

Factors Affecting Public Service Innovation At The Investment And One Stop Service Office, North Buton

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Abstract.

Public service is a very important element in the administration of government because it involves very broad aspects of life and the government has the function of providing various public services needed, especially to meet the needs of the community in various aspects of life. This study aims to examine the factors that influence the innovation of public services at the Investment and One Stop Service Office of North Buton Regency. The research method using qualitative research is descriptively analyzed which is obtained directly from the results of observations, both document studies and documentation based on the facts at the research location. The results showed that the factors influencing public service innovation at the One Stop Investment and One Stop Service Office of North Buton Regency were political encouragement, economic pressure and increased efficiency, pressure to improve service quality, organizational culture and arrangement, rewards or incentives, inability to face risks. and change, short-term budgeting and planning, and a culture of risk aversion.

Keywords: Public Service, Integrated Service, North Buton.

I. INTRODUCTION

Public service is a very important element in the administration of government because it involves very broad aspects of life. In the life of the state, the government has the function of providing various public services needed by the community, especially to meet the needs of the community in various aspects of life. Good, fast and quality public services are the rights of citizens as well as the constitutional obligations of the state [1,2]. Therefore, the government is obliged to provide the best public services to the community. Some people tend to get public services that are not optimal from public service providers [3,4]. In fact, public service providers work as low as possible, only to the extent of obligations and part of routine tasks, not moral responsibilities which are implementation as state servants [5,6]. In legal relations, the community and public service providers do not have a balanced position and do not have access to good public service information. The government is essentially a public servant, the government is not held to serve itself but to serve the community and create conditions so that every member of the community can develop their abilities and creativity in achieving common goals. Therefore, the government is obliged and responsible in providing good and professional public services [7,8]. The demand for public services will always increase both in terms of quality and in terms of quantity, in line with the increasing population [9,10].

However, until now access, convoluted procedures when it comes to taking care of certain agreements, unclear costs and the occurrence of illegal levies are indicators of the low quality of public services in Indonesia. The tendency of injustice in public services where people who are classified as poor will find it difficult to get services. Conversely, for those who have "money", it is very easy to get everything they want. For this reason, if this inequality and injustice continues to occur, then this partisan service will raise the potential that is dangerous in the life of the nation [11,12]. These potentials include the occurrence of national disintegration, wide differences between rich and poor in the context of services, slow economic growth, and at certain stages can explode and harm the Indonesian nation as a whole [13,14]. North Buton Regency as the territory of the Unitary State of the Republic of Indonesia is an area that has similarities in every other district in Indonesia. North Buton Regency was formed based on Law Number 14 of 2007 concerning the establishment of North Buton Regency in Southeast Sulawesi Province, North Buton Regency was formed to have one goal, namely how the community can easily get faster, affordable and quality public services, one of which is to get services for Licensing and Management of records.

The Investment and One Stop Service Office of North Buton Regency has not fully implemented innovations in public services to the community, this can be seen from various problems from public doubts in making business licenses and public misunderstanding about the mechanism for making business permits, in terms of the problems above which includes process innovation in providing service systems that still require a long process time [15,16]. This is based on the lack of information about the existing requirements. Regarding process, service and system innovation, in system innovation, the process of implementing information and technology has not been maximally carried out. This can be seen in the service system, there are still many people who have not been able to implement a technology-based system. Meanwhile, the implementation of innovation development is still experiencing obstacles, both regulations do not yet exist, the role of leadership, facilities and infrastructure, such as the number of employees, human resource capabilities, budget availability, and other technical obstacles. Based on the above background, the author wants to research and examine more deeply about public service innovation and the factors that influence public service innovation, through this research the author gives the title Factors Affecting Public Service Innovation at the Investment Office and One Stop Integrated Service, North Buton Regency.

II. METHODS

The research has been carried out at the One-Stop Integrated Service Investment Office, North Buton Regency with a research time of January-February 2022. This research uses qualitative research with descriptive data analysis methods obtained from direct observation in the form of documents and observations in the implementation process based on the reality in the field. Data collection techniques in the form of document studies aimed to support this research include books, journals, or other scientific sources related to Public Service Innovation at the Investment and One Stop Service Office of North Buton Regency. The analysis is classified into several patterns, themes, or categorizations such as the process of compiling and simplifying data so that it is easy to read and easy to integrate into three main components in the data analysis process, namely: (1) data reduction, (2) data presentation, and (3) conclusion drawing or verification.

III. RESULT AND DISCUSSION

The factors that influence the Public Service Innovation of the North Buton Regency Investment and One Stop Service can be described as follows.

