



Management Innovation SIPANDU (Integrated Service Information System) in Improving the Quality of Services at the Tigaraksa Court

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ABSTRACT

Management of public service innovation must always provide a sense of convenience for the community so that trust grows again, the Tigaraksa Court based on the ombudsman report in 2018-2020 received a warning related to poor service, therefore the Tigaraksa Court made SIPANDU (integrated service system) this android based application aims to make it easier for the public to see the process of all incoming cases. This study uses a qualitative approach with descriptive methods. Data collection techniques are carried out through observation, interviews and documentation. In this study using data analysis techniques consisting of data reduction, data presentation and drawing conclusions.

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1. Introduction

Public service innovation is needed to facilitate society and provide the best service. The State is obliged to provide public services to meet the basic needs and civil rights of every citizen. Public service can be defined as providing services (serving) the needs of people or communities who have an interest in the organization in accordance with predetermined basic rules and procedures. Government is essentially a service to society, not able to serve itself, but to serve the community and create conditions that allow each member of the community to develop their abilities and creativity in order to achieve common goals.

Public services must continue to innovate and act as a monopolist in the implementation of all these functions. This part of the function can be a task field, the implementation of which can be delegated to the private sector or by using a partnership scheme, between the government and the private sector to hold it (Cahyadi, 2016). The pattern of cooperation between the government and the private sector in providing various services to the community is in line with the idea of public innovation developed by Dwiyanto (2021).

Many experts have defined the meaning of public service, among others, according to Permana (2021) public service is a manifestation of the function of the state apparatus as a public servant as well as a servant of the state. Meanwhile, according to (Salsabila, 2018) public service is as any activity carried out by the government against a number of humans who have every activity that is profitable in a unit and offers satisfaction even though the results are not tied to a product physically. Setijaningrum (2017) states that public service is the provision of services (serving) the needs of other people or people who have an interest in the organization in accordance with established rules and procedures.

Judicial services still receive a bad image from the public. Judicial services are included in the ten agencies most frequently complained of to the Ombudsman. The number of public reports on the judiciary from 2018 to 2020 continues to increase. From the 2018-2020 data from the Ombudsman of the Republic of Indonesia, the number of public reports on judicial institutions in 2018 was 531 reports. Meanwhile, in 2019 there were 345 reports and in 2020 there were 278 reports¹. This shows that the service to the judiciary is still poor.

Therefore, the above problems become a consideration for the government to improve and improve its services properly so that public trust in the government will arise again. One of the government's actions to restore public trust is to make breakthroughs or new innovations in the service system. An innovation can be in the form of new services, new technology, new structural and administrative systems or new plans for organizational members (Mulyadi, 2016).

The importance of innovation is also very important for the judiciary. This is evidenced by the existence of the Judicial Public Service Innovation Competition. The Justice Public Service Innovation Competition provides an opportunity for one of the judicial institutions, namely the Tigaraksa Religious Court to improve its services through the innovation of the Sipandu Mobile case information service (Integrated Service System). Sipandu Mobile (Integrated Service System) is an information service innovation created by the Tigaraksa Religious Court in 2015. Previously in 2009, the Tigaraksa Religious Court used the SMS Center service as an information service for the public. The SMS Center is used by litigants to find out information on trial schedules, information on divorce certificates as well as for suggestions and complaints. However, in implementing the SMS Center,

The way Sipandu Mobile works is different from the SMS Center because Sipandu Mobile (Integrated Service System) automatically sends information about trial schedules, divorce certificate information, and others without being asked. The litigant only needs to provide his cellphone number when registering the case. The community responded positively to the Sipandu Mobile service. This can be seen from the number of parties in a case registering their cellphone numbers to get case information services from Sipandu Mobile.

Although many of the litigants have used the Sipandu Mobile (Integrated Service System) case information service, there are still some litigants who do not want to use the Sipandu Mobile service. In innovation, it is necessary to know what are the determining factors for the success of the innovation. As stated by Mursalim (2018) that the Innovation Success Factor is determined by Leadership, Management / Organization (Management / Organization), Risk Management, Human Capital and Technology. Referring to the Sipandu Mobile problem above, the litigants feel that the security of Sipandu

¹ Retrieved 11 January 2021 <https://ombudsman.go.id/informasi>



Mobile's service is not guaranteed because some of them are still afraid to give their cellphone number. When viewed from the success factors of innovation according to (Semil, 2018), The problems that occur in the Sipandu Mobile service include technological factors, namely those related to the security of the technology used. The security of the Sipandu Mobile service has not been trusted by the litigants, this is a challenge for the Tigaraksa religious court

2. Method

This research uses descriptive research with a qualitative approach. Primary data. Primary data in this study were obtained through interviews with the clerk as the person in charge of the Sipandu Mobile service and IT staff at the Tigaraksa Religious Court, litigating parties using the mobile sipandu service. Secondary data in this study are in the form of books, literature, journals, and articles related to innovation in case information services at the Tigaraksa Religious Court. Data collection techniques are carried out through observation, interviews and documentation. In this study using data analysis techniques consisting of data reduction, data presentation and drawing conclusions / verification (Gunawan, 2013).

