly to take and develop a dignified life. Therefore, this study aims to determine the extent of innovation carried out by the regions, especially Bangka Regency and Pati Regency in overcoming poverty that occurs in their area. With this research, it is hoped that it can become a bridge or facilitator for other regions in seeking innovations in the field of welfare to solve poverty so that it is not only the regions concerned that apply this innovation and can be a solution to realize more prosperous districts/cities in Indonesia. This study uses a qualitative approach. The population in this study is an area that has made innovations in order to minimize poverty that occurs in their area. While the research subjects are in Bangka Regency which has the name E-KEMBANG DESA innovation (Bangka Poverty with Systems and Applications), and Pati Regency with the name SIM POVERTY (Poverty Reduction Management Information System) innovation from Bappeda Pati. This research shows that the innovations made by the regions in minimizing poverty can support the creation of a more prosperous environment and reduce poverty in the areas where innovation occurs. In addition, one of the results of the innovation of E-KEMBANG DESA (Bangka Poverty with Systems and Applications) is that it has succeeded in making planning and budgeting documents, the acceleration of poverty reduction in Bangka Regency is sought to synergize and synchronize planning and financing. While one of the results of the innovation of SIM POVERTY (Poverty Reduction Management Information System) Bappeda Pati is the use of information technology-based so as to create data accuracy by integrating NIK.

**Keywords:** Innovation, Public Service, Poverty, Community Economy, Local Government

## 1. Preliminary

This study discusses related to innovations made as a solution to minimize poverty in order to create local community welfare. Welfare is certainly a dream for everyone. Public welfare in Indonesia can be described, one of which is based on the level of poverty in Indonesia. There is a negative relationship between general welfare and poverty rates in Indonesia. The lower the poverty level, the higher the welfare of the population (Star & Woyanti, 2018). In a broader definition, poverty is multidimensional, meaning that poverty is the inability to meet diverse human needs which can then be viewed through various aspects. Viewed from the primary aspect of poverty, it includes

poor assets, low participation in socio-political organizations, and limited knowledge and skills. While the secondary aspects include poor social networks, low financial resources and limited information. Furthermore, the dimensions of poverty are manifested in the form of malnutrition, low supply of clean water, limited housing, unequal distribution of health services, low education levels, and all of them are directly or indirectly related to each other (Ala, 1981).

Poverty is one indicator to see the success of development in a country (Claro, S., Paunesku, D., & Dweck, 2016; Fan, S., Hazell, P., & Thorat, 2000). A low poverty rate indicates that the development program has been successful and can directly improve the welfare of the community (Humaedi, 2017; Matondang, 2017). Based on data from the Central Statistics Agency (BPS), the number of urban and rural poor people in Indonesia has tended to continue to decline since 2006 and in 2017 experienced a fairly large decline. This is of course a good sign because it means that the Indonesian economy is strengthening (Zahra et al., 2019).

In this study, the author tries to describe the various efforts made by the government in collaboration with the community to carry out an innovation program that has been designed to minimize the occurrence of poverty in the region. Where, various problems that occur in the region and their solutions are thoroughly discussed in this article.

This study focuses on Bangka Regency, the Bangka Regency Government builds a poverty alleviation planning model which caused the failure of poverty reduction in the past period, must be addressed quickly. In the years prior to 2015, poverty interventions have not fully used poverty data with high accuracy. Targeting is often only based on partial data obtained from the village, with a very high tendency for bias. As a result, the beneficiaries of the poverty program are more likely to target people who are not classified as poor and or tend to have close relationships with village officials. This then becomes a basic problem in planning that has an impact on the failure of poverty reduction. Not only Bangka Regency, this study also focuses on the problem of poverty in Pati Regency. Where, the implementation of handling / overcoming poverty in Pati Regency experienced obstacles including differences in poverty data from each OPD, not yet integrated poverty data with population data, inclusion and exclusion errors of 2015 UDB data, unavailability of an up to date database, in addition to Therefore, the Pati Regency government's

program on poverty alleviation is not yet fully known by the stakeholders of poverty reduction.

One important aspect to support the Poverty Reduction Strategy is the availability of accurate poverty data. A reliable measurement of poverty can be a powerful instrument for policy makers in focusing attention on the living conditions of the poor. Good poverty data can be used to evaluate government policies on poverty, compare poverty across time and regions, and determine targets for the poor with the aim of improving their condition. The Central Statistics Agency (BPS) first calculated the number and percentage of poor people in 1984. At that time, the calculation of the number and percentage of poor people covered the period 1976-1981 using the consumption module data of the National Socio-Economic Survey (Susenas). Since 1984, every three years BPS routinely publishes data on the number and percentage of poor people. Until 1987, information on the number and percentage of poor people was only presented at the national level, separated by urban and rural areas. In 1990, information on the poor was able to be presented at the provincial level, although several provinces were still combined. The combined provinces include: Jambi, Bengkulu, East Timor, Central Kalimantan, East Kalimantan, Central Sulawesi, Southeast Sulawesi, Maluku and Papua. Furthermore, since 1993, information on the number and percentage of poor people can be presented for all provinces. Furthermore, since 2002 BPS has presented poverty data and information for the district/city level (BPS-Statistics of Soppeng Regency, 2018).

According to the Central Statistics Agency in 2018, Poverty Gap Index (Poverty Gap Index/P1) is a measure of the average expenditure gap of each poor population to the poverty line. The aggregate value of the poverty gap index shows the costs of alleviating poverty by making perfect transfer targets for the poor in terms of the absence of transaction costs and inhibiting factors. The smaller the poverty gap index, the greater the economic potential for poverty alleviation funds based on the identification of the characteristics of the poor and also for the targets of aid and programs. The decrease in the value of the Depth of Poverty index indicates that the average expenditure of the poor tends to be closer to the poverty line and the expenditure inequality of the poor is also narrowing.

The problem of poverty is certainly no stranger to our ears. Research related to poverty has been carried out by many researchers. As research conducted by

(Sumargo & Simanjuntak, 2019), which in his research explains that Indonesia has a very wide and diverse area which makes there are differences in the basic characteristics of poverty so that it is necessary to prioritize poverty assistance which is more important for certain households or regions based on existing indicators or dimensions. In addition, in the research conducted by the development (Dewi et al., 2016) states that poverty can have a fairly serious effect on human development because the problem of poverty is a complex problem that actually stems from the purchasing power of people who are unable to meet basic needs so that other needs such as education and health are neglected. This makes the human development gap between the two large and in the end the HDI achievement target set by the government is not realized properly. Human position has always been a central theme in every achievement program.

In line with previous research, (Zuhdiyaty & Kaluge, 2018) emphasizes his research on the problem of creating poverty due to unemployment. Unemployment is one of the causes of poverty. Unemployment, underemployment or lack of productive land as income-generating assets are acute for the poor when obtaining the most basic needs for food, water and shelter is something that must be fought for on a daily basis. Existing economic growth is expected to open up new job opportunities so that unemployment will be reduced, as well as improve the quality of life of the community which will later be able to reduce existing poverty.

The solution to the problem of poverty is explained by (Ferezagia, 2018) in his research which states that one of the important aspects to support poverty reduction strategies is the availability of accurate poverty data. When the data is available, the government can make decisions about what to do for the response. In addition, the available data can make the government compare poverty rates from year to year. In line with the presentation of data on the number and percentage of poor people, information that is no less important is the poverty profile. Information on poverty profiles is needed by policy makers to deal with poverty problems. Thus, efforts to empower the poor can run efficiently, effectively, and well on target.

In line with research conducted by (Ferezagia, 2018), (Islamic, Nadin and Anis, 2019) in his research explains that human resources are a factor that is closely related to poverty, so capital is needed to be able to build human resources so that they are not

included in the poverty circle. Improvement of human resources is in the education, health and nutrition sectors, which are important policies in the government's strategy to reduce poverty.

In addition, in a study conducted by (Ningrum et al., 2020) One way that a country can do to improve the welfare of its people is by carrying out development, one of which is in the economic field, where economic growth is the indicator. According to Adam Smith in (Prihastuti, 2018) Human resources are inputs that play an important role in economic development, where this development is the cause of the welfare of a country, namely the importance of economies of scale and also the quality of humans themselves. The government has made efforts to achieve the goal of community welfare through poverty alleviation programs, such as Direct Cash Assistance (BLT) by the Ministry of Social Affairs, the National Program for Independent Community Empowerment by the Central or Regional Government, while in the regions there is a Poverty Reduction Coordination Team (TKPK) by the Government. Regions, the Family Hope Program by the National Family Planning Coordinating Board (BKKBN), and others. Government programs for poverty alleviation seem not yet integrated with each other because each program is carried out by a different ministry or agency for the same purpose. This impression is reinforced by not being integrated with each other due to constraints on different basic data sources between stakeholders, policy makers, distribution of assistance between programs that run independently, the target of subsidy programs (energy subsidies) is not yet optimal, the use of village funds is not optimal, and so on. Other (Sumarto, S., & De Silva, 2014) The government, both central and local, has made efforts to implement various policies and programs to reduce poverty, but it is still far from the main problem. The implemented policies and programs have not shown optimal results. There is still a gap between the plan and the achievement of goals because poverty reduction policies and programs are more oriented towards sectoral programs. Therefore, an integrated, integrated and synergistic poverty reduction strategy is needed so that it can completely solve the problem (Nadia Ika Purnama, 2017).

In contrast to previous research, this research presents more specifically on two regencies in Indonesia, specifically Bangka Regency and Malang Regency. Where, the innovations that will be discussed are innovations made by the local government and the

people of the district to answer all the problems that cause poverty in the district.

This research is considered important because it is based on Presidential Regulation of the Republic of Indonesia Number 13 of 2009 Concerning the Coordination of Poverty Reduction that poverty is an urgent national problem and requires systematic, integrated and comprehensive handling and approach steps, in order to reduce the burden and fulfill the basic rights of citizens properly to lead and develop a dignified life. This law also explains that poverty reduction is part of the implementation of the Long-Term Development Plan and the global agreement to achieve the Millennium Development Goals.

Of course, in realizing a prosperous region that is minimal from poverty, innovation programs must be packaged in a systematic, planned, and synergized manner in the implementation process. A high level of cooperation is needed to eradicate poverty in the regions. In its implementation, the control between the center and the regions must always coordinate because it is an inseparable unit. Not only that, the government must also work with the community and create a sense of kinship in the community, so that every innovation carried out is borne together or mutual cooperation. With the creation of a sense of kinship, it will make it easier to carry out the goals of the innovation program to create a prosperous society far from poverty.

Therefore, this study aims to determine the extent of innovation carried out by the regions, especially Bangka Regency and Pati Regency in overcoming poverty that occurs in their area. With this research, it is hoped that it can become a bridge or facilitator for other regions in seeking innovations in the field of welfare to solve poverty so that it is not only the regions concerned that apply this innovation and can be a solution to realize more prosperous districts/cities in Indonesia.

## 2. Research Methods

From the origin of the word method means 'way' or 'way'. Research method means the way of data collection and analysis. From the analysis of the data, the researcher will then get the results whether it is an affirmation of an existing theory (confirmation) or a new discovery (discovery). This study uses a qualitative approach. The first characteristic of qualitative methods is their emphasis on the natural environment. "Natural" means that the data is obtained by being in the place where the research will be made. The data is

found directly from the first hand. Researchers are data collection tools. In short, researchers are directly involved in the research, both in terms of collecting data through interviews or observations, (Raco, 2018).

