Model of On-Line System in the Public Service on Citizen's Charter Basis

Susi Ratnawati[1], Juli Nurani[2]

[1] Faculty of social and political sciences, [2] Faculty of law,
Bhayangkara University, Surabaya, INDONESIA.

[1] susiratna11@gmail.com

ABSTRACT

Model and standard of public service on citizen's charter basis in the government institution is still problematical and demanding for serious attention, along with public demand for performance of public service in the area of governmental bureaucracy. Public complaints about public service given by public servant need to be examined and searched for solution. The importance of service standard on citizen's charter basis with on-line system in region, especially those agencies which directly connect with the public, such as Puskesmas, the making of KTP, birth certificate, KSK, SIM, STNK, license office, tax office (agency). With the model of on-line system in the public service on citizen's charter basis, the public will find information; the public will be involved directly in the process of service and determination of system of service procedure in accordance with citizen's charter made between the public and bureaucrat. If the public all this time just take for granted those what have been decided by bureaucrats, in the citizen's charter the public participate jointly.

But public service with this CC accepts criticism and demand from the public and all kinds of rules issued by government must consider public interest. This will be better and better if model of on-line system is used in public service with this citizen's charter.

The accurate solution for on-line system to determine the correct technological support is to implement software of information system in on-line. The advantages gained if the on-line informational system is used among other thing are: 1) Public service becomes optimal, 2) data become integrated, 3) facility of data access is available for service provider, 4) informational service exists which can be accessed by the public, 5) time, energy, and cost efficiencies become optimal.

Keywords: Modeling, on-line systems, public services, citizen's charter

INTRODUCTION

General condition of public-service implementation in East Java is still confronted with service system from public servant who has not been maximal in the effective, efficient public service. There are still many complaints come from the public, indirectly or via media about low quality of public service, long and complicated procedure, no time limit of time period about resolution, high cost, non-transparent requirement, non-responsive officer, and so forth. These are indicators of low quality of public service implementation these days.

Kementrian MENPAN in 2004 set the year of quality improvement in public service in East Java and one year later MENPAN via letter no B/529/M.PAN/3/2005, March 22, 2005 planned to set East Java as Pilot Project of quality improvement of Public service at national level and also letter NO B/69/M.PAN/04/2005, April 12, 2005 in order to regulate immediately the standard of public service in a regional regulation, at provincial and regency/municipal levels.

Model of local public service appeared from Puskesmas Bendo Kepanjen Kidul Blitar Sity. Since 2001 this Puskesmas has applied citizen's charter. In this Charter, public service is set between the puskesmas and stakeholders.

Therefore, by examining the matter in question, it is expected that information can be found relating to citizen's charter implementation and to how to improve public service. These are important matters to examine. That's why this research is so important to be carried out. With this research, it is expected that the implementation can be known in bringing about the superior or the best service.

Although this can connect the interest of provider and stakeholder, there are no many regions which will implement it. Ideally, the standard of public service is decided by service provider and stakeholder. The goal is public service does not go for wrong target. All this time the public more frequently get specified service. *(hariatni Novitasari / Hadi munawar) http://www.jawapos.com/index.php?act=detail*

The perfect solution for improvement of public service quality is appropriate technological support exists, that is, by implementing the software of public service informational system (SisPel) in each agency. The advantages gained if these agencies use SisPel among other things are: 1) Public service becomes optimal, 2) data become integrated, 3) facility of data access is available for service contributor, 4) informational service exists which can be accessed by the public, 5) time, energy, and cost efficiencies become optimal. The activity of this research is to design and implement the software of public service information-system (SisPel) in the agency which provides public service, the public needs this SisPel because it is useful to help the improvement of public service quality, and the existing information technological support in the agency will have positive effect on acceleration of technological progression, where the SDM will indirectly be motivated to make up for lost time. The service information system is one of forms of technological information implemented on-line and integrated in one internet network with data security system lies in user administrator by password to login.

This research has a special goal, i.e. to develop the model of public service quality by making use of citizen's charter in the information system, as an effort for improving public service. The developed model of public service quality is based on need assessment in the field and is adapted to condition of the public neighborhood where the public service is provided, and stresses on provided information system which is easily accessed by stakeholder. By identifying determinant variable of the public service quality based on information system of public service continuously provided, it is expected that the stakeholder will get good service and they can get information on all services faster and accurate.

