



Analysis of the implementation of new public service community aspirations

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ABSTRACT

Development of the development of new autonomous regions requires strong governance support in order to increase the aspirations of the people. Governance that synergizes with government services. This study aims to identify the conditions for the use of the Basic Thought Management System Acceleration (Takepo Axis) at the Secretariat of the Regional People's Representative Council of South Sumatra Province. Analysis using Computer Mediated Communications (CMC) Theory. This qualitative research in collecting data using observation, interviews, and documentation. Data analysis was carried out qualitatively with a purposive sample approach. This research concludes that transparency and speed and accuracy in providing services to the public are the responsibility for performance at the Secretariat of the Regional People's Representative Council of South Sumatra Province. The use of technology in CMC facilitates fast and easy services, and the internet has also inspired the public to monitor the course of public services as an effort to improve service quality.

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1. INTRODUCTION

The increasing flow of information and communication today is a result of technological development. Information is a basic human need to expand knowledge. Public information publication is a need that must be considered by the public, especially regarding public information services. In addition, accelerating the implementation of e-government as a whole is very important and urgent, and wherever possible public information is provided to public services in a transparent and complete manner.

According to (Napitupulu, 2018) the emergence of information and communication technology (ICT) has changed the way government and society interact and this has led to the development of the phenomenon. Use of government information technology that enables government to transform its relationship with citizens, the private sector, as well as stakeholders. Utilization of this information technology can be in the form of the internet, mobile phones, computers or others. This system was formed

as a distribution of services formed by the government in digital form (Arifin et al., 2023; Fauzi et al., 2023; Heriyanto, 2022; Wirawan, 2020).

Communication as social interaction no longer has to be done face-to-face (physically) but can be audio (sound) and visual (image) with internet technology using a webcam. Every individual, group, organization and institution, both government and private, utilizes and uses access or connections (relationships) through internet network communication media technology (Arnus, 2018; Boari et al., 2023; Sadikin, 2020; Windiasih, 2019). Research by (Habibie, 2019; Heriyanto, 2022; Muliawaty & Hendryawan, 2020) explained the e-government system provides many benefits and government processes become more transparent and effective. This is supported by the issuance of Law Number 09 of 1998 concerning freedom of expression in public, community aspirations to the council must be properly managed in accordance with the mechanism (Bakhtiar & Bima, 2020; Hsb, 2021).

Regarding various aspiration services to the South Sumatra Regional People's Representative Council (DPRD) as a mechanism that must be carried out, so that people's aspirations can be conveyed quickly and properly, without going through a long bureaucracy. The council is an element of government whose structure reflects all the people of the region together with the head of the region in the legislative field and one of its functions is to accommodate and channel the aspirations or interests of the people. Now, along with the change in the government system to a democratic system, the people are free to have aspirations and submit demands to the government.

The management of the delivery of public service aspirations in Palembang City is regulated in Governor Regulation Number 50 of 2016 concerning the Organizational Structure, Job Description and Functions of the Secretariat of the Regional House of Representatives of South Sumatra Province. Various problems that become the aspirations of the community to the council must be managed properly in accordance with existing mechanisms, so that the Public Relations of the South Sumatra Provincial DPRD makes all breakthroughs, so that the aspirations of the community can be channeled properly and quickly. without having to go through a long-winded bureaucracy. with a system that can make the community convey their aspirations, to the Council Members, which then this system is abbreviated as AKSIS TAKEPO. The acceleration of the main idea governance system, hereinafter abbreviated as AKSIS TAKEPO, is an application that was built to accommodate complaints, aspirations and requests for information from the community, through this application it is hoped that all complaints and aspirations from the community can be absorbed. The results of observations at the South Sumatra Regional House of Representatives (DPRD) regarding digital aspirations / complaints that have been entered during July - September 2022, there are 103 complaints and 111 community aspirations.

The description above states that the importance of the role of internet media is an entity of a form of information technology that allows the government to interact directly with its people without being constrained by space and time, through this application it is hoped that all complaints and aspirations from the community can be absorbed, AKSIS TAKEPO could be a live service in accommodating the aspirations of the community or just be an image for members of the Council. If aspirations are conveyed either directly or indirectly, it will result in relevant actions and policies. So the author sees that some improvements are still needed in the Acceleration of the Principal Management System, so the author wishes to make this the author's research. For this reason, the author wants to research on "Analysis of the Use of the Acceleration of the Principal Thought Management System (AKSIS TAKEPO) at the Secretariat of the Regional House of Representatives of the Province of South Sumatra.