Data collection is also carried out through searching various sources which are then processed and described in the form of narratives according to data needs. The population in this study is an area that has made innovations in order to minimize poverty that occurs in their area. While the research subjects are in Bangka Regency which has the name E-KEMBANG DESA innovation (Bangka Poverty with Systems and Applications), and Pati Regency with the name SIM POVERTY (Poverty Reduction Management Information System) innovation from Bappeda Pati.

## 3. Results and Discussion

### 3.1. E-KEMBANG DESA (Bangka Poverty with Systems and Applications)

UNICEF noted that 167 million children will live in poverty, the poorest children are twice as likely to die and in Indonesia according to the World Bank in 2012 and 2013 the decline in poverty rates began to slow down to only 0.5% per year, while in Bangka Regency according to BPS In 2015 the population of Bangka Regency was 309,975 people, the most in the Province of the Bangka Belitung Islands, if not controlled the problem of poverty will threaten the Province of the Bangka Belitung Islands. It is certain that the poverty rate will continue to increase, 16,682 families of the poor will have their lives crushed, 11,767 families of the near-poor will become poor, social costs will increase sharply, the level of education and public health will decrease drastically, the death rate will increase sharply.

To overcome the problem of poverty and to prevent vulnerability in the community due to economic uncertainty, various efforts have been made by the Bangka Regency Government through the provision of food needs, health and education services, expansion of job opportunities, agricultural development, provision of revolving funds, infrastructure development, and assistance. . Efforts to overcome poverty have not been able to significantly reduce the poverty rate, as evidenced by the BPS report that in 2013, the number of poor people in Bangka Regency was 16,034 families, in 2014 it was 16,300 families, in 2015 it was 16,682 families with an average decrease of 495 families. KK per year is very small and beyond the expectations of the Bangka Regency Government.

Several factors are suspected to have a strong influence on the low reduction in the poverty rate, including the use of partial poverty data with a high bias tendency, so that it is not targeted at the recipients of the poverty program. Poverty interventions are mostly targeted at the non-poor and in fact do not touch the poor. At least the APBD allocates Rp. 150 billion per year or the equivalent of 12.5% of the APBD to intervene in poverty will be in vain and human development as mandated by NAWACITA is only a dream.

The inability of the Bangka Regency Government to develop a poverty alleviation planning model which caused the failure of poverty reduction in the past period, must be addressed quickly. In the years prior to 2015, poverty interventions have not fully used poverty data with high accuracy. Targeting is often only based on partial data obtained from the village, with a very high tendency for bias. As a result, the beneficiaries of the poverty program are more likely to target people who are not classified as poor and or tend to have close relationships with village officials. This then becomes a basic problem in planning that has an impact on the failure of poverty reduction.

Responding to the complexity of the problems caused by the inaccuracy of poverty intervention targets, the Bangka Regency Government has developed reliable data-based planning since 2015, a complete poverty management information system, which does not only rely on by name, by address or by photo, but also by profile, by charity, by coordinates, and by navigation. Besides containing names, addresses and photos of all poor people who are targeted and entitled to receive intervention, this system also provides information on socio-economic profiles, coordinates for the location of houses, navigation of directions to the target houses and various types of program interventions that have been and have not been received by the target. . The system can be accessed via <http://kembangdesa.bangka.go>.

The purpose of this innovation is that the only instrument that can solve this problem is a comprehensive poverty management information system. The Bangka Regency Government through BAPPEDA then gave birth, "JARI MANIS SI KEMBANG VILLAGE" and gave intelligent answers to all questions about how to eradicate poverty in a plenary manner. This intelligence is reflected in the ability of FINGER MANIS SI KEMBANG VILLAGE to be the only instrument that can be included in the planning, budgeting, policy, and intervention mechanisms of

poverty management and is illustrated in the Review of SPKD (Regional Poverty Reduction Strategy) Bangka Regency 2014 – 2018, RPJMD Review (Regional Medium-Term Development Plan) Bangka Regency 2014 – 2018, Review of SKPD Rentra, (Health Office, Public Works Office, Education Office,

For more details, the strategy carried out by the Bangka Regency Government for planning and budgeting is included in the JARI MANIS SI KEMBANG DESA application and is the main actor in the review of the Regional Poverty Reduction Strategy (SPKD) with the Bangka Regent's Regulation as legality. The review is focused on the necessity of using FINGER MANIS SI KEMBANG VILLAGE as input for planning and budgeting. This powerful SPKD has become a forced instrument to review the Regional Medium-Term Development Plan (RPJMD). Furthermore, the RPJMD, which is very thick with the nuances of FINGER MANIS SI KEMBANG VILLAGE, besides being a reference for Regional Apparatus Work Units (SKPD) in the preparation of the SKPD Strategic Plan, is also a reference in the preparation of Regional Development Work Plans (RKPD). The RKPD includes the SKPD Work Plan (Renja), Poverty reduction programs are directed to areas with a high percentage of poverty and with poor communities listed in JARI MANIS SI KEMBANG VILLAGE as the main intervention targets. The Health Office uses it for planning and budgeting for the JAMPERSAL Program, Healthy Indonesia, Healthy Bangka, Postpartum Family Planning, Malnutrition, Birth Waiting Homes, Referral Assistance and JAMKESDA. The Department of Education uses it for planning and budgeting for the Smart Bangka Program, Screening Out of School Children and Equality Education. The Department of Social Affairs uses it for planning and budgeting for the Family Hope Program, Affordable Homes, People with Social Welfare Problems and Prosperous Rice. The Department of Public Works uses it for planning and budgeting for Infrastructure Development in Poverty Enclaves and for Construction of Decent Housing. The Department of Agriculture uses it for planning and budgeting for the Agricultural Infrastructure Assistance Program. The Department of Marine Affairs and Fisheries uses it for the Marine and Fisheries Infrastructure Assistance Program.

The results of the E-KEMBANG DESA innovation (Bangka Poverty with Systems and Applications) are first, planning and budgeting documents, acceleration of poverty reduction in Bangka Regency is sought to synergize and synchronize planning and financing,

through: a review of the Regional Poverty Reduction Strategy (SPKD) as the main reference Poverty reduction is a must to use FINGER MANIS SI KEMBANG VILLAGE in determining and intervening in poverty targets. Review of the Regional Medium-Term Development Plan (RPJMD) 2014 – 2018 by using FINGER MANIS SI KEMBANG VILLAGE as an instrument for determining poverty reduction targets and policies. Review of SKPD Strategic Plans related to poverty, namely: Health Office, Public Works Office, Education Office, Labor Social Service, Agriculture Office, The Department of Marine Affairs and Fisheries uses FINGER MANIS SI KEMBANG VILLAGE as an instrument to determine targets and policies for sectoral poverty reduction. RKPD related to poverty alleviation uses FINGER MANIS SI KEMBANG VILLAGE as an instrument for implementing poverty alleviation. General Budget Policy and Provisional Budget Ceiling Priorities (KUA PPAS) which are related to poverty alleviation use the JARI MANIS SI KEMBANG VILLAGE system. The APBD implemented by SKPD related to poverty uses JARI MANIS SI KEMBANG VILLAGE as the only instrument to determine the targeted households to be intervened. RKPD related to poverty alleviation uses FINGER MANIS SI KEMBANG VILLAGE as an instrument for implementing poverty alleviation. General Budget Policy and Provisional Budget Ceiling Priorities (KUA PPAS) which are related to poverty alleviation use the JARI MANIS SI KEMBANG VILLAGE system. The APBD implemented by SKPD related to poverty uses JARI MANIS SI KEMBANG VILLAGE as the only instrument to determine the targeted households to be intervened. RKPD related to poverty alleviation uses FINGER MANIS SI KEMBANG VILLAGE as an instrument for implementing poverty alleviation. General Budget Policy and Provisional Budget Ceiling Priorities (KUA PPAS) which are related to poverty alleviation use the JARI MANIS SI KEMBANG VILLAGE system. The APBD implemented by SKPD related to poverty uses JARI MANIS SI KEMBANG VILLAGE as the only instrument to determine the targeted households to be intervened.

Second, the data and system of FINGER MANIS SI KEMBANG VILLAGE can answer many things that have been a problem, especially the problem of poverty and poverty reduction interventions that are not well targeted, the victims and sufferers are the community. Through FINGER MANIS SI KEMBANG VILLAGE, development planning will certainly become more focused and professional and not based on feeling or following closely with the activities and targets of the

previous year, because we know that with the right planning with accurate data, of course the intervention will be right on target and the impact will be certain. impact on meeting the needs of the community. Communities who have not intervened with poverty programs can be illustrated in the 2015 PBDT data which is by name, because it gets the name of the Target Household (RTS) correctly, by address,

Third, the JARI MANIS SI KEMBANG VILLAGE application has a positive impact on the community in overcoming poverty in villages and sub-districts. The right planning will certainly be implemented correctly and will definitely have a positive impact on the community. The main beneficiary of the innovation of JARI MANIS SI KEMBANG VILLAGE is the availability of precise and accurate target data, so that poverty alleviation development interventions are effective and efficient. After the implementation of FINGER MANIS SI KEMBANG VILLAGE, there was a decrease in the poverty rate in Bangka Regency, in 2015 the number of 16,682 families decreased in 2016 to 15,014 families and decreased again in 2017 to 13,915 families. Reducing the poverty rate with the use of FINGER MANIS SI KEMBANG VILLAGE in the period 2015-2017.

### **3.2. SIM POVERTY (Poverty Reduction Management Information System) Bappeda Pati**

The availability of accurate and fast information is very helpful in making policy decisions, therefore information management is very important. In the implementation of poverty handling/alleviation in Pati Regency, there are obstacles, including differences in poverty data from each OPD, not yet integrated poverty data with population data, inclusion and exclusion errors of 2015 UDB data, unavailability of an up to date database, besides that The Pati Regency government's program on poverty alleviation is not yet fully known by poverty alleviation stakeholders. So that in 2017 an integrated poverty data application was compiled (Poverty Management Information System) as an effort to overcome data differences that often occur.

The purpose of the innovative use of poverty management information system applications is to meet the information needs in a fast, precise, complete and integrated manner and in real time to support government policies in reducing regional poverty and to display the implementation of poverty reduction achievements.

The objectives achieved with the implementation of this system are to realize a single data used for poverty intervention for all OPDs, as material for verification of proposals for the OPD Renja, realizing information disclosure on TKPK activities, as material for verifying the proposals for the OPD Renja, monitoring the implementation of programs and activities, evaluating programs and activities, facilitate the preparation of macro policies in OPD, and avoid overlapping target recipients of programs/activities.

This Poverty SIM is a new innovative and creative breakthrough because it can provide single data by name by address needed by OPD for program interventions/activities related to poverty reduction. The results of the innovations made through the Poverty SIM are first, the use of information technology based, where the Poverty SIM utilizes the development of information technology science to provide fast and accurate single data services. Second, the accuracy of the data by integrating the NIK, where with the Poverty SIM the data used for program/activity interventions are accurate and on target because all OPD can use the single data. Third, it is easy to use, where this Poverty SIM can be accessed anywhere and anytime using a laptop, PC or Android with an internet network connected, so that OPD and the public can take advantage of the data and provide complaints regarding inaccurate data. Fourth, data confidentiality is guaranteed, where each OPD has a username and password to fill out programs/activities in their respective OPDs so that programs/activities and budgets related to poverty reduction that are entered cannot be changed by other OPDs, while for the community not can see by name by address of each individual without knowing the NIK because the names entered in the single data can only be searched by NIK. Fifth, the menu display in the Poverty SIM includes Poverty Profile, Sign in, Diagrams, Complaints, Documents, UDB Data, Legal Basis, Organizational Structure, Duties and Functions, SPKD, Poverty Level Graphs.

