



Optimization of the Datu Soban Application as Part of Public Services in South Kalimantan Province of Social Services

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ABSTRACT

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This study examines how the development model of the data soban application is used to provide public services to the people of South Kalimantan for the welfare of the community. Descriptive research is research used by researchers in this study. Researchers describe facts, data, and information obtained from literature studies such as books, journals, and research results related to the research topic. In this study, it is explained that along with the development of technology and information, people's demands for the availability of fast, accurate, and factual information are increasing. This is also felt by the South Kalimantan Social Service as part of the local government tasked with improving the welfare of the community through various programs, one of which is distributing social assistance funds to people in need. South Kalimantan Province has 26 PPKS and 12 PSKS must be recorded accurately and factually. The goal is that the funds that are channeled are right on target. Therefore, the Social Affairs Office of South Kalimantan in collaboration with Kominfo developed an application model named Datu Soban which is used to facilitate public services and overcome the above problems to improve the welfare of the people of South Kalimantan.

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1. Introduction

Digitization powered by new information and communication technologies (ICTs) embracing systems such as virtualized mobility and analytics systems, promises to revolutionize the way business is conducted in industrial value chains through the use of the Internet and technology (Safiranita et al., 2021). Technology and information that continues to advance and develop, can facilitate and assist people in completing their work without taking a long time. The direction of the development of this technology is not only in one sector but evenly in various sectors of community life, both individuals, groups, organizations and institutions, including the entry of technology and information in government institutions (Sipahutar et al., n.d.)

As part of the state apparatus, the government must be able to maximize the use of applications and websites to provide services to the public. The use of this technology can also be applied to government activities such as office meetings, employee attendance and various other activities. This is done to deal with changes in the new order of life or the new normal. This pandemic has brought many changes, especially in work patterns and administrative arrangements (Firdaus et al., 2021).

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The benchmarks for the success of these three functions can be seen from economic growth, economic structure, and inequality between residents, between regions, and between sectors. The main objective of economic development efforts is to create the highest possible growth and eliminate or reduce poverty, income inequality, and unemployment (Hendarmin & Kartika, 2019). So that it can be said that poverty alleviation is a priority in development. Poverty is a multidimensional and cross-sectoral problem that is influenced by various interrelated factors, including income levels, health, education, access to goods and services, geographical location, gender, and conditions environment (Hendarmin & Kartika, 2019).

On this occasion the Social Service of South Kalimantan Province took advantage of Information Technology (Digitalization), one of which was by creating a Web-based application called Banua Social Integrated Data (DATU SOBAN). This application is an effort to provide a media that can accommodate and manage the Data on the Need for Social Welfare Services (PPKS) as well as the Potential and Sources of Social Welfare (PSKS) in 13 regencies/cities in the province of South Kalimantan. Utilization of the use of this application to improve efficiency, effectiveness, transparency, and accountability of government administration in the Social Service of South Kalimantan Province.

According to the Head of the South Kalimantan Social Welfare Agency, Siti Nuriyani, the Datu Soban application is an effort to provide a media that can accommodate and manage 26 data needed for social welfare services (PPKS) and 12 potentials and sources of social welfare (PSKS) in 13 districts/cities in South Kalimantan. Therefore, in this study, the author will conduct a study with the title Datu Soban Application Development Model as Part of Public Service at the Social Service of South Kalimantan Province. The selection of this application as the chosen solution is an implementation of the utilization of information and technological advances that are currently happening.

2. Method

The research method used by the researcher is a qualitative descriptive research method. Namely collecting data by conducting observations and interviews with the South Kalimantan Provincial Social Service, which we then analyzed about the problems that occurred and the development of solutions provided.

The approach used is a qualitative approach. According to Bogdan and Taylor quoted by Lexy J. Moleong, a qualitative approach is a research procedure that produces descriptive data in the form of written or spoken words. The aim is to obtain data about facts and issues that have occurred. This study will describe and explain how the development of the Datu Soban application is aimed at increasing the potential and welfare services of the people in South Kalimantan.

3. Results and Analysis

3.1 Efforts to Improve Public Services at the South Kalimantan Social Service

Public service is defined as the provision of services to the community carried out by the government by providing satisfaction with the services provided effectively. This public service is one of the benchmarks used as a tool to assess government performance. If the service provided by the government is not good, it will have a big influence on the perception that exists in the community (Supriyanto et al., 2021). As is well known, this pandemic has forced all elements of society, including the government, to make changes such as the implementation of WFH. This change has certainly made most people worried about services that should be done face-to-face to become online services. This is a big challenge for the government to get used to doing new service models (Krismawan, 2021)

Based on Law Number 5 of 2014 concerning State Civil Apparatuses (ASN) it is stated that as a form of efforts to strengthen local governments, the quality of services provided is through improving the quality of



their human resources. This legislation has a significant impact and influence on the performance of ASN, namely the professionalism of the work they have. This can be seen in the government's performance ecosystem which has begun to use ICT in digital applications in providing services to the community (Panggabean & Saragih, 2020). The purpose of providing services to the community is to improve the welfare of the community, one of which is in the Province of South Kalimantan.