Specifically the research aims at Identifying on-line system in providing public service based on citizen's charter in East Java, by making use of need assessment to find data about the need of the stakeholder that enables to be developed.

The quality of regional bureaucratic service is heavily dependent upon quality of bureaucrat who occupies position as implementer of regional government. Various negative opinions against the existence of government bureaucrats such as nickname "mice of bureaucracy" or feudal officers and they tend to ask to be serviced, slowly but sure develop to be daily habit and go to labeling process. The government bureaucracy now is experiencing public distrust because of KKN practice. They have weak competitiveness compared to private sector. Most of civil servants are workers who are not accustomed to competing between themselves.

SYSTEM OF SERVICE BASED ON PUBLIC INEREST

One of missions of long term development in the area of public servant is to bring about system of fast, accurate, and satisfying public service management. (www.nakertrans.go.id/b)

The achievement standard of service implementation is determined by satisfaction level of service recipient (stakeholder). The satisfaction of the stakeholder is achieved if the stakeholders get the service is in accordance with what is needed and expected. Therefore related to the level of public satisfaction, Keputusan MENPAN Nomor 63 Tahun 2004 instructs that every service implementer regularly carries out index survey of public satisfaction, and also every implementer of public service must fulfill service standard and these are published as guarantee of security for the stakeholders. The service standard is a measure standardized in the implementation of public service must be obeyed by the service provider and/or the recipient (stakeholder), standard of service covers (Ratminto & Atik Septi Winarsih, 2005: 24)

1. Service Procedure, the procedure is standardized for the service provider and stakeholder (the service recipient) including complaints.

2. Time of finalization, the time is set since the application is submitted until finalization of service including complaints.

3. Cost of service, cost/tariff of service including the list set in the process of providing the service.

4. Product of service, the outcome of service will be received is in accordance with specified provision.

5. Facilities, adequate service facilities supplied by the implementer of public service.

6. Competence of personnel from service provider, the competence must be decided correctly based on knowledge, skill, attitude and behavior needed.

A very important factor in the management of public service is the operated system of service which underlines public interest. Many cases of new system applications which disregard public interest, for example PLN, electrical service by PLN is assessed very poor (bad). All-day electrical extinction without earlier notice from the PLN, whereas if someone pays late, the electricity will be disconnected immediately. The PLN never open itself toward complaints from the public who has paid its product, it never talk about public service, except technical problem. (Media Indonesia, 2005)

DEVELOPING THE SERVICE CULTURE

Providing services by public servant is embodiment of apparatus function as public and state servant so that he or she is always asked to provide the best services. The function, however, has not worked optimally so that the service quality of bureaucrat still becomes public concern, particularly relating to long and complicated service procedures, no service security, time management, cost and requirements, inadequate transparency of information about matters relating to the service and apparatus attitude.

Another thing that is very important in improving the quality of public services is the development of self-service culture in the bureaucracy. No matter how great the quality of human resources, but if they do not have a service culture, then it's greatness will only be used to fool the service user.

In certain cases we can prove that the system had good service and human resources are so great that originally changed drastically into a system that is not in the public interest and human resources are also not oriented to the interests of society and did not appreciate the service user. This happens because there is still lack of service culture. So they will only serve well if the service user is able to pay dearly in cash. (Ratminto & Atik Septi, 2005: 44).

CITIZEN'S CHARTER OF INCREASE TO PUBLIC SERVICE

Innovation and reform in the public service is mandated by Presidential Instruction No. 5 of 2005 on the Acceleration of Corruption Eradication, basic point 4 which states that illegal fees that occurred during this get removed, it is necessary to improve the quality of public services. Terms of improving the quality of public services in terms of goods, services and licensing requires (1) a clear requirement, (2) a clear time, (3) cost rates are clear. So the basic principle of the Instruction, that fighting corruption should not be done but it would be more repressive reach the target if done preventively.

One of the activities that should be realized by a model of good governance is the "Public Service". (Widiyarta, 2006). The quality of public services is often a lot of complaints by users of the service be it on speed, cost, convenience, and so forth. However, the bureaucracy still showed a negative impression caused by the bureaucracy has been unable to respond wishes of the people. Bureaucracy which has been working slow, cautious and methodology have been unacceptable to the people who need the service fast, efficient, timely and simple.