#### 4. Conclusion

This research shows that the innovations made by the regions in minimizing poverty can support the creation of a more prosperous environment and reduce poverty in the areas where innovation occurs.

In addition, the results of the innovation of E-KEMBANG DESA (Bangka Poverty with Systems and Applications), namely first, planning and budgeting documents, acceleration of poverty reduction in

Bangka Regency are sought to synergize and synchronize planning and financing. Second, the data and system of FINGER MANIS SI KEMBANG VILLAGE can answer many things that have been a problem, especially the problem of poverty and poverty reduction interventions that are not well targeted, the victims and sufferers are the community. And third, the application of FINGER MANIS SI KEMBANG VILLAGE brings a positive impact to the community in overcoming poverty in villages and sub-districts.

While the results of the innovations carried out through the Poverty SIM are first, the use of information technology-based. Second, data accuracy by integrating NIK. Third, easy to use. Fourth, the confidentiality of the data is guaranteed. And fifth, the Menu Display in the Poverty SIM, among others, Poverty Profile, Sign in, Diagrams, Complaints, Documents, UDB Data, Legal Basis, Organizational Structure, Duties and Functions, SPKD, Poverty Level Graph, Poverty Depth Index Graph (P1), Poverty Severity Index Graph (P2), and News.

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## ARTICLE

# The Establishment of Optimized Management of The Economic Potential of Regional Communities Through Bumdes and Umkm

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**Abstract:** This study discusses the innovation of BUMDes and also SMEs in order to improve the economy and improve community efforts in managing potential economy owned by the area. Of course, this research will explore the problems that occur in BUMDes and UMKM as well as the role of the government and society in realizing a stable and prosperous community economy by implementing innovations that have been made to achieve these goals. This study uses a qualitative method. 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 population in this study is an area that has made innovations in the field of UMKM and also BUMDES which aims to grow and develop businesses in order to build a prosperous community economy. While the research subjects are in West Java Province with the innovation of the UMKM Outlet System and in Morotai Island Regency with its innovation, namely IT Bumdes. This study shows that local government and community participation in realizing innovations made in order to create a stable and prosperous community economy have succeeded in answering the problems that occurred, especially in West Java and Morotai Island Regency. With the creation of the UMKM Outlet System innovation in West Java and the IT innovation of Bumdes, Morotai Island Regency managed to provide an application system that can accommodate the development needs for the Cooperatives and Small Business Office as well as Small Business actors in the aspect of data and information processing. As well as providing services to the local community by placing prices and services according to market standards that do not cause distortions in the rural economy caused by BUMDes efforts. With the creation of the UMKM Outlet System innovation in West Java and the IT innovation of Bumdes, Morotai Island Regency managed to provide an application system that can accommodate the development needs for the Cooperatives and Small Business Office as well as Small Business actors in the aspect of data and information processing. As well as providing services to the local community by placing prices and services according to market standards that do not cause distortions in the rural economy caused by BUMDes efforts.

**Keywords:** Innovation, Public Service, BUMDes and UMKM, Technology, Local Government

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## 1. Preliminary

Globalization which is marked by free trade has demanded all countries in the world to be more creative and innovative. Especially for Indonesia, where the growth of Indonesian UMKM is still low. Even though the potential based on local wisdom is very large. With the existence of free trade, products from various countries can go in and out and be traded freely in other countries, creating its own challenges for Indonesia. Various efforts have been made by the government to grow the economy. Competition in the business world, especially in the medium and small scale industries, is increasingly showing a trend of increasingly fierce competition. The weak marketing system and lack of attention from local governments have hampered the development of UMKM in Indonesia. The establishment of BUMDes is very effective in maximizing all local potential that exists in an area/village, especially the development of UMKM in order to boost village, institutional and individual income as well as employment. The establishment of this business entity is in order to change the condition of the village economy so that it can speak at national and international levels in the context of free trade globalization. The BUMDes development strategy must be oriented to the global context through various important elements including management, finance, cooperation development, supervision, monitoring and evaluation. The establishment of this business entity is in order to change the condition of the village economy so that it can speak at national and international levels in the context of free trade globalization. The BUMDes development strategy must be oriented to the global context through various important elements including management, finance, cooperation development, supervision, monitoring and evaluation. The establishment of this business entity is in order to change the condition of the village economy so that it can speak at national and international levels in the context of free trade globalization. The BUMDes development strategy must be oriented to the global context through various important elements including management, finance, cooperation development, supervision, monitoring and evaluation (Sutopo, 2017). UMKM in Indonesia have become an important part of the economic system in Indonesia. This is because UMKM are business units that are more numerous than large-scale industrial businesses and have the advantage of absorbing more labor and also being able to accelerate the process of equity as part of development (Holy, 2008). As regulated in Law no. 32

of 2004 concerning Regional Government Article 213 paragraph 1, which states that a village can form a village-owned business entity in accordance with the needs and potentials that exist in the village. So by looking at the potential of existing UMKM, it is appropriate that the existence of BUMDes is more focused on developing the economic potential of the village, especially UMKM. This is because the main potential in the village is in the UMKM sector (Nugroho, 2018).

This study discusses the innovation of BUMDes and also SMEs in order to improve the economy and improve community efforts in managing potential economy owned by the area. Of course, this research will explore the problems that occur in BUMDes and UMKM as well as the role of the government and society in realizing a stable and prosperous community economy by implementing innovations that have been made to achieve these goals.

In this study, the author will describe in detail related to the background, goals, and also the results that have been achieved in creating innovations related to BUMDes and SMEs. Of course, the innovations that will be discussed in this research are innovations created by the government and in collaboration with the community so that they can be a solution to the problems of BUMDes and also UMKM so that the community's economy can prosper.

The definition of UMKM according to Law no. 20 of 2008, UMKM are trading businesses managed by individuals referring to productive economic businesses with the criteria set out in the law. In simple terms, the definition of UMKM is a trading business managed by individuals or in the form of a business entity whose business activities are small or micro (Wijoyo et al., 2021). Then, the development of rural areas requires a strategy and the involvement of the local village community. One form of development and empowerment in rural areas is the existence of Village Owned Enterprises (BUMDes). In essence, BUMDes are established and managed with the principles of togetherness and mutual cooperation followed by a spirit of kinship. This is in accordance with Article 89 of Law Number 6 of 2014 concerning Villages which states that the functions of establishing BUMDes are (a) business development; and (b) Village development, village community empowerment, and providing assistance to the poor through grants, social assistance, and revolving fund activities as stipulated in

the Village Revenue and Expenditure Budget (Nursetiawan, 2018).

The focus of this research is to focus on innovations carried out by in addition, this research will also focus on innovations carried out by the Province of West Java, namely the UMKM Outlet System innovation where, one of the things behind the thought of designing the KUMKM Outlet application in West Java is as a follow-up action. continued the Office of Cooperatives and Small Business of West Java Province towards the global socio-economic order which is in line with the policy of the West Java Provincial Government in 2015 which is to improve services to the community in the aspect of developing Small Business products through government modernization and public participation with an emphasis on the application of information technology. In addition, this research also focuses on the innovations carried out by the Morotai Island Regency, namely IT BUMDes, which is considering the increasingly difficult job opportunities both from the informal and formal sectors. So it is very important in encouraging opening up new business opportunities or growing small-scale businesses to be more advanced and independent. It is hoped that with the development of the business, it will be proportional to the opening of new jobs.

Interestingly, the two innovations are inseparable from technology that can make it easier for people to use these innovations. Where, with the use of information technology, it can be a bridge to improve relations between the government and the community because any problems that occur related to BUMDes and UMKM can be identified quickly using technology. With the advancement of technology, it is used directly by the Province of West Java and the Regency of Morotai Island to realize the various innovations it has designed in order to create a stable community economy.

Research related to BUMDes and also UMKM has been carried out by previous researchers. As is the case with research conducted by Dhikrullah (2016) who researched about The Synergy of Baitul Maal Wa Tamwil (BMT) with Village-Owned Enterprises (BUMDES) as an Alternative for Strengthening UMKM in Rural Communities. This study explains that the synergy process is expected to have a large enough impact as a stimulator of sustainable village development, another assumption explains that this synergy is very beneficial for all components in the economy and, for clarity, the impacts of this synergy

will be divided into several sub-subjects. . Among them are: Impact on the Government, Impact on Institutions (BMT, BUMDES, and UMKM), Impact on the Community.

Then, in the research conducted by (Hasnawati et al., 2021) with the theme of Capacity Building for Business Feasibility Studies on BUMDes and UMKM in Sungai Langka, Pesawaran Regency, it was explained that the training provided increased public understanding of the technical preparation of business analysis that had been carried out by the community, especially UMKM and BUMDes. However, the technical aspects of the preparation of the business analysis still require further assistance in the aspect of business capacity, especially in terms of its quantification in financial projections.

In addition, there are also studies conducted by (Zulkarnaen, 2016) focuses on the Development of Village Economic Potential through Village Owned Enterprises (BUMDes) Pondok Salam, Purwakarta Regency. Where, BUMDES was born as a new approach in an effort to improve the village economy based on the needs and potential of the village. BUMDES management is fully implemented by the village community, namely from the village, by the village, and for the village. Parakan Salam village and Salam Jaya village in Pondok Salam District, Purwakarta Regency, so far do not have BUMDES as a community economic institution. However, when viewed from its potential, these two villages have great potential for the establishment of BUMDES as a place for community economic activities and community public service institutions. Therefore,

In contrast to previous researchers, research conducted by (Puspita et al., 2020) more community service oriented. The service program carried out aims to help the community in Pasir Lanjung Village, Jagabaya Village, in developing the cassava peel cracker business. This business has been started for a long time, since 2002, but people do not understand well how to manage their business. Business governance problems such as processing, packaging, marketing, and financial records are still an obstacle for the community in developing their business, for this reason it is necessary to provide assistance, training and providing assistance with tools to improve product competitiveness and business governance, in order to be able to compete and develop globally. sustainable. It is hoped that in the long term business actors in Jagabaya Village can take advantage of the knowledge that has been given,

Not only that, research on BUMDes and UMKM was also carried out by (Zunaidah, Ama; Askafi, Eka; Daroini, 2021). The establishment of BUMDes is intended as a joint effort between the community and the village government, to develop the potential of the village and the needs of the community in order to improve the welfare of the entire community and contribute to village income. BUMDes business development requires the right strategy in managing the potential of village wealth. This study aims at the role of BUMDes in improving the welfare of the community. This research was conducted at the BUMDes Karya Real business location, Keboireng Village, Besuki District, Tulungagung Regency using qualitative methods. The role of BUMDes businesses in improving community welfare through the potential of agricultural products managed by UMKM is assisted by BUMDes in developing UMKM businesses. The potential of UMKM and absorption for the community is to create new jobs and businesses, Meanwhile, the role of BUMDes is for the development of UMKM, strengthening capital through savings and loan businesses and financial technology, market places through the web side and joint ventures. Through the development of BUMDes, community welfare has increased as evidenced by an increase in PAD and a decrease in the number of Pre-KS families.