Based on data from the Social Service of South Kalimantan Province, there are 26 need for social welfare services (PPKS) with 12 potentials and sources of social welfare (PSKS). PPKS is defined as individuals, groups, families and communities who still have some problems in an effort to fulfill and carry out activities related to social functions in society in a reasonable and adequate manner. Some of the parties belonging to the 26 PPKS are abandoned children, beggars, homeless people, the poor, victims of violence, troubled families to minority communities such as remote adat. While what is meant by PSKS are individuals, groups, families and communities who have a role in realizing the implementation of social welfare. The parties included are youth organizations, social workers, social educators, pioneer families to the business world. Existing data related to these 26 PPKS and 12 PSKS will be integrated into a system based on technology and information or ICT (South Kalimantan Social Service, 2021).

Several studies have been conducted on the role of ICTs in poverty alleviation. Recent econometric studies have found increasing evidence of a causal relationship between telecommunication developments and economic development (Baudin et al., 2020). The role of ICTs is a catalyst in the complex task of poverty alleviation. by exploiting the effects on income opportunities, on education and health services, on good governance, and in promoting democracy (Henman, 2022). Two goals regarding the role of ICTs in poverty alleviation, the first objective is to apply ICT in economic growth, and the second is to apply ICT as a poverty reduction strategy (Chowdhury, 2021).

3.2 Datu Soban Application Development

Technological change and economic growth are closely related to each other. The level of technology is also an important determinant of economic growth. A fast rate of growth can be achieved through high levels of technology. Technological progress keeps the economy moving. Invention and innovation are largely responsible for economic growth. rapidly in developed countries (Ye et al., 2022). Technology can be considered as the main source of economic development and various technological changes make a significant contribution to the development of underdeveloped countries. Therefore, the development of ICT that has occurred should be able to be utilized as best as possible by various parties in Indonesia (Kohnert, 2021).

One form of the use of ICT and digitalization in Government Institutions in the Province of South Kalimantan is what is done by the South Kalimantan Social Service. The South Kalimantan Social Service is trying to launch an application that can be a medium in managing and accommodating Social Welfare Services (PPKS) as well as Social Welfare Potentials and Resources (PSKS). This data is collected based on information obtained from 13 cities and regencies in South Kalimantan. The purpose of using this application is to increase government transparency to the community, realize more effective and efficient services and organize a government whose accountability is trusted by the community (South Kalimantan Social Service, 2021).

This designed application is named the Datu Soban application by the Social Service of South Kalimantan Province. The law that forms the basis for the launch of the application is the Minister of Social Affairs Regulation No. 8 of 2012 which contains a guideline system for recording and managing data for people who have problems related to social welfare. Another regulation that forms the basis is the Minister of Social Affairs Regulation No. 5 of 2019 which also contains the management of community welfare data. Collaborating with Kominfo, the South Kalimantan Social Service is able to create applications that are easy to use with various benefits. Here is an overview of the Datu Soban application.

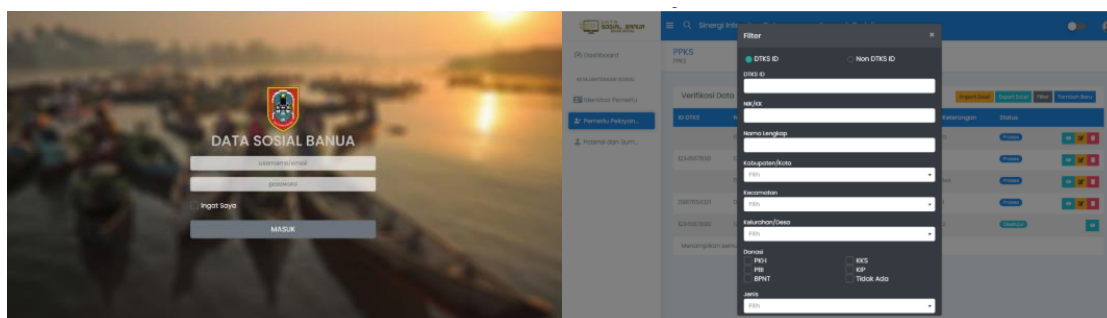


Fig 1. Home and Application Options Menu Datu Soban

The Datu Soban application is still in the development stage, there are still many shortcomings in this application that make the application unable to be used optimally. Some of the things developed in this application include the addition of features, such as the graduation feature, the addition of servers at Diskominfo, bug fixes, and errors.

4. Conclusion

In this study, it is known that the development of technology and information affects all sectors of life, one of which is in the public service sector for the welfare of the community. The Social Service under the South Kalimantan provincial government agency has a very large role in providing public services related to poverty alleviation and the potential for community welfare. Therefore, as a solution in realizing this, the South Kalimantan Social Service collaborated with Kominfo to develop an information and technology-based application called the Datu Soban application. This application is an application that is easy to use so that people will find it easy to use it. However, there are still many things that need to be developed from this application such as bugs and errors so that this application becomes more leverage in terms of public services.

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