Government as the administration of the state for the public interest, needs to quickly adapt to the dynamics of the times. By placing the community at the center of service delivery, community aspirations are the main key in determining the direction of

policy and the development of the public service system. Service is a process of fulfilling needs directly through the actions of others (Agustina, 2019; Bazarah et al., 2021; Bisri & Asmoro, 2019). Every human being needs service, because service cannot be separated from human life (Saggaf et al., 2018; Wibowo & Kertati, 2022). The purpose of public service is to satisfy the public, and to achieve this, quality changes in the bureaucratic organization are required. This change in bureaucratic organization is important in the midst of a public bureaucratic situation that is not yet conducive to the development of the 4.0 revolution. where we are still limited by a rigid bureaucracy due to the application of regulations, procedures and hierarchies. and control as the basis of Weberian bureaucracy (Cochrane, 2018; Drechsler, 2020; Serpa & Ferreira, 2019).

Research by (Herawati & Sulistyowati, 2019) put forward that service public is activity which done by somebody or bunch person based on factor material through system, procedure, And method certain For obtain benefit (Sahara & Faizal, 2022; Sellang et al., 2022). Person other in accordance with right. In version government, understanding service public arranged in Decision Minister utilization Apparatus Country No. 81 Year 1993, that is. all service in center office country, area And service country. (BUMN) or company area. (BUMD) in the form of goods and/or services as well as to meet the needs of the wider community and in connection with the implementation of laws and regulations.

The results of research by Unair, ITB and ITS (2011) in 4 provinces in Java show an increase in ICT facilities owned by the community. Communication access continues to increase in line with the Internet Service Provider Program (PJJ) or the Smart Village program. Facilities for the existence of telecommunications in the community are needed not only to serve and facilitate economic development but infrastructure is very much needed. There are 84% of the community who support smart villages, because easy access and services will be able to advance village development (Zainal, 2018).

Access to the use of the internet and computers as communication media provides access and convenience in exchanging messages quickly. Communication that occurs using computer media (computer mediated communications) as a technological medium that facilitates the exchange of messages through telecommunications networks, which are processed via one or more computers between individuals or groups (Bugiardo, 2015). Communication activities using media, information systems can be classified in CMC (Computer Mediated Communicator) theory, because information system media is one of the applications used as a means of communication. Computer Mediated Communication (CMC) is a term used to describe communication between two or more people who can interact with each other via a computer. So in this case we are talking about two machines communicating with each other, but we are discussing how two or more people can use a computer as a means of communication using applications on the computer.

Related to the implementation of this research which raised about the use System Management Idea Main Which furthermore abbreviated TAKEPO Regional People's Representative Council (DPRD) of South Sumatra as an effort to improve public aspiration and information services, this theory is relevant to support the study of communication transactions that occur through the use of two or more networked computers via instant messaging, email, chat rooms. The idea of using accelerated service access to the main idea management system (TAKEPO) at the secretariat of the Regional People's Representative Council (DPRD) of South Sumatra is the use of technology in processing data, including processing, obtaining, compiling, storing and producing quality, accurate, timely and accessible information. accountable for making decisions.

2. RESEARCH METHOD

This study used a qualitative research method which focused on the public service aspect of the secretariat of the Regional People's Representative Council (DPRD) of South Sumatra. This qualitative research method was conducted to collect data in a representative and efficient manner as well as to provide a detailed description of the implementation of the principles regarding the use of the Main Idea Management System, hereinafter abbreviated as TAKEPO of the South Sumatra Regional People's Representative Council (DPRD).

This research uses interview and observation data collection techniques. The interview process was carried out in July - September 2022 against informants related to the implementation of public policies and services as well as people who have information related to research in the community aspiration service section. Furthermore, research was conducted to analyze the use of the Main Ideas Management System, hereinafter abbreviated as TAKEPO, of the Regional People's Representative Council (DPRD) of South Sumatra. The observation process was carried out at the Regional People's Representative Council (DPRD) of South Sumatra from July to September 2022. The results of this observation show the aspirations or digital complaints that have been entered throughout July - September 2022 in the following table 1.