Then, a similar research was carried out by (Haerudin et al., 2021) with the theme "The Importance of Village Owned Enterprises (BUMDES) in Advancing the UMKM Sector in Kendaljaya Village." With the increase in UMKM business players, it will improve the village economy itself. This is important for government agencies to pay attention to and assist the Micro, Small and Medium Enterprises sector by holding a program for empowering Micro-enterprises in Kendaljaya Village.

In contrast to previous research, this study presents more specifically about BUMDes and UMKM innovations carried out in two regions, namely Provinces and Regencies in Indonesia, precisely in West Java Province and Morotai Island Regency. Where, in this study, it focuses more on innovations created by local governments in order to realize a stable regional economy which is carried out with the participation and support of the Provincial and Regency communities as one solution to the problems of BUMDes and UMKM that have occurred in the area so far.

This research is considered important because it is based on Law of the Republic of Indonesia Number

20 of 2008 About Micro, Small, and Medium Enterprises that a just and prosperous society based on Pancasila and the 1945 Constitution of the Republic of Indonesia must be realized through the development of a national economy based on economic democracy. In addition, it needs to be carried out in a comprehensive, optimal and sustainable manner through the development of a conducive climate, providing business opportunities, support, protection, and business development as widely as possible, so as to be able to improve the position, role, and potential of Micro, Small and Medium Enterprises in realizing economic growth, equity and increasing people's income, creating job opportunities, and alleviating poverty. As has been set in Government Regulation of the Republic of Indonesia Number 11 of 2021 Regarding Village-Owned Enterprises, Village-Owned Enterprises, hereinafter referred to as BUM Desa, are legal entities established by villages and/or villages to manage businesses, utilize assets, develop investment and productivity, provide services, and/or provide other types of services. other efforts for the maximum welfare of the Village community. With the existence of BUMDes, of course, it can be used to develop the economic potential of the village, especially increasing its attention to UMKM.

Therefore, this study aims to determine the extent to which the realization of the application of innovations aimed at BUMDes and UMKM as a result of programs implemented by the government is supported by community participation and support, especially West Java Province and Morotai Island Regency which carry out innovations for BUMDes and UMKM. by using technology to overcome economic problems that occur in West Java Province and Morotai Island Regency. 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 a prosperous community economy

## 2. Research Methods

This study uses a qualitative method. Dr. Wahid Pure (2017) explained that the qualitative research method is a method used to answer research problems related to data in the form of narratives sourced from interviews, observations, document multiplication. In order to properly describe the approach and types of research, the presence of researchers, research locations, data sources, data collection techniques, data analysis, and checking the validity of the findings

in a research proposal and/or report, a good understanding of each of these concepts is required.

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 population in this study is an area that has made innovations in the field of UMKM and also BUMDES which aims to grow and develop businesses in order to build a prosperous community economy. While the research subjects are in West Java Province with the innovation of the UMKM Outlet System and in Morotai Island Regency with its innovation, namely IT BUMDes.

### **3. Results and Discussion**

#### **3.1. UMKM Outlet System in West Java Province**

The things behind the thought of designing the KUMKM Outlet application in West Java are first, as a follow-up to the Office of Cooperatives and Small Business of West Java Province towards the global socio-economic order in line with the West Java Provincial Government policy in 2015 which is to improve services to the community in aspects Small Business product development through government modernization and public participation with an emphasis on the application of information technology. Second, the results of the evaluation and revitalization of online promotion media (KUMKM Outlets) of the Cooperatives and Small Business Office of West Java Province in the previous period. Third, the need for up-to-date and effective supporting instruments in data identification and product/business development and marketing for Small Businesses in West Java Province. Fourth, the need for an information technology-based media to facilitate Small Business in West Java. And fifth, the need for effective instruments in strengthening and empowering Small Businesses in West Java broadly.

With regard to the purpose of this activity is to develop a "Web-Based Application for Business Development and Marketing of Small Business Products" in order to identify, facilitate, promote, strengthen and develop Small Business products in West Java.

The purpose of making this application is first, to provide a web-based application system that can accommodate the development needs of the Cooperatives and Small Business Office and Small Business actors in the aspect of data and information processing. Second, providing a marketing application system that allows introducing Small Business products at local, regional, national and international

scopes. Third, provide an application system for product development and Small Business that functions as an online display of Small Business Products. Fourth, provide an effective medium for strengthening Small Businesses in terms of human resources, market access and access to information technology. Fifth, provide effective and efficient means for supporting exhibitions and events at the Cooperatives and Small Business Office, especially in the Small Business Sector through e-registration for prospective exhibitors from all corners of West Java. And sixth, developing an application system that can be used as an instrument for monitoring and evaluating Small Businesses.

The results of the UMKM Outlet System in West Java are, first, UMKM outlets as a support system for UMKM for Digital-Based Product Marketing Activities. Second, the availability of accurate digital data regarding the profile and Small Business Products in West Java Province. And third, the availability of reliable instruments in monitoring and evaluating the development of Small Business in West Java.

#### **3.2. IT BUMDes Morotai Island Regency**

Village-Owned Enterprises (BUMDes) are one of the priority programs of the Ministry of Villages, Development of Disadvantaged Regions and Transmigration of the Republic of Indonesia (Kemendes PDTT RI). Through BUMDes, rural communities are encouraged to manage the economy autonomously. Village-owned Enterprises (BUMDes) are a forum for all village communities to develop their businesses and are one of the institutions recognized by the Morotai Island district government and given the authority for each village to allocate the Village Revenue and Expenditure Budget (APBDes) as initial capital in BUMDes activities to for the welfare of the village community. Given the increasingly difficult job opportunities both from the informal and formal sectors. So it is very important in encouraging opening up new business opportunities or growing small-scale businesses to be more advanced and independent.

Based on the vision and mission above, of course, it has the goals and objectives of achieving the Village Owned Enterprises (BUMDes) program. The establishment of BUMDes has four important objectives, namely improving the Village Economy, increasing Village Original Income, increasing Potential Management according to community needs, and becoming the backbone of Village Economic growth and equity.

To achieve the four objectives of BUMDes above, it must be done, among others, by meeting the needs (productive and consumptive) of the community through goods and services managed by the community and the village government. In addition, this institution is also required to be able to provide services to non-members/local communities by placing prices and services according to market standards that do not cause distortions in the rural economy caused by BUMDes efforts.

In the legislation it is stated that BUMDes can be established in accordance with the needs and potential of the village. The needs and potentials in question are first, the needs of the community, especially in meeting basic needs. Second, available village resources that have not been used optimally. Third, human resources are available who are able to manage business entities as assets that drive the community's economy. And fourth, the existence of business units which are economic activities.

BUMDes is a vehicle for carrying out business in the village. The business units include, first, the distribution of nine basic village economic commodities. Second, potential trade is packaged in the form of cooperatives which include: savings and loan cooperatives, fishermen/fishery cooperatives, livestock cooperatives, agricultural and plantation cooperatives and tourism cooperatives. Third, service businesses such as: land and water transportation services, village electricity, clean water and so on. And fourth, industry and folk/household crafts.

The results of the IT BUMDes innovation in Morotai Island Regency in the implementation system of Village Owned Enterprises (BUMDes) based on Information Technology (IT BUMDes) can provide benefits such as ease of accessing data and reporting. The data in question is overall data related to institutional data, as well as financial administration reports. In addition, this system can provide new opportunities in marketing products from the BUMDes business unit both offline and online so that it can encourage the improvement of the welfare of the people of Morotai Island Regency. Changing the old paradigm, which is to welcome the new morotai "MOROTAI BANGKIT".

#### 4. Conclusion

This study shows that local government and community participation in realizing innovations made in order to create a stable and prosperous community economy have succeeded in answering the problems

that occurred, especially in West Java and Morotai Island Regency. With the creation of the UMKM Outlet System innovation in West Java and the IT innovation of BUMDes, Morotai Island Regency managed to provide an application system that can accommodate the development needs for the Cooperatives and Small Business Office and Small Business actors in the aspect of data and information processing. As well as providing services to the local community by placing prices and services according to market standards that do not cause distortions in the rural economy caused by BUMDes efforts.

The results of the UMKM Outlet System in West Java are, first, UMKM outlets as a support system for UMKM for Digital-Based Product Marketing Activities. Second, the availability of accurate digital data regarding the profile and Small Business Products in West Java Province. And third, the availability of reliable instruments in monitoring and evaluating the development of Small Business in West Java.

Meanwhile, the results of the IT BUMDes innovation of Morotai Island Regency in the implementation system of Village Owned Enterprises (BUMDes) based on Information Technology (IT BUMDes) can provide benefits such as ease of accessing data and reporting. The data in question is overall data related to institutional data, as well as financial administration reports. In addition, through this system, it can provide new opportunities in marketing products from the BUMDes business unit both offline and online so that it can encourage the improvement of the welfare of the people of the Morotai Island district. Changing the old paradigm, which is to welcome the new morotai "MOROTAI BANGKIT".

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## ARTICLE

# Guidance and Supervision of Regional Innovation Post-Implementation of Pp 38 The Year 2017 Regarding Regional Innovation

## OPEN ACCESS

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**Abstract:** Rapid global developments make people demand real improvements from the government so that the impact can be felt directly, such as increasing competitiveness, improving public welfare, and empowering communities. The government responded to this push by issuing several regulations that are expected to accelerate service change in Indonesia. One of them is by issuing Government Regulation No. 38 of 2017 concerning Regional Innovation which is used as a solid foothold in guarding the transformation of governance at the local level. The purpose of this study is to provide an idea of guidance and supervision that the Ministry of Home Affairs must carry out, in this case, is APIP.

**Keywords:** Regional Innovation, Guidance and Supervision, Local Government

## 1. Preliminary

Global developments are currently experiencing very fast and sweet changes. This change is based on the increasingly advanced science and technology and the increasingly solid demands for improved governance. Now, the public voiced these demands to the government as a public service provider to transform and adapt itself to the latest developments. The community demands real improvements so that the impact can be felt directly, for example, to increase competitiveness, improve public welfare and community empowerment.

Based on the Global Competitiveness Index report, the leading countries are countries that have successfully implemented government, finance, and infrastructure reforms, such as Singapore, Switzerland, and Hong Kong (Klaus & Zahidi, 2020). In the global contest, countries that are not ready for change will be left behind and underdeveloped. Almost everything nowadays is a competition that is contested by all countries in the world, for example resources, investment, skilled labor and so on. Countries that are more efficient will actually win the battle due to the minimal costs incurred, the fast duration of service and legal certainty.

This point has prompted the need for significant changes in Indonesia. The government responded to this push by issuing a number of regulations that are expected to accelerate service change in Indonesia. One of them is by issuing Government Regulation No. 38 of 2017 concerning Regional Innovation which is used as a solid foothold in guarding the transformation of governance at the local level. Changes in the dimensions of local government are a key word to encourage the effectiveness of implementing decentralization and regional autonomy. Through innovation, local governments are encouraged to make various breakthroughs in the administration of government services and change themselves to become the most

"friendly" form of organization to the community and the market (Suwarno, 2008).