3. Result and Discussion

Sipandu Mobile (Integrated Service System) is an innovation / development of the SMS Center application that has been run by the Tigaraksa Religious Court since 2013. Sipandu Mobile (Integrated Service System) utilizes the joint Online Service application as a data base and information service menu about trial schedules, divorce certificates , complaints, and other information. The Sipandu Mobile information service (Integrated Service System) was created by the Tigaraksa Religious Court in order to participate in the 2015 Judicial Public Service Competition. In addition, the SMS Center was deemed ineffective in providing information to the public, so the Tigaraksa Religious Court evaluated the work results of the SMS Center.

3.1 Innovation in Leadership

The success of innovation is influenced by the roles and responsibilities of the leader. Leaders must have a role to motivate, motivate, and encourage members to create creativity from innovation. In this study, researchers took an innovation from the Tigaraksaya Religious Court, namely the Sipandu Mobile information service (Integrated Service System).

Innovation is closely related to technology that has the function of opening public service insights about a new product or improving the design and products (services) that are already owned by agencies (Fayzhall, 2020). This is in line with the opinion (Asbari, 2019) that innovation can be supported by several supporting factors such as: (1). There is a desire to change oneself, from not being able to and from not knowing to knowing. (2). There is freedom of expression. (3). The existence of mentors who are broad-minded and creative (4). Availability of facilities and infrastructure. (5). Harmonious environmental conditions. It is concluded that innovation is the modification or discovery of ideas for continuous improvement and development to meet customer needs. Innovation is also the process of realizing new ideas, which are different from the old ones.

3.2 Management of Innovation Management at the Tigaraksa Religious Court

The success of innovation is also influenced by the management of the organization. Management comprises what organizational strategies are used in realizing the goals of innovation to create organizational culture. Organizational culture is derived from team building and network enhancement. In this research, in order for innovation to be created, the leader forms the Innovation Competition Winning Team. The purpose of forming the team is to create innovative products that will be included in the 2015 Judicial Public Service Innovation Competition. The results of the team's discussion resulted in creating a case information service for Sipandu Mobile (Integrated Service System).

In addition, network enhancement was also carried out by the Tigaraksa Religious Court in collaboration with PT Telkomsel to change the Sipandu Mobile service number to an ID number. Tigaraksa Religious Court. Unfortunately this cooperation only lasted for 3 months. During the 3 months of implementing the Sipandu Mobile service innovation, the Sipandu Mobile service number has changed to an ID number. Tigaraksa Religious Court. Changing the service number to a klatur / ID number was carried out by the Tigaraksa Religious Court so that the Tigaraksa Religious Court service number is not misused by irresponsible parties. However, the cooperation with PT Telkom was carried out for only 3 months. This is due to a lack of funds for upgrading the network. In the end the ID number.

In addition, the Tigaraka Religious Court has a strategy to introduce the Sipandu Mobile service to litigants. The Tigaraksa Religious Court conducts outreach through the information board of the Sipandu Mobile service and through the delivery of information about the Sipandu Mobile service by receptionists and registration officers. This Sipandu Mobile service announcement board is located at the entrance of the Tigaraksa Religious Court so that all litigants can find out about the Sipandu Mobile service.

The receptionist will notify the litigant about the Sipandu Mobile service when the litigant asks the case at the information desk. Then the registration officer also conveyed the existence of this Sipandu Mobile service to the litigant who will register the case. In order to realize the quality of service in the Sipandu Mobile service innovation, the Tigaraksa Religious Court provides maximum services to the community. This means that the Tigaraksa Religious Court is the one who actively provides information on the Sipandu Mobile service while the passive community still receives information from the Sipandu Mobile message (Alfiah, 2019).

3.3 Risk Management

The success of innovation is influenced by good risk management. Risk management is the measurement of risk and how to manage risks that may occur in the future. Based on the research results, the Sipandu Mobile service often has unexpected problems in its implementation. This is known from several litigants who complained to the Tigaraksa Religious Court.