Table 1. Number of incoming aspirations at AKSIS TAKEPO

No	Aspirations	Total
1.	Complaints	103
2.	Public Appeals	111
3.	Information Request	123

Source: data processed by researchers 2022

Open interviews were used in this study to examine the opinions, feelings and behavior of a group of people. Qualitative research in general does not have a strict research methodology but relies more on observational results (Sugiyono, 2017). This research was conducted, regarding the use of the Main Idea Management System, hereinafter abbreviated as TAKEPO of the South Sumatra Regional People's Representative Council (DPRD). By applying several key informants both in the implementation of policies and public services and the community who have information related to research in the service of community aspirations. Based on the information and research results that have been carried out, power is then reduced by selecting and focusing on simplification, abstraction and transformation of service information for handling community aspirations in the Regional People's Representative Council (DPRD) of South Sumatra. Data were analyzed by verifying the data during the research. The meanings that emerge from the data must be tested for their validity, the robustness of their validation (Ibrahim et al., 2023). After the process of analyzing the data, the authors triangulate the theory with multiple perspectives to interpret the data.

3. RESULTS AND DISCUSSIONS

3.1 Result

a. Realization of performance indicators as a percentage of community aspirations

The realization of the performance indicator of the percentage of community aspirations facilitated by the DPRD Secretariat in 2022 was 100% in accordance with the target of 100%. The performance indicator of the percentage of community aspirations facilitated by the DPRD Secretariat is calculated based on the number of community aspirations/questions followed up divided by the number of community aspirations/questions received during 2022 multiplied by 100%. The explanation is that 189 community aspirations/complaints followed up are divided into 189 community aspirations/complaints during 2022 multiplied by 100% to get a result of 100%.The

comparison between the target and actual achievements of the performance indicators mentioned above can be seen in the graph below:

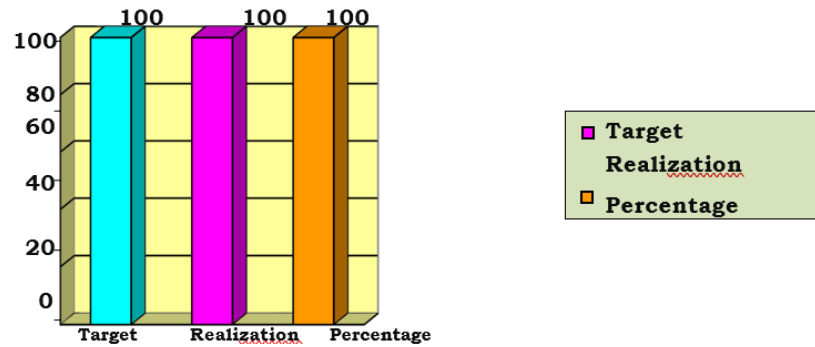


Figure 1. Comparison Chart Between Target and Realization on Percentage of Community Aspirations Facilitated by DPRD Secretariat in 2022

Based on Figure 1, it can be explained the realization of the performance indicator of the percentage of community aspirations facilitated by the DPRD Secretariat in 2022 was 100% in accordance with the target of 100%. The performance indicator of the percentage of community aspirations facilitated by the DPRD Secretariat is calculated based on the number of community aspirations/questions followed up divided by the number of community aspirations/questions received during 2022 multiplied by 100%. The indicator for the percentage of community aspirations facilitated by the DPRD Secretariat in 2022 is 100%, the same as the 2021 achievement of 100%.