Of course, in order for this level of decentralization and regional autonomy to be more effective, it is necessary to develop and supervise both the top-down and bottom-up dimensions. In this top-down dimension, the implementation of regional autonomy is concerned with the issue of delegation of authority and needs to be designed to strengthen regulatory aspects that are then periodically supervised by the central government. This is done so that development targets and achievements in the regions can be synergistic and in line with national targets and achievements. In the bottom-up realm, there needs to be empowerment at the local level to be able to interpret national policies in the spectrum of diversity. The diversity of characteristics in Indonesia can be translated into the need for contextualization and modification of a policy with real and factual conditions on the ground.

## **2. Research Methods**

This research used a qualitative research method with a descriptive approach. Qualitative research is a research method that collects and analyzes data in the form of words and human actions without any attempt to quantify the qualitative data obtained. The data used in this study are journals related to research to obtain concepts relevant to the study of innovation in basic service development and supervision. Data collection is also carried out by searching various sources, which are then processed and described in narratives according to data needs.

## **3. Results and Discussion**

### **3.1. Legal basis**

Regional innovation is one of the public policies that becomes one of the instruments to assess the performance of local governments in providing public services to the community. At least there are several regulations which are the legal basis regarding the implementation of regional innovations as well as implementation of Regional Innovation Guidance and Supervision, among others:

#### **3.1.1. Law number 23 of 2014 concerning Regional Government**

According to this law, improving the performance of regional government administration can be done through innovation. Innovation is carried out in the form of changes related to the administration of regional government. However, in carrying out

innovations, there are things that need to be considered, namely paying attention to the principles of increasing efficiency, improving effectiveness, improving service quality, not having conflicts of interest, oriented to the public interest, being carried out openly, fulfilling compliance values and being accountable. the result is not for its own sake. Innovation initiatives can come from regional heads, DPRD members, state civil servants, regional officials and community members.

#### **3.1.2. Government Regulation number 12 of 2017 concerning the Guidance and Supervision of Regional Government Administration**

This government regulation emphasizes that in order for the guidance and supervision process to run effectively and efficiently, it is necessary to have clarity of duties and synergy of guidance and supervision through a coordination mechanism between the Central Government and governors as representatives of the Central Government and Regency/Municipal Governments. Likewise, the development and supervision of the village government as the organizer of government affairs and the interests of the village community in the government system of the Unitary State of the Republic of Indonesia which receives and manages state resources.

#### **3.1.3. Government Regulation number 37 of 2018 concerning Regional Innovation**

Regional innovation in the Regional Government Law is defined as all forms of reform in the administration of regional government. Regional innovation is essentially aimed at supporting the improvement of local government performance and optimally improving public services to realize the community's welfare. With regional innovation, it is hoped that it will accelerate the realization of community welfare through improving public services, empowerment and community participation, and increasing regional competitiveness.

#### **3.1.4. Presidential Regulation number 95 of 2018 concerning Electronic-Based Government Systems**

This Presidential Regulation illustrates that to realize clean, effective, transparent, and accountable governance as well as quality and reliable public services, an electronic-based government system is needed.

### **3.1.5. Minister of Home Affairs Regulation number 104 of 2018 concerning Assessment and Awarding of Regional Innovation Awards/Incentives**

The context of this Government Regulation emphasizes that to conduct an assessment, it must be based on the indicators of the assessment of innovations carried out by the regional government, the assessment of these indicators will be a guarantee that the regional government that is considered successful in implementing regional innovations can be accounted for. In addition to the assessment indicators, it also clearly regulates the business process of regional innovation assessments to the provision of regional innovation incentives.

### **3.2. The Concept of Fostering and Supervising Regional Innovation**

#### **3.3.1. Theoretical Conception of Coaching and Supervision**

In general, coaching is interpreted as an activity that is carried out consciously, planned, regularly and directed to increase the capacity, knowledge and attitude of a subject or individual in order to achieve a predetermined goal (Poerwadarminta, 2006). In the context of state institutions, development can be understood and correlated with strengthening the degree of professionalism of the state civil apparatus through the application of science and technology as well as strengthening joint commitments in the context of implementing New Public Management (Hjort, 2008).

Coaching generally has two main objectives: the alignment of programs oriented towards the goals of the national vision and a coherent understanding towards a global vision that focuses on creating a shared future. (Alder, 2016). Alignment of the outputs and outcomes of the national vision is reflected in the improvement of action plans in state organizations. This can be reflected by efforts to simplify business procedures and procedural governance (downsizing) as well as rearrange the form of state organization to achieve optimal results (rightsizing). Meanwhile, efforts to achieve a global vision can be achieved by strengthening state elements in order to achieve a shared global vision and accelerating interdependence between multinational actors towards these global goals. For example, each country needs to adapt and work together to achieve the targets set by international institutions such as eradicating absolute

poverty, reducing the risk of global warming, post-pandemic recovery and other common goals.

Meanwhile, supervision is defined as certain actions and procedures that help the government and its apparatus to be able to use their rights and authorities without violating the rules of the law. (Kiuriene, 2015). For countries with a decentralized system, supervision plays a significant role, namely ensuring that the action plans and implementation run in a synergistic and precise manner so that the target achievement can be achieved properly and optimally. Basically, the state supervises three forms of local decisions, namely legal, financial and administrative. If supervision is carried out posteriorly, it indicates the state's concern for good local governance (World Bank, 2008).

#### **3.3.2. Regional Innovation Concept**

Regional innovation is understood as all forms of renewal in the context of improving the performance of local governments. This definition is a mutually agreed definition contained in PP 38 of 2017 concerning Regional Innovation. All changes and breakthroughs made by the local government embody a political will at the local level in the context of accelerating the improvement of community welfare based on local wisdom. These breakthroughs can be inspired and initiated by all elements in their respective regional governments, which can come from regional heads, DPRD members, regional apparatus, state civil apparatus and the community (Mariana, 2010).

In the context of implementing regional innovations that are in line with the spirit of regional autonomy, regional governments must adhere to the principles that form the basis for implementing innovations. There are eight main principles, namely (1) increasing efficiency, (2) improving effectiveness, (3) improving service quality, (4) not causing conflicts of interest, (5) being oriented to the public interest, (6) being carried out openly, (7) meet the value of propriety, and (8) can be accounted for the results are not for self-interest. These eight principles are a spirit of accruing the principles of good governance into a bureaucratic posture in order to become a bureaucracy that is responsive to public services and avoids the impression of a traditional, monotonous and procedural bureaucracy.

Regional innovation forms are divided into three. First, innovation in local governance is an innovation in the implementation of local government management, which includes internal management in the

implementation of management functions and management of management elements such as e-planning, e-budgeting, etc. Second, public service innovation which is understood as innovation in providing services to the community which includes the process of providing public goods/services and innovation in the types and forms of public goods/services, which provide direct services to the community such as innovation in licensing, health service innovation, innovation education and so on. and third,

Meanwhile, in determining whether a renewal action is an innovation or not, it must refer to the boundaries that serve as guidelines in regulations on regional innovation. There are 5 things that become the criteria for regional innovation. First, it contains the renewal of all or part of the elements of the innovation. This means that the design of the innovation is wholly or partly different from the existing design. Second, providing benefits to the region and the community, such as increasing local revenue, saving regional expenditures, increasing regional government performance achievements, improving the quality of public services that are not intended for personal or group interests.

Third, it does not result in burdens or restrictions on the community that are not in accordance with the provisions of the legislation. For example, it does not cause other levies/obligations for the community that is not in line with statutory regulations such as the determination of regional taxes/retributions and does not limit people's access to services or exercise their rights as citizens such as adding certain requirements in accessing government services and so on. The fourth criterion, is a government affair which is the authority of the region. Namely being in the corridor of concurrent affairs where the authority has been clearly divided between the central, provincial and district/city areas. And fifth, it can be replicated.

### **3.3. The Existing Condition of Regional Innovation**

#### **3.4.1. Indonesia's Innovation Condition**

The implementation of innovation in Indonesia has experienced significant dynamics of change. This change is based on the spirit of change in providing government services to the public more quickly and precisely, and with costs that can be reduced to a minimum. Regional autonomy offers an opportunity for all elements of the government to transform and rearrange action plans and service procedures to be able to keep pace with the wishes of the public and the

market. Efficiency and effectiveness are the main keys in these changes.

Globally, Indonesia's innovation position, both in terms of the contribution of the public and private sectors, has undergone a fairly visible change. In the annual report issued through the global innovation index annual report, Indonesia's position has developed with a stagnation trend in the period 2018 to 2020. In the report, Indonesia is in position 85 of the total 131 countries reported or ranked 9th out of 27 low-middle income countries. In the report, as quoted in the WIPO report (2020), Indonesia excels in providing a stable macroeconomic posture, but is weak in terms of providing regulations, knowledge of workers and financing research.

The above conditions when compared with the achievements of comparable countries in the region, Indonesia's position is quite lagging behind. In the GII report, Indonesia's position is in position 14 of 17 Asia Pacific countries. Meanwhile, when compared to Southeast Asian countries, Indonesia ranks 7th out of 11 countries, lagging behind Singapore, Malaysia, Thailand, the Philippines and Vietnam. This lag is due to the weakness of national research, which is marked by the unbiased allocation of research funds of 2 percent of the budget and the lack of diversification of national production output (Games, 2019).

#### **3.4.2. Regional Innovation Report**

The issuance of Government Regulation number 38 of 2017 concerning Regional Innovation, as a follow-up to chapter XI of Law no. 23 of 2014 concerning Regional Government, is expected to be one of the instruments for improving the regulatory order in terms of implementing regional innovation. The PP is designed to be able to accommodate regional interests in terms of accelerating the improvement of local government performance in a more adaptive and solution way according to the context and characteristics of each region. The breadth of the dimensions of regional government, coupled with the diverse treasures and diversity, is certainly a challenge in terms of implementing regional innovation policies. Problems in each region certainly cannot be solved with uniform policies. So that the flexibility in terms of adoption,

In addition to the above Government Regulations, the Central Government also bridges and encourages the implementation of regional innovation by issuing Presidential Regulation No. 95 of 2018 concerning Electronic-Based Government Systems. The purpose of this regulation is to create continuity in the

implementation of public services. The government wants to encourage the acceleration of services to the community by changing the mindset of a monotonous and manual work culture to dynamic and electronic-based services. The government wants to cut the duration of long public services (red-tappe) to short, reduce face-to-face and procedural services into concise services in cyberspace, erode high costs into free services and so on.

The two regulations above become a catalyst in terms of implementing innovation in regional government administration. Local governments are competing to try to implement new things and adapt them to their respective regional contexts. According to a report compiled by the Research and Development Agency of the Ministry of Home Affairs, the number of innovations produced and reported has increased sharply from year to year. From 2017 to 2020, the number of innovations reported respectively were 576 innovations (2017), 3718 innovations (2018), 8016 innovations (2019) and 17779 innovations (2020). If we look at the number of local governments who reported an increase in participation, namely 188 regional governments (2018), 260 regional governments (2019) and 484 regional governments (2020) out of 542 regional governments (6 administrative regions in DKI Jakarta are not counted).

In addition, from the recapitulation of innovation data in 2020, the distribution of innovations was obtained, namely 3126 reported by the provincial government, 3481 innovations by the city government and 11169 by the district government. When viewed from the form of innovation, 13 percent are in the form of innovations in regional governance, 61 percent are in the form of public service innovations and 26 percent are in the form of innovations in other government affairs. When viewed from the type of innovation, 43 percent are in the form of digital innovations and 57 percent are in the form of non-digital innovations.