Contract Services (citizen's charter) is an approach to public service delivery that puts service users at the center of attention. That is, the needs and interests of the service user should be the main pewrtimbangan in the whole process of public service. In a study of citizen's charter in the plural known in the vision and mission of public service. Vision care is an agreement between service providers, service users and other stakeholders about the practice and performance of services to be realized. While the mission of the ministry is all actions or activities that need to be done by the service provider in order to realize the vision.

Contract services (citizen's charter) to provide the certainty required for services that include time, cost, procedure, and method of service. In this contract should also provide information on the rights and obligations of the service users, service providers and other stakeholders in the whole process of service delivery to facilitate the service users, citizens and other stakeholders in the control of the practice of service delivery, simplify service management, service delivery and improve performance management Formatting services in identifying the needs, expectations and aspirations of service users. (Soekarwo: 2006).

ONLINE SYSTEM MODEL BASED ON PUBLIC SERVICE CITIZEN'S CHARTER.

Use of information systems for government neighborhood called "electronic government", or abbreviated e-Government. The development of e-Government is intended to create a government that is effective and efficient, transparent and accountable (good governance) both at central and local levels. So now the central government and local governments were vying to start and develop e-government. In designing e-Government strategies need to be made are directed and continuous short-term and long-term. (R Driana Lusmiarwan, Suhono H. Supangkat: 2006)

Advances in information technology and improvements in the management of information systems to encourage a lot of changes in the organization. One big change is the perceived effectiveness and efficiency of the work.

Effective due to improvements in the system volume information more and more number of jobs that can be done with a small error rate (as an example of the use of information systems in the case of the calculation of accounting and inventory items).

Organizational efficiency can also be improved by the reduction in economic costs in terms of business or transaction information and data communications (for example, the use of the Internet as a medium for business transactions online banking.

Ability to manage technology / information systems will essentially bring the progress of this process. Service organization to be faster, better and cheaper so it will increase the competitiveness of the organization or improve service satisfaction. In the case of public services provided by the agency to the community, the inability of institutions in managing technology / information systems and not in line with the development policy will only add to the sense of dissatisfaction by the public service. While maintaining confidentiality, availability, and integrity of the data is the responsibility of the agency to be met. Job effectiveness and cost efficiency should also be considered. (Herald Setiadi, Zainal A.Hasibuan, Husni Fahmi)

An information technology basically includes not only physical things, such as computers and printers tatapi also include things that are not physical, ie software, and more importantly, people. Because of the Kadir and Triwahyuni (2003) the main component is the information technology systems (hardware), software (software and people (brain ware).

The role of information technology in various aspects of the activities can be understood as a technology for which focuses on setting primarily to the use of computer information systems, information technology can meet the needs of information very quickly, timely, relevant and accurate. The application of information technology in the public sector in providing services to the public should absolutely necessary.

As for some of the benefits and the effect of the use of technology (artifacts) in the administrative process, among others:

    a.   The use of technology in the service were able to cut the time of service, cost of service, number of employees, organizational structure and strategy services.

    b.   Teknologi will affect the working procedures, affecting production methods, influence organizational culture.

    c.   Technology can be an instrument to quell uncertainty.

    d.   Organizations are becoming more intelligent, because in identifying problems and opportunities can be done more quickly.

System-based on-line citizen's charter is an integrated network of computer-based information. Where the system is connected to all units within the institution and can also be connected to the network. Various types of documents in this case can be converted into an electronic letter sehigga minimize the use of paper documents in the form (paperless office). In addition, the very high speed in data processing but still refers to the governance of the present administration in the institution.

Reform of the bureaucracy becomes an important part when it is associated with an effective and efficient service to the public. This meaning is more obvious when the bureaucracy associated with the mission that aims to provide the best possible service to the community. Various mater is often encountered in the provision of administrative services both seen darisegi transparency and speed of service delivery. To support the success of bureaucratic reform and improvement of administrative services it is necessary to have a new way is applied in order to reform the quality of administrative services.

Model of the system on-line public services based on citizen's charter, where the implementation of public services using PHC services information system software (SisPel) to be designed consists of three (3) sections, namely:

1.   The Web Part can be accessed by the public

This site is useful for direct access services to the community health center and the health office, such as discussion forums, consultations, news and so on. This site also contains information and performance of health centers and health office.