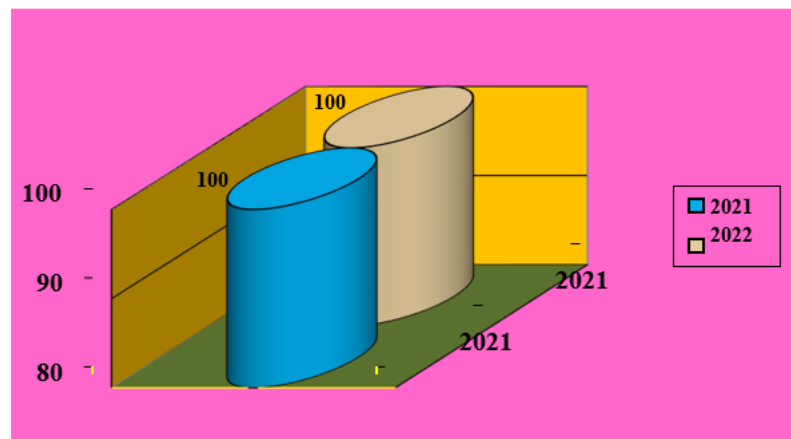


Figure 2. Comparison Chart of Facilitated Community Aspiration Realization

Based on Figure 2, it can be seen that the comparison of actual performance in 2022 and 2021, where in 2021 there is a target of 100% performance, so that the actual performance can be compared with 2022 with the medium-term target in strategic planning. The percentage of community aspirations facilitated by the DPRD Secretariat can be seen in the table below:

Table 2. Realization of Performance in 2022 with Medium Term Targets in Strategic Planning

Performance Indicator	Unit	Achievements in 2022		2022 Target in the Strategic Plan
		Target	Realization	
Percentage of community aspirations facilitated by DPRD Secretariat	%	100	100	100

Sources of 2022 research data

To improve good service in accepting community aspirations/demands, the Secretariat of the DPRD of South Sumatra Province has implemented a Standard Operating Procedure (SOP) to facilitate the community in conveying aspirations, through the AKSIS TAKEPO system.

3.2 Discussions

a. Principles of Live Service in Accommodating Community Aspirations

Public service is defined as a series of activities in an effort to meet the needs of the community in order to improve public services, so that the public has information related to the needs of the community in South Sumatra. Public service is an effort to fulfill the needs of the community in accordance with their rights which are carried out both by individuals and groups of people based on a number of material factors that have special procedures and methods, so that the community can choose correctly and accurately to the community about the choice of their needs and how to get it according to their needs. plan is done. (Moenir, 2018) explains that the elements of public service have the following main elements; (a) Service providers and recipients must have clear rights and obligations and with the knowledge of both parties for sure. (b) Regulate forms of service that are commensurate with the background and economic conditions of the community based on regulatory provisions that are enforced efficiently and effectively in services. (c) Achievement of public service quality, service providers in the service process service providers pay attention to security, comfort and legal certainty can be accounted for as a service process. (d) Government agencies in providing services are obliged to provide opportunities for citizens to participate in providing services if services are forced to be expensive

Service requires punctuality, The time used to use the AKSIS TAKEPO system is the most important thing to get the smoothness and entry axis needed, based on interviews with the Chairperson of the Democratic Party Fraction of the South Sumatra Provincial DPRD, namely:

"The time used to use the AKSIS TAKEPO system, according to our knowledge, is during hours that are not busy at work, such as 11.00-12.00 WIB or also during breaks so that this program does not have much network interference, or it can also be used during 16.00 - 18.00 WIB, but even then it depends on the network or packet quota owned by the public to use this system." (result of interview with faction head)

In terms of the time used to use the AKSIS TAKEPO system, to our knowledge it is best during working hours so that the employee who becomes the operator can directly provide this information to Council members at the secretariat and respective commissions according to the complaint field and cooperate with the South Sumatra Provincial Government to resolve public complaints those who have entered the AKSIS TAKEPO system according to complaint standards and if public complaints are not in accordance with complaint standards, the AKSIS TAKEPO application will automatically reject complaints. The purpose of using the AKSIS TAKEPO system is to provide public service utilization and provide convenience to the community and smoothness in conveying complaints, aspirations, input and criticism without having to meet directly and face to face with policy makers. The TAKEPO ACTION is a means for submitting complaints to the people's representatives online, you don't have to come in person to meet the people's representatives. The purpose of using the ASIS TAKEPO system in

general is to divide it into three short-term, long-term and long-term goals. The short-term goal is in the form of mapping community aspirations conveyed both from individuals and social institutions, achieving community aspirations through a quick reaction system for community aspirations, then realizing the role and function of DPRD members as people's representatives and partners. government to the maximum where the policies to be determined/decided by the government and the DPRD can side with the interests of the community or in accordance with the aspirations of the community, but even though the concept and implementation is carried out if the community does not clearly know the system,

b. Principles of New Public Service in Accommodating Community Aspirations

The implementation of the new public service, the service and aspirations of the people as the basis and principle of service, which prioritizes the public interest in the process of administering government as a form of embodiment of democratic values. With the basis and values of democracy, it energizes the bureaucracy in serving the community in a more equitable, honest and responsible manner. The concept of the new public service is the duty of the government to be accountable for its performance to the people, meaning that the government must respond to the needs and desires of the people. For the members of the deity to absorb the aspirations of the people, they encourage the representatives to make regular visits to their constituencies to find out the problems faced by their constituents.