### **3.4. Regional Innovation Development and Supervision**

#### **3.4.1. Guidance and Supervision of the Ministry of Home Affairs**

As the axis of domestic government, the Ministry of Home Affairs fosters regional innovation to improve the performance of regional government administration. The guidance and supervision of regional innovation is carried out in stages following the provisions in PP 12 of 2017 concerning the Guidance and Supervision of Regional Government Administration and PP 38 of

2017 concerning Regional Innovation. In PP 12 of 2017, the Ministry of Home Affairs provides general guidance on: Division of government affairs, regional institutions, staffing in regional apparatus, regional finance, regional development, regional public services, regional cooperation, regional policies, regional heads and DPRD. Other forms of coaching are in accordance with the provisions of the legislation. In chapter IX article 34 PP 38 of 2017,

- a) Binwas is generally carried out by the Minister of Home Affairs;
- b) Binwas is technically carried out by the relevant minister or the head of the LPNK and coordinated by the Minister of Home Affairs;
- c) Binwas regional innovation by the provincial apparatus carried out by the governor;
- d) Binwas regional innovation by districts and cities in general and technically implemented by the governor as a representative of the central government;
- e) Binwas regional innovation by district/city regional apparatus is carried out by regents/mayors.

Regional innovation is attached to every slice in the general coaching section. Innovation is not a government affair, but the element of innovation is in all elements of local government administration. When synthesized, the aspects of fostering regional innovation can be seen in the image below:

In the realm of innovation policy, coaching can be specified in strengthening the regulatory dimension at the local level. The dimension of the regulation is attached to the stages of determining and implementing innovation, where regional innovation proposals are stipulated in a regional head decision while the implementation of innovation is implemented in the form of a regional regulation or local regulation. Strengthening the local policy base is necessary to convince the stakeholders involved to continue to be consistent in implementing innovation. The absence of regulations often causes the sustainability of a public policy to stagnate. In addition, regulations that are too rigid will also hinder innovation. For this reason, the regulations needed are regulations that are not too binding and are adaptive to regional needs.

The aspect of human resources is also a point of guidance to strengthen human resources' capacity as a supporting system for an innovation. Strengthening this capacity is necessary to encourage initiators to continuously improve the quality of innovation services. Strengthening this capacity can be done

through technical guidance, ToT, seminars, comparative studies (benchmarking), replication, and so on.

In the institutional and management dimensions, coaching can be done by measuring the level of organizational strength in responding to an innovation. For example, it is measured at the echelonization level of institutions in charge of regional innovation, or an innovation's planning and budgeting posture. Whether or not there is a standard operating procedure is an innovation.

### **3.4.2. Forms of Fostering and Supervision of Regional Innovation**

#### **A. Regional Innovation Assessment**

The Ministry of Home Affairs periodically conducts regional innovation assessments to measure how innovative local governments are in carrying out government affairs in their respective regions. This assessment aims to encourage positive competition between provincial governments and between district/city governments so that the realization of improved services to the community and the improvement of the quality of development and community welfare. In addition, this assessment aims to encourage the implementation of good governance and increase public participation in innovation processes carried out by local governments.

The basis for this assessment refers to Permendagri number 104 of 2018 concerning Assessment and Awarding and/or Regional Innovation Incentives, by following the assessment stages such as screening, index measurement, regional head presentations and field validation. Practically, the assessment of regional innovation is carried out using an electronic-based index measurement method by filling in aspects, variables and measurement indicators with supporting evidence. Thus, the classification and categorization of local government predicates will be obtained based on the results of filling in the regional innovation index data, namely Very Innovative (score>1000), Innovative (score 501-1000), Less Innovative (1-500) and Cannot be assessed (0/none). data). The results of the 2020 Regional Innovation Index assessment,

a) Province category: 21 provinces are very innovative, 3 regions are Innovative, 10 regions are less innovative

b) District category: 131 districts are highly innovative, 30 districts are innovative, 199 districts are less innovative and 55 districts cannot be assessed

c) City categories: 43 highly innovative cities, 11 innovative cities, 36 less innovative cities and 3 cities cannot be rated.

The function of this regional innovation index assessment supports the process of reforming the regional government bureaucracy. The first reason is to report regional innovations (registration) equipped with a registration code (bar code). Second, as a regional innovation data set (data bank). Third, as an instrument for developing regional innovation development maps. The results of the categorization of local governments can be a tool for sorting out what forms of development are appropriate and appropriate between local governments that are successful in implementing innovations and those that are less successful. Fourth, as a basis for calculating local government performance. The results of the measurement of the regional innovation index can be used as the basis for calculating the additional income of regional employees by 3 percent and can be used as part of the Regional Government Implementation Report (LPPD).

#### **B. Regional Innovation Award Pemberian**

The Regional Innovation Award or known as the Innovative Government Award (IGA) is a form of award given by the Minister of Home Affairs to appreciate and support the efforts of the provincial, district/city governments in carrying out regional innovations. This award is a form of guidance carried out by the Ministry of Home Affairs to encourage the acceleration of local government governance reform by applying the stick and carrot method, namely providing awards as a stimulus for successful local governments to be consistent in implementing regional innovations.

Based on article 16 paragraph (2) of Permendagri 104 of 2018, the categorization of award recipients is divided into 6 segments, namely: (1) the most innovative provincial areas, (2) the most innovative districts, (3) the most innovative urban areas, (4) the district/city areas. The most innovative in the category of underdeveloped area, (5) the most innovative district/city in the border area category, and (6) the

most innovative district/city in the category of Papua Province and West Papua Province. The list of recipients of the 2020 Innovative Government Award based on the Decree of the Minister of Home Affairs Number 002.6-6871 of 2020 concerning the recipients of the 2020 Innovative Government Award, among others:

- a) The most innovative provinces: Central Java, South Sumatra, Lampung, DKI Jakarta, and Banten.
- b) The most innovative districts: Situbondo, Wonogiri, Bogor, Banyuwangi, Temanggung, West Lampung, Musi Rawas, Hulu Sungai Selatan, Malang and Sumenep.
- c) Most Innovative Cities: Yogyakarta, Bontang, Tangerang, Palembang, Pekanbaru, Makassar, Bogor, Denpasar, Sukabumi, and Bekasi.
- d) Innovative Frontier Areas: Bintan, Morotai Island and Natuna
- e) Innovative Disadvantaged Areas: Nabire, Rote Ndao and the West Coast.
- f) Innovative Papua and West Papua regions: not available.

The form of the award given by the Ministry of Home Affairs is in the form of an award charter and an Innovative Government Award trophy. As a further appreciation for the application of innovation, recipients of the IGA award are also proposed to the Ministry of Finance to allocate Regional Incentive Funds.

### 2.3 Dissemination of Regional Innovation

Dissemination of regional innovations is an effort by the Ministry of Home Affairs to disseminate good practices of regional innovation to become a reference for other regional governments in the process of adopting, adapting, and replicating regional innovations. The Ministry of Home Affairs facilitates through the tuxedovation application, which is an application that contains a collection of videos of the implementation of regional innovations, as well as through the Regional Innovation Network Center, which is a shared application platform that contains the integration of government services.

### C. Communication Forums Across Ministries/Agencies and Local Governments

As the main axis in central and regional relations, the Ministry of Home Affairs also synchronizes and synergizes well with agencies at the central and

regional levels. At the central level, the Ministry of Home Affairs is embracing many technical ministries and agencies to build a grand design for the implementation of innovation jointly and to be involved in a series of cross-ministerial activities. For example, in the regional innovation assessment stage, the Ministry of Home Affairs involves several officials and experts from many central agencies to obtain various perspectives in measuring regional innovation. In formulating major policies, such as the preparation of government regulations and the minister of home affairs regulations, the same method is also carried out to add treasures and other perspectives based on their respective backgrounds.

At the regional level, many seminars, discussion forums and socialization activities were also carried out by involving the participation of local governments throughout Indonesia. This activity is carried out in the context of fostering innovation, namely to maintain the achievements of local governments that have succeeded in implementing innovations and encourage local governments that have not innovated to move to implement innovations in their respective regions quickly.

### D. Technical Guidance

The Ministry of Home Affairs also facilitates local governments with several technical guidance and ToT activities involving innovation implementers in each local government.

## 4. Conclusion

Regional Innovation occupies a key position in local governance, where local governments are encouraged to improve and provide breakthroughs in public services. In achieving the achievement target, regional innovation needs to be directed through a framework of guidance and supervision to be aligned with the action plan at the national level. The implementation of regional innovation development has been quite good, marked by the increasing number of regional innovations reported to the Ministry of Home Affairs and the number of local governments committed to regional innovation.

However, it is also necessary to make some recommendations for improvement of coaching and supervision. First, the need to strengthen the role of the Governor as a representative of the Central Government, where the central role is in the

intermediary relationship between the Central Government and the Regional Government. Second, the need for coaching thematically targeting the existing conditions in the coaching area. And third, it is necessary to supervise the use of regional incentive funds to accelerate the implementation of regional innovations to be more extensive.

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## ARTICLE

# Improving Puskesmas Services Through Integrated Management Innovation System in Ngawi and Sumenep Regency

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**Abstract:** This study discusses the innovations made in order to overcome problems that arise in innovating in public services such as Puskesmas. This study aims to determine the extent to which innovations carried out by the government with the support of the community can be successful and how their impact on the region, especially Ngawi Regency and Sumenep Regency in improving public services for the local community. This study used qualitative research methods. Data collection is carried out through searching various sources which are then processed and described in the form of narratives according to data needs. The population in this study is an area that has made innovations in order to improve public services, especially Puskesmas. While the research subject is in Ngawi Regency named ADA PUMA (Submit Deed from Public Health Center, District, or RuMah) Kabupaten Ngawi and Kabupaten Sumenep named the innovation “Si Mantap Puas” (Integrated Management System for Community Satisfaction) Guluk Guluk Health Center. This study shows that the innovations carried out by the government supported by the local community have succeeded in creating an innovative system in order to improve public services at the Puskesmas. The two innovations created by Ngawi Regency and Sumenep Regency have succeeded in facilitating public services at the Puskesmas in their respective regions, which of course is directly proportional to community satisfaction with the services provided. This study shows that the innovations carried out by the government supported by the local community have succeeded in creating an innovative system in order to improve public services at the Puskesmas. The two innovations created by Ngawi Regency and Sumenep Regency have succeeded in facilitating public services at the Puskesmas in their respective regions, which of course is directly proportional to community satisfaction with the services provided. This study shows that the innovations carried out by the government supported by the local community have succeeded in creating an innovative system in order to improve public services at the Puskesmas. The two innovations created by Ngawi Regency and Sumenep Regency have succeeded in facilitating public services at the Puskesmas in their respective regions, which of course is directly proportional to community satisfaction with the services provided.

**Keywords:** Innovation, Public Service, Community Health Center, Public Administration, Local Government

## 1. Preliminary

This study discusses the innovations made in order to overcome problems that arise in innovating in public services such as Puskesmas. Problems that are still often faced include the existence of service discrimination, limited facilities and infrastructure and

IT, and the low competence of human resources. There are too many service procedures, making applicants often do not bring complete files. Where, this is also taken into consideration how population services can be carried out quickly, easily, and accurately.