2. SisPel software for daily operations that can only be accessed by health center

    SisPusk Software is useful for daily operations at the health center, ranging from the patient list, checking up on poly drug taking, this software can not be accessed by the public and the Department of Health due to open this software must be done in advance as well as the login passwords for data security.

3. SisPel software which contains facilities for the manufacture of a report to the

    Each health center shall submit a report to the health office, in the form of weekly reports, monthly, Quarterly and Yearly. Types and kinds of reports are sent to the health office P2PL relatively many such reports, PHC and Kesgamas. Facility to Up date web that can only be done by the health centers and health office.

    The specific objective of this activity include:

    a. Support in the form of software technology integrated information system Health Center, located at the health center as in point 2.

    b. Support in the form of a portal software technology information system integrated health center, located in the Health Office as in point 3.

    c. Implementation of web design that works for the board, consulting, news, events and information in which the web can be accessed directly by the public, up to date data can be done by employees of the health center and employee health office, health center performance through the web and can be seen in the health office point 1.

    d. Efficiency of the cost, effort and time because the delivery process is done through internet media reports.

    e. Data in the Health Center and Health Department to be more convincing and Up to date

    f. Improved health care to patients by health centers and health office to be optimal.

IMPORTANCE ON-LINE SYSTEM

This research activity is to design and implement a Community Health Center Information System Software Services (SisPel) at the Health Center and the Department of Health, SisPel is important for the community because it is useful to help improve health services, information technology support at the health center will have a positive impact on the acceleration of technological progress which HR will indirectly motivated to catch up. SisPusk is one form of information technology implemented on line and integrated in an Internet network with a data security system lies in the administrator user via password to login.

SisPel whose main function is the processing of data in an integrated data base, the user just simply enter patient data, examination data, drug data and so on, then the output is generated in the form of reports and data in accordance with the needs of the health center or health office, virtue SisPel implementation include:

- This software is able to anticipate the database in a relatively large capacity
- It is easy to operate (user friendly) even though for people who are new to computers

- Flexible to be developed according to the condition and development of the health centers in the future.

- progress report presented to the health center with fast, precise, accurate, up-to-date whenever needed (daily, weekly, monthly or yearly) to support the decision-making process by the leadership.

- Enhance the ability of human resources, especially in the field of information technology mastery

- It would create a system of standards and simplification of the data processing occurs, so that the passage of the health center information is only handled by some administrator user

- Leadership and staff are no longer concentrated on the routine activities of data processing and preparation of the health center but can concentrate on building the health center.

- The possibility of errors in the data processing can be minimized, so that the resulting information is more convincing.

- Finally, creating increased efficiency and performance of the health center Health Service which would provide a positive contribution to improving the quality of health centers and optimal service.

As with other public policies, that reality which needs to be understood so that a program can be run in accordance with its intended purpose, it must first be understood is the constraints that exist in health centers, health offices, local government and the community. In addition, it should also be reviewed substantive issues that the program will be implemented, in order to describe the readiness of Local Government Agencies in the era of information technology. Concrete answers to the description will be a strong foundation to the achievement of an information network that will be a model of public service of Local Government.

Some of the realities and bureaucratic obstacles that need to be observed are as follows:

1. Levels basic introduction to human resources in health centers and health office of the mastery of information technology.

2. Levels of Local Government's readiness to participate in the e-Government program.

It also needs an understanding of the substance of the issues that the program will be implemented, among others, such as:

1. Knowledge of the expectations of the people to obtain optimal service.

2. Knowledge of the shape and the implementation of measures in the field of health care in accordance with the conditions and interests of the community.

3. Knowledge of the substance in the presence of software SisPusk Local government agencies

4. Knowledge of various public services required by the community through the implementation of the health centers and health office software.

The benefits of the implementation of the system on-line citizen's charter is:

1. Improved service to be optimal and professional societies.

2. Efficiency of energy, time and costs as well as increased productivity of service to the community.

3. health centers are already using the facility of computerized technology in their activities and can be upgraded in the future.

4. The service facility for direct access by the public both to the health center or to the health office.

5. Information on the health center or health office be up to date.

CONCLUSIONS

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The role of information technology in various aspects of the activities can be understood as a technology for which focuses on setting primarily to the use of computer information systems, information technology can meet the needs of information very quickly, timely, relevant and accurate. The application of information technology in the public sector in providing services to the public should absolutely necessary.

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