Currently DPRD members individually visit their electoral districts to absorb people's aspirations. Then after carrying out activities, each DPRD member is required to make a written report or the results of carrying out his duties during the recess period and submit it to the leadership of the DPRD in a plenary meeting. So that board members can absorb aspirations, receive complaints and ideas that develop in the region. In addition, recess can be a forum for conveying the accountability of the members of the board concerned. Board members will explain what has been done, how to follow up from the previous recess and what the strategic agenda is going forward. However, in reality the implementation of the recess was in the spotlight of the community along with interested parties, be it political observers, stakeholders or NGOs.

Recess mechanisms are rarely publicized, indeed deviations can occur, especially in the division of recess budget items, and their implementation does not accommodate people's aspirations. In addition, there are DPRD members who have never visited and communicated with the public so that constituents feel they have lost a channel to express their aspirations. On the other hand, the problem with DPRD institutions in South Sumatra Province is that many DPRD members are more concerned with their group/party than the interests of the community, so that the impact on the community's aspirations is not channeled properly and effectively in accordance with the demands desired.

The existence of citizen legitimacy and capacity in a democratic government system of citizens and their capacity because citizens do not only exist in self-interest (personal interests) but citizens are seen as a value, trust and concern for others. thus the position of citizens as owners of government and governance. The public services carried out by DPRD in South Sumatra Province are:

Serving citizens as citizens who have the same rights and obligations, TAKEPO's public service is a new public service addressing citizens with their rights and obligations of a broad social life. Compulsory objects owned by the state to impose their will on citizens to fulfill their public duties. The relationship between the state and its citizens is not voluntary. Because, the state apparatus does not only react to citizens as clients.

Prioritizing the public interest, TAKEPO's public service as an effort of the local council government in South Sumatra Province in accordance with the public interest prioritizes coherence in building values of togetherness, not only finding solutions but

also meeting the needs of the community and creating interests about togetherness and responsibility. Citizen responsibility with government activities. The separation of politics and administration is an old paradigm that must be addressed, so that the formulation and public policy are not monopolized by members of parliament or legislators, only state apparatus or bureaucrats as implementers of the common good formulated in public order. TAKEPO as The New Public Service is able to assist the public interest as a public manager the main actor of the management system. Public administrators are viewpoints held by citizens as communities, interest groups, parliamentarians and other organizations and institutions. State equipment has only one role to help citizens speak for the public interest. Citizens have only one choice at each stage of the government process, which not only participates in electoral activities, but also citizens engage in public dialogue. perceptions and arguments greatly affect the roles and responsibilities in public policy and administration. So that public administration has values in the public interest. such as transparency, trust, humanitarian justice and so on. Submission of aspirations in writing through a letter addressed to the DPRD of South Sumatra Province was submitted to the Chairman of the DPRD of South Sumatra Province which was then channeled by the Secretariat of the DPRD of South Sumatra Province to the Commission in charge based on the disposition of the Chairman and Secretary of the DPRD of South Sumatra Province. The Secretariat of the South Sumatra Provincial DPRD is only limited to facilitating incoming aspirations / demands and only monitors the extent to which these aspirations / demands are followed up.

4. CONCLUSION

The main conclusion of the study is the application of the new public service of community aspirations in the Secretariat of the Regional House of Representatives of South Sumatra Province in providing services to the community in accordance with the processes and procedures and service rights via community aspiration services that have morality and transparency values and motivation by bringing consistency to the ideas and ideas of humanism organization. The results demonstrated that the Secretariat of the South Sumatra Provincial DPRD has implemented a Standard Operating Procedure (SOP) to facilitate the community in conveying aspirations, as evidenced by the achievement of 100 percent realization of the overall performance target of the medium-term target related to receiving community aspirations and complaints through the AKSIS TAKEPO system. This can be attributed to the achievement of the overall performance target of the medium-term target related to receiving community aspirations and complaints through the AKSIS Suggestions for future research include analyzing strategies and factors that contribute to increasing accountability in South Sumatra Province's Secretariat of the DPRD.

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