The birth of the concept of decentralization has made local governments more flexible in administering government. One of the implementations by the local government is public service. The government is fully responsible for the implementation of public services in the form of administrative services, goods and services. Therefore, the government must make efforts to meet the needs of the community. The regulation is based on the formation of Law No.25 Year 2009 about Public Service. 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 decent 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 service by the government to the community is a mandate from the constitution, how not the people as the owner of the sovereignty of this country have the right to obtain services from government institutions that are entrusted with the mandate by the people to serve their needs. (Muhammad Jamil, 2019). Puskesmas as a first-level health service unit that supports the realization of optimal health degrees must carry out its services to the maximum extent possible. The implementation of health services based on Law Number 36 of 2009 concerning Health states that health services consist of individual health services and public health services. The health services referred to include activities with promotive, preventive, curative and rehabilitative approaches. Whatever the form of public service, of course, what is expected is community satisfaction because it is a very important factor and determines the success of a public service, because the community is the consumer of the products it produces, without the public it means that the institution does not exist (Syofian, 2018).

In this study, the author tries to explain in detail related to the efforts made by the government with the participation and support of the community in carrying out an innovation program that has been designed to make it easier for the community at public health

centers to carry out service procedures for civil registration, especially in making birth certificates (which are the age of birth). less than 60 days) and a death certificate which of course can be a reference for the success of population services, considering that births and deaths are one of the ways to enter the biodata displayed on the KK. As well as discussing problems that illustrate that the main problem at the Puskesmas is that the implementation of community satisfaction surveys has not been maximized. The impact of the not yet maximal implementation of the survey is on community groups in general.

This research focuses on Ngawi Regency named ADA PUMA (Propose Deed from Puskesmas, Subdistrict, or RuMah) Ngawi Regency. Where in this innovation, service innovations that will be provided to facilitate the management of population documents are in the making of new birth and death certificates. This innovation is in the form of service applications that can be easily accessed by applicants, anytime and anywhere. By understanding the registration process to use the deed-making application, the applicant will find it easier to apply. All the required files can be easily sent in the form of an image to the application and the rest of the population administrator will select and the requirements have been reviewed, the deed will be issued immediately and the applicant just takes the deed to the Population and Civil Registration Office. Other than that, this research also focuses on the innovation created by Sumenep Regency named the innovation "Si Mantap Puas" (Integrated Management System for Community Satisfaction) Guluk Guluk Health Center. Where, the main problem at the Guluk Guluk Health Center is that the implementation of the community satisfaction survey has not been maximized, which only reached 64.6%. The data that can be collected by customers who say they are not satisfied with the services of the Guluk Guluk Health Center through social media from January to May 2018 are as many as 5 people. To solve the problem above is to make a breakthrough by conducting surveys that are closer to the community and easy to do so that the implementation of the survey can be maximized and data can be received quickly,

Problems about public services, especially Puskesmas are certainly not foreign to our ears. Research related to this Puskesmas has been carried out by many researchers. As is the case with research conducted by Trilina et al., (2019), where the research was carried out starting from the problem of the level of human resources among doctors, infrastructure and

employee discipline. Therefore, the purpose of this study is to find out and explain public services at the Montasik Health Center, explain the obstacles faced by the Puskesmas in providing good service to patients and explain the efforts made by the Puskesmas to overcome the problems faced in serving patients. The results showed that the average public service at the Montasik Health Center was 80% running well, but there were still services that were not running well due to a lack of facilities which resulted in disrupted services.

In addition, research on public services at the Puskesmas was also carried out by researchers, namely: (Mananeke et al., 2019) which concludes that employee performance is measured based on indicators of quality, quantity, implementation of duties and responsibilities. In employee performance there are deficiencies in indicators of quantity and responsibility where employees carry out their duties and work correctly, but there is still timeliness and is still a little slow in completing their work and there are still employees who often arrive late. Service quality is measured based on the dimensions of direct evidence (tangibles), reliability (reliability), responsiveness (responsiveness), assurance (assurance) and empathy (empathy). In terms of service quality, it is quite good but there are still shortcomings in the dimensions of direct evidence (tangibles). Employee performance has a positive effect on service quality at the North Lembeh District Health Center, Bitung City.

Hariyanto (2017) examines the Analysis of Public Satisfaction on the Quality of Public Services which shows that the results of research on the level of community satisfaction show in the good category, the quality of public services in the good category by taking into account the elements of speed of service, elements of justice, elements of discipline, elements of certainty of service costs and certainty of service schedules are elements that still need to be improved. From the results of the study it can be concluded that in general the value of service elements at the UPTD Beji Public Health Center Boyolangu District, Tulungagung Regency is good, although it is still necessary to improve the performance of the officers.

In line with this research, research in order to improve the quality of public services at the Puskesmas was also carried out by (Susanti, 2020), where providing quality health services with easy access for the community is a challenge. The complexity of health services that are still burdened with inefficiency, errors, limited resources and other problems that threaten the

accessibility and safety of patients is a problem that is still being faced. Customer-oriented service is a priority in accelerating the improvement of Community Health Efforts (UKM) in Puskesmas. The results showed that the quality of service at the Sarolangun District Health Center has excelled in the dimensions of responsiveness, assurance and empathy, but still needs to be improved on the dimensions of tangible and reliability. Based on the mapping of the attributes that determine service quality, it was found that the attributes that should be the main concern are the activities of fostering the elderly, the activation of mutual cooperation activities by the community and the readiness of officers to conduct counseling whenever the community needs it. Increasing the SME program through increasing community empowerment as a manifestation of community independence, maintaining and improving their health status is the main strategy that can be done.

Not only that, the results of research conducted by (Pundenswari, 2017) shows that service quality has a positive and significant effect on community satisfaction. Furthermore, to improve the quality of public services at the Puskesmas, it is better to emphasize improving services on the aspects: tangible, reliability, responsiveness, assurance, and empathy.

Then, there is also research conducted by (Fitria et al., 2020) to explain the quality of public services at the Rappang Health Center and to determine the community satisfaction index at the Rappang Health Center, and to determine the effect of the quality of public services on the community satisfaction index at the Rappang Health Center. Where, the results of the study indicate that the quality of service at the Rappang Health Center is in the poor category with an average percentage of 56.8%, the community satisfaction index at the Rappang Health Center is in the poor category with an average percentage of 60%, and the influence of service quality on community satisfaction index with a percentage of 55.7% has an effect.

In contrast to previous research, this research presents more specifically on two districts in Indonesia, namely Ngawi Regency and Sumenep Regency. Where, the innovations that will be discussed are innovations made by the local government and the people of the district to answer all problems in public services in the area, especially in the two districts.

This research is considered important because it is based on (Regulation of the Minister of Health of the Republic of Indonesia Number 31 of 2019 regarding the Puskesmas Information System, that in order to

improve the management of the implementation of the Puskesmas, it is necessary to support the Puskesmas Information System which is able to ensure the availability of data and information in a fast, accurate, current, sustainable, and accountable manner. The Puskesmas Information System is an arrangement that provides information to assist the decision-making process in implementing the management of the Puskesmas in achieving its activity targets. In addition, the regulation of the Puskesmas Information System aims to realize the implementation of an integrated Puskesmas Information System, ensure the availability of quality, sustainable, and easily accessible data and information, and also improve the quality of health development in its working area through strengthening the management of the Puskesmas.

Of course, in realizing good public services, innovation programs must be packaged in a systematic, planned, and synergized manner in the implementation process. Good cooperation between the government and the community is needed. By realizing good cooperation between the government and the community, it will facilitate the implementation of innovation programs to improve good public services for local communities.

Therefore, this study aims to determine the extent to which innovations carried out by the government with community support can be successful and how they impact the region, especially Ngawi Regency and Sumenep Regency in improving public services for the local community. With this research, it is hoped that it can become a bridge or facilitator for other regions in seeking innovations in the field of public services, especially Puskesmas, so that it is not only the regions concerned who apply this innovation. And it is also hoped that this innovation can be a solution to realize Regency/City areas in Indonesia with the best public services.

## 2. Research Methods

This study used qualitative research methods. Qualitative research is a process of exploring and understanding the meaning of behavior carried out by individuals and groups, as well as describing how problems occur in the social and humanitarian fields. The research process consists of temporary research questions and procedures, data collection, data analysis carried out inductively, constructing partial data into themes, then interpreting the meaning of the data, and the final activity is writing a report (Sugiyono, 2017).

Qualitative methods develop when there is a change in the paradigm in viewing a reality, phenomenon, or observed phenomenon. During the paradigm shift, social reality has been seen and understood as holistic, complex, dynamic, and full of meaning (Zamili, 2015; Sugiyono, 2017).

Qualitative research is also a type of research that produces findings that cannot be achieved (obtained) by using statistical procedures or other means of quantification (measurement), so that it can be used to find and understand what is hidden behind phenomena which is something that difficult to understand satisfactorily (Rahmat PS, 2009).

Data collection is carried out through searching various sources which are then processed and described in the form of narratives according to data needs. The population in this study is an area that has made innovations in order to improve public services, especially Puskesmas. While the research subject is in Ngawi Regency named ADA PUMA (Submit Deed from Public Health Center, Subdistrict, or House) Ngawi Regency and Sumenep Regency named the innovation "Si Mantap Puas" (Integrated Management System for Community Satisfaction) Guluk Guluk Health Center.

## 3. Results and Discussion

### 3.1. ADA PUMA (Submit Deed from Public Health Center, District, or House) Ngawi Regency

The general condition of the community regarding public services is related to the low quality of service, so that it demands acceleration in encouraging the growth of innovation in services. Meanwhile, problems that arise in carrying out innovations include the existence of service discrimination, limited facilities and infrastructure and IT, and low competence of human resources. There are too many service procedures, making applicants often do not bring complete files. This is also taken into consideration how population services can be carried out quickly, easily, and accurately.

The population administration system is a monitoring of the continuous development of the population, and is strongly influenced by birth and death events. Reporting in the adminduk system is very dependent on data input that enters the application. Public awareness about administration is still low, demanding that the administration (Disdukcapil) must innovate continuously, so that people also feel served anywhere anytime.

Service procedures for civil registration, especially in making birth certificates (who are born less than 60

days old) and death certificates can be a reference for the success of population services, considering that births and deaths are one of the ways to enter the biodata displayed on the KK. In the process of forming the data, the applicant sometimes does not immediately understand the requirements that must be prepared, so it must take a special time to process it. So the Department of Population and Civil Registration of Ngawi Regency carried out service innovations that made it easier for applicants to manage population documents.

The service innovation that will be provided to facilitate the management of population documents is in the making of new birth and death certificates. This innovation is in the form of service applications that can be easily accessed by applicants, anytime and anywhere. By understanding the registration process to use the deed-making application, the applicant will find it easier to apply. All the required files can be easily sent in the form of an image to the application and the rest of the population administrator will select and the requirements have been reviewed, the deed will be issued immediately and the applicant just takes the deed to the Population and Civil Registration Office.

The main benefits generated by this service innovation are first, the ease of filing documents. In managing resident documents, applicants can file them online. The requirements for submitting birth and death certificates are submitted via scan or photo attached to the service application. The management process is getting shorter. It is enough for the applicant to go to the Disdukcapil once to process the document, namely to take a deed quote and submit the document file. The Minister of Home Affairs instructs Regional Heads to simplify the requirements for making birth certificates as stated in Circular No. 471/1768/SJ, the government is prohibited from providing additional requirements in the service of recording e-KTP and issuing birth certificates.

Second, reducing the role of brokers in the administration of population documents. Information from several service bureaus that they are increasingly losing the market. More and more people are switching to taking care of documents through the puskesmas. Considering that all administration of resident documents is free of charge/free. Timeliness, which is one of the successes of the service, is very rare if the applicant still relies on other people to take care of it, because delays in completing documents according to the SOP submission can be slow because they are missed by other people.