Innovation Driving Factors

Political Push

Political impulse is one of the factors that influence the success of an innovation carried out by the North Buton Regency Investment and One-Stop Integrated Service Office. There is a common vision and mission between the Regional Government which always provides support and assistance to improve service quality through innovation. Through breakthroughs or innovations carried out by the Investment Service and One Stop Integrated Service, they are able to answer existing problems and are able to realize the vision and mission carried out by both parties, namely the local government and the One Stop Integrated Service and Investment Office, North Buton Regency. The local government of North Buton Regency provides support and assistance by providing assistance in the form of an additional budget and 1 car unit for the implementation of the work. The vehicle is able to reach 5 sub-districts in North Buton Regency and is clear evidence of support from the local government to equate the vision and mission that puts forward the principles of good governance supported by effective institutions and improves the quality of basic services.

Economic Pressure and Increased Efficiency

Economic pressures and increased efficiency are among the factors driving the innovation process. The purpose of economic pressure and increased efficiency is to reduce costs and speed up the process of providing services. Economic pressures usually arise from internal/internal incentives to reduce unnecessary budgets such as paperless services who want fast and not long service. This innovation is also used to reduce the budget for the basic licensing process. The budget that was previously used to print a large number of documents (blank) can be used for more important purposes.

Pressure to Improve Service Quality

Innovation can be realized if there is pressure to improve the quality of services from various parties, especially criticism and assessment from the community to the North Buton Regency Investment and One Stop Service Office related to services, it will spur enthusiasm to always improve licensing services, especially basic licensing. Criticism from the community is related to distance and time in carrying out basic services to the community in general. The North Buton Regency Investment and One-Stop Integrated Service Office provides a special place designated for the public or agencies that file complaints at the North Buton Regency Investment and One-Stop Integrated Service Office. This shows that the Investment and One Stop Service Office of North Buton Regency is open to criticism and suggestions submitted by the community for the advancement of the services provided, as well as an evaluation of the services that have been provided so far.

Inhibiting Factors for Innovation

Technology Barriers to Culture and Organizational Structuring

Technology and organizational culture are one of the important factors that can affect the success or failure of the innovation process. The inhibition of organizational culture and the lack of completeness of technology may be one of the factors in the failure of the implementation of the innovation process. The North Buton Regency One Stop Integrated Service and Investment Service is still very limited in technology. Technology has been applied in the service of OSS and SICANTIK application innovations but is still constrained by qualified human resources. This, of course, hinders the process of implementing OSS and SICANTIK application innovations. This is what every individual must follow to adapt to technological advances that are growing day by day [17]. The process of growth and development of information technology is implemented by the government in the form of government administration which intends to be accessible to the public in the form of quality licensing services in order to realize electronically integrated licensing services [18,19].

No Rewards or Incentives

Rewards or incentives are factors that can affect the success of an innovation. Because by holding awards or incentives, employees can be motivated to carry out innovations that have been implemented. Awards or incentives to employees for OSS and SICANTIK application innovations already exist but the nominal is not large. So, unable to encourage enthusiasm or enthusiasm of employees in innovating OSS and SICANTIK applications.

Inability to Face Risk and Change

The inability to deal with risks and changes in several factors causes the innovation process to be hampered. The employees of the North Buton Regency Investment and One-Stop Integrated Service are required to be able to face risks and changes in completing their duties properly related to providing services to the general public in North Buton Regency. Employees are considered not able to face risks and changes. This can be seen from the behavior of employees in solving problems related to licensing services, especially balancing technological advances and being considered unable and must always be ready to face these risks and changes.

Short Term Budgeting and Planning

The determining factor for the success or failure of an innovation is a short-term budget and planning, because with good planning the budget can be managed properly and can finance the implementation of innovation effectively and efficiently. The North Buton Regency Investment and One Stop Service Office always plans the short-term budget so that OSS and SICANTIK application innovations related to basic services can run well. The budget used is fully used for the implementation of OSS and SICANTIK application innovations, but the budget is relatively small.

Risk Aversion Culture

Risk Aversion is a culture that always tries to avoid a risk that might occur. In the innovation process, this culture greatly affects the failure of an innovation, because it is not ready to leave old habits by making new breakthroughs to improve service quality. There are employees of the North Buton Regency Investment and One Stop Service Office who are enthusiastic about making new breakthroughs, but there are

also employees who don't want to leave the old culture. Many employees are hesitant to assist the activities of the North Buton Regency One Stop Investment and Service Office due to the use of technology for a faster and more efficient process.

IV. CONCLUSION

Research on factors Affecting Public Service Innovation of the Investment and One Stop Service Office of North Buton Regency is about qualified human resources in the management of OSS and SICANTIK and employees are not able to face risks and changes so that the implementation of innovation can run effectively and efficiently.

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