These problems include the sending time of SMS that is too late. Some litigants regretted that the SMS received was too late. The SMS should be sent during activity hours so that the litigants are aware of the SMS. The next problem is that lawyers often receive SMS notifications repeatedly, confusing them. This was caused by problems with the Sipandu Mobile



service network.

To overcome this problem, the Tigaraksan Religious Court made improvements, namely repairing the network so that SMS sent were not sent repeatedly. Then improve the network by arranging the schedule for sending SMS to the litigant from 06.00 to 21.00. This is done to avoid sending SMS that are too late to disturb the comfort of the litigant.

So it can be concluded that the Tigaraka Religious Court has made risk-averse efforts to the Sipandu Mobile service to avoid the possibility of a bigger problem arising. This is shown through an evaluation carried out quickly by the Tigaraksa Religious Court.

3.4 Human Resources Capability (Human Capital)

The success of subsequent innovations is influenced by the abilities and competencies of employees. Employees who have extensive knowledge will make it easier to implement innovations. In the Sipandu Mobile innovation, there are two employees / staff who handle Sipandu Mobile. The two IT employees / staff come from the technology and information fields.

In implementing this Sipandu Mobile service innovation, IT employees / staff do not go through special training. This is because they have mastered the Android application. The Sipandu Mobile application has been used previously by the Tigaraksa Religious Court in the SMS Center service. Then they made this Sipandu Mobile service also using the SMS Center application. So that their abilities and knowledge are broad about this Sipandu Mobile service. The Sipandu Mobile service uses standard Information Technology software and hardware which is highly controlled by IT employees / staff. If there are problems related to this Sipandu Mobile innovation service, they can solve them.

So it can be concluded that the Tigaraka Religious Court does not conduct special training for IT employees / staff on the implementation of the Sipandu Mobile service innovation. This is because IT employees / staff already have extensive knowledge about the Sipandu Mobile service. However, in selecting employees requires qualifications in accordance with the required fields.

3.5 Technology (Technology)

The success of subsequent innovations is influenced by the technology used. The more sophisticated the technology used, the better the innovation. In the Sipandu Mobile service using the application in Android. Previously, the Sipandu Mobile application was applied to the SMS Center service and then developed its use in this Sipandu Mobile innovation. From the results of the development of this Sipandu Mobile innovation, it was found that the advantages of this Sipandu Mobile service compared to the SMS Center service. This advantage is that the confidentiality of your mobile number is guaranteed. The confidentiality of the party's cellphone number is guaranteed because the last 3 digits of the party's cellphone number are not visible. Whereas in the SMS Center the cellphone number of the litigant is visible so that confidentiality is not guaranteed. Apart from that, changing the service number to become a regular number is also a technology implemented by the Tigaraksa Religious Court. The Tigaraksa Religious Court cooperates with PT. Indosat to change the service number to a regulatory number, but the cooperation did not last long so that the klatour number became a service number again.

In developing the Android application, the services provided by Sipandu Mobile are also the same as the SMS Center services, including information on trial schedules, information on case settlement / determination and information on divorce certificate collection. However, the Sipandu Mobile service does not provide information about the down payment fee. Information about the down payment fee of a case is informed when making a decision and informed by the officer.

The technology used by the Tigarak Religious Court is easily operated by IT staff. Because IT staff are familiar with this technology because they have previously used the service for the SMS Center service. So in the implementation of this Sipandu Mobile, if there are problems related to the application, IT staff can solve these problems. If there is a problem with the Sipandu Mobile service and the IT staff cannot solve it, report it to the person in charge of the service. In implementing this Sipandu Mobile service, the clerk of the Tigaraksa Religious Court is in charge of the Sipandu Mobile service. So all activities or problems that occur related to the Sipandu Mobile service must be reported to the person in charge of the Sipandu Mobile service.

4. Conclusion

The Sipandu Mobile case information service innovation (Integrated Service System) is an innovation developed by the Tigaraksa Religious Court to improve the previous information service, namely the SMS Center in order to improve service quality. The Sipandu Mobile information service innovation has been carried out by the Tigaraksa Religious Court since August 2015 when its participation in the 2015 Judicial Public Service Innovation Competition. Based on an analysis of the Sipandu Mobile case information service innovation (Integrated Service System) at the Tigaraksa Religious Court in the previous discussion, it can be concluded that the innovation The Sipandu Mobile (Integrated Service System) case information service of the Tigaraksan Religious Court can be said to be quite good. This is in accordance with the aim of the Tigaraksa Religious Court to make Sipandu Mobile services, namely to improve service quality. Since the Tigaraksa Religious Court has made service innovations, the public response to the Sipandu Mobile service has increased, this has affected the quality of the Tigaraksa Religious Court service.

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