Third, the formation of complete population data. With community participation in submitting reports or submitting birth and death certificates, the existing population data will develop automatically according to population events in the community. With the formation of the Population Data, it can be used as a means to determine population demographics and can be used for development purposes in order to achieve the target of 17 TPB.

Fourth, the formation of service feedback. Community participation is also a service feedback for Disdukcapil, because the community can directly take advantage of service innovations. With this involvement, the community can become supervisors of the implementation of services from the input process to the output with the issuance of deed documents.

Fifth, the application of Information Technology. With the implementation of this population service application development innovation, the Disdukcapil has implemented information technology in service delivery. The development of existing innovations will be developed so that the benefits of using population data can be maximized.

Sixth, the formation of more qualified human resources. The application of service innovations to other parties who are not their expertise is a form of providing additional information. It is hoped that with the new technology, the public will no longer be common in using developing technologies, so that the quality of personnel can be improved and gender equality will not be a barrier in the success of development.

Seventh, the formation of Population Demographic Data. Population demography is the basis of analysis that studies the problems and circumstances of population changes related to birth, death, migration, so as to produce a condition and composition of the population according to certain sexes with the existing conditions of social mobility.

Eighth, equal distribution of services. With the innovation of online services, services can be done anywhere and can be done. One of the considerations for holding online services is considering the mobility or activities of the population.

Ninth, increasing public awareness. The easier and more practical the management of population documents, the community will try to try and try the applications that have been provided online, so that the desire arises from the community to take care of their own population documents. Besides the increasing use

of NIK and KK for public services, the public will increasingly know that population data has an important role in service delivery.

Tenth, guaranteed data security. Although the service innovation carried out is the development of an application standardized by the central government, the security and accuracy of the data will still be guaranteed. Because with the submission file that is scanned by the applicant, it will be verified by the IT officer from the Disdukpencapil.

Eleventh, lower operating costs. Besides the management of the deed submission has been freed, the usual costs are borne by the applicant. Both transportation costs and other costs can be minimized.

Twelfth, more effective, efficient, and not through the queue. Applications in terms of submitting a deed through an online application, there is no need to queue up. Submissions received are submissions before 10 o'clock and the deed can be taken at 12 noon.

Thirteenth, protecting state sovereignty. With complete population data, the identity of the population can be identified easily, so that the mobility of the population is quite high and the relocation process is difficult to see its activities, so it can be recognized quickly if they have the same identity. This can protect the country from slashing threats originating from within the country.

The result of this innovation is that before there was an innovation the process of making birth and death certificates at the Disdukpencapil was verified by the Civil Registration Division. SOP Manual deed submission is carried out through registration by the applicant and verified by the civil registration officer. The limited information received by the applicant, usually the applicant to come to the Disdukpencapil must meet the requirements that are still lacking. So for the initial steps taken to meet the requirements, the applicant must return a second time.

After the implementation of the PUMA ADA innovation, the step that was omitted was to come to the Disdukpencapil to complete the submission file. The ADA PUMA application can be viewed through the website: <http://siak.ngawikab.go.id>, the SOP for the Submission of Birth and Death Certificates has been given a place to be attached as a submission file.

The birth report submitted as a file on the application innovation must be based on the domicile principle (the child's domicile follows the domicile of his parents). The requirements attached to the submission file through the ADA PUMA application are

age of birth  $\leq 60$  days, birth certificate from doctor/midwife/birth attendant, parent's marriage certificate, parent's KK (ORIGINAL), parent's FC ID card, FC ID of witness (one person)), and FC of the Reporting Party's Identity Card. Which is scanned only No. 2 and 3, and the complainant must be the person who will submit and collect the certificate because the complainant must sign on the Birth Certificate Register.

Meanwhile, the management of the death certificate requires a death certificate from the doctor/Hospital/ Village, Original KK, FC KTP of the Witness, FC of KTP of the Reporting Party, and the Witness and the reporter must sign on the Application Form. Documents that must be scanned and uploaded are No. 1 and 2, and the complainant must be the person who will submit and collect the certificate of deed because the complainant must sign on the Death Certificate Register. The procedure for reporting the birth of Indonesian citizens (Babies who do not have a NIK) is to adjust the regulations.

In Law no. 24 of 2014 concerning population administration that for civil registration of new births, babies do not have a NIK for the KK entry process. This stage is the beginning of registration for reporting the birth of Indonesian citizens to get a baby NIK. This process is also carried out by a scan/photo process as a submission file that must be included and uploaded. The last stage is the printing of the birth report for Indonesian citizens to be used in the application for a birth certificate.

Applicants who have submitted and uploaded data through an online application, will bring all the supporting documents for the deed application and take it to the Disdukpencapil and will immediately get a residence document in the form of a Birth/Death Certificate and a New KK. Another service that previously was that the applicant had to write the application file in the Register of Deed Submission, so now the applicant does not need to write an application form because all they need to do is print the application and it can be signed directly by the complainant. As a result of the implementation of this online service innovation, the archiving form which is usually the Deed Register Book which is manually written by the applicant, is now in typed form to be directly signed by the applicant at the time of taking the deed document. Because the special entry in submitting a birth certificate is only for new births ( $\leq 60$  days), then there will be a separate motivation for the applicants, because with the submission of the deed that is more than 60 days the service procedure is different. This is

done by considering and anticipating that there are applicants who have more than 60 days of data entry in other places.

### **3.2. "Si Mantap Satisfied" (Integrated Management System for Community Satisfaction) Guluk Guluk Public Health Center, Sumenep Regency**

Along with advances in technology and the demands of society in terms of service, the unit providing public services is required to meet the expectations of the community in providing services. Public services carried out by government officials are currently felt to have not met the expectations of the community. This can be seen from various public complaints submitted through the mass media and social networks. Of course, these complaints, if not handled, will have a negative impact on the government. Furthermore, it can lead to distrust of the public.

Guluk Guluk Puskesmas in implementing Permenpan number 14 of 2017 concerning guidelines for compiling a community satisfaction survey for public service delivery units, as the person in charge is from the quality team. So far, conducting customer satisfaction surveys and community satisfaction surveys, from year to year the level of satisfaction has increased, where the last survey was conducted in May 2018 reaching 84% which means good. However, the implementation of the customer satisfaction survey at the Guluk Guluk Health Center has not been maximally implemented, where the current implementation is still manual by using survey coins that are inserted into the satisfaction box, so that not all customers can measure their level of satisfaction. Data obtained in April 2018 from a total of 1127 customers who visited, 728 customers who gave their satisfaction level (64.6%), the results are 99% satisfied and the rest are not satisfied. Other data, not all service units conducted the survey, including the Puskesmas network, had not conducted the survey at all. After analyzing the causes of the not yet maximal implementation of the satisfaction survey, namely the understanding of customers to provide satisfaction levels through satisfaction coins, the limitations of officers who concurrently provide services, difficulties in explaining one by one to customers.

The problems above illustrate that the main problem at the Guluk Guluk Health Center is that the implementation of the community satisfaction survey has not been maximized, which only reached 64.6%. The impact of the not yet maximal implementation of the survey is on community groups in general. The data

that can be collected by customers who say they are not satisfied with the services of the Guluk Guluk Health Center through social media from January to May 2018 are as many as 5 people. To solve the problem above is to make a breakthrough by conducting surveys that are closer to the community and easy to do so that the implementation of the survey can be maximized and data can be received quickly, can be processed quickly and quickly as well as in providing feedback to the community through innovative programs, namely "Si Mantap Satisfied" (Integrated Management System for Community Satisfaction).

The purpose of implementing the "SI MANTAP PUAS" program (INTEGRATED MANAGEMENT SYSTEM OF COMMUNITY SATISFACTION) is to measure the level of community satisfaction as service users and improve the quality of public service delivery. By conducting the SI MANTAP PUAS program, benefits are obtained, including knowing the weaknesses or shortcomings of each element in public service providers, knowing the performance of service providers that have been carried out by the public service unit periodically, as material for determining policies that need to be taken and follow-up efforts that need to be taken. It is necessary to do on the results of the Community Satisfaction Survey, it is known that the overall community satisfaction index on the results of the implementation of public services in the scope of the Guluk Guluk Health Center, stimulates positive competition,

Examples of changes in the implementation of public services, namely from conventional implementation, namely the survey process with questionnaires and satisfaction coins causing us to still bother to duplicate and during the data analysis process we are still bothered to tabulate data, so the process takes quite a long time and costs quite a bit. Another example of change is that the public service of the Guluk Guluk Health Center has followed technological developments, is paperless so that it shows smart public services, communicative public services, easy to access and easy to manage feedback from the community. Improvements in public services have an impact on the community, namely people are more comfortable in giving assessments, giving reasons about unsatisfactory services, provide suggestions and criticisms and most importantly directly know the value of the community satisfaction index and quick response in managing survey results with changes to service improvements. The positive

impact of the community can be measured through the results of the Community Satisfaction Index and the number of complaints about the services provided to the community.

The outputs of the SI Mantap Puas innovation program are detailed community satisfaction reports, reports on community satisfaction levels and their graphs, recapitulation of reasons for dissatisfaction, recapitulation of suggestions and criticisms as well as feedback from the community, and real time Community Satisfaction Index values. The system for monitoring progress and evaluating activities is through monthly monitoring of survey implementation through the application, the validity of the survey results and an inventory of problems and obstacles encountered. From these problems, a follow-up was made in the repair process.

#### 4. Conclusion

This study shows that the innovations carried out by the government supported by the local community have succeeded in creating an innovative system in order to improve public services at the Puskesmas. The two innovations created by Ngawi Regency and Sumenep Regency have succeeded in facilitating public services at the Puskesmas in their respective regions, which of course is directly proportional to community satisfaction with the services provided.

With the ADA PUMA innovation (Submit Deeds from Public Health Centers, Sub-districts, or Houses) in Ngawi Regency, the main benefits generated by this service innovation are ease of filing documents, reducing the role of brokers in managing population documents, forming complete population data, forming service feedback, implementation of Information Technology, formation of more qualified human resources, establishment of Population Demographic Data, equal distribution of services, increased public awareness, guaranteed data security, lower operating costs, more effective, efficient, and not through queues, as well as protecting state sovereignty. Where, with complete population data, the identity of the population can be identified easily. This can protect the country from slashing threats originating from within the country.

While the results of the innovation "Si Mantap Puas" (Integrated Management System for Community Satisfaction) Guluk Guluk Health Center Sumenep Regency, namely changes in the implementation of public services, namely from conventional implementation, Guluk Guluk Public Health Center

public services have followed technological developments, paperless so that it shows good public services. smart, communicative public services, easy to access and easy to manage feedback from the community. Improvements in public services have an impact on the community, namely people are more comfortable in giving assessments, giving reasons about unsatisfactory services, providing suggestions and criticisms and most importantly knowing the value of the community satisfaction index and responding quickly in managing survey results with changes in service improvements.

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## Afiliation Index

Research and Development Agency, Ministry of Home Affairs Republic Indonesia	1
Regional Research and Development Planning Agency of Banten Province	8
Research and Development Agency, Ministry of Home Affairs Republic Indonesia	16
Inspector General, Ministry of Home Affairs Republic Indonesia	23
Research and Development Agency, Ministry of Home Affairs Republic Indonesia	31



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