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e-Government in Public Service: Studies on Tangibles Aspects in Licensing Services at Penanaman Modal dan Pelayanan Terpadu Satu Pintu Office, West Java, Indonesia

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Abstract

This research is about e-Government implementation in public services at Penanaman Modal dan Pelayanan Terpadu Satu Pintu (PMPTSP), West Java about tangibles aspect in licensing service. The use of north Bandung area recommendation. Innovation in governance is needed to improve service to the people. The use of information technology in governance is one such innovation, known as e-Government. Licensing service in West Java provincial government has implemented e-government. Through <http://bpmpt.jabarprov.go.id> accessible 210 types of online permission services managed Dinas PMPTSP, West Java. Includes licensing of the Recommendation Space Utilization in North Bandung Area. The Ease obtained through the online facility in making licenses Recommendation Space Utilization in KBU was still not utilized by the public maximally. The service theory used in this study was proposed by Parasuraman, Zeithaml & Berry (1990). According to them, there are five dimensions to see the success of services performed, namely: tangibles, reliability, assurance, empathy. And the focus in this research is on the tangible aspect only. The results showed that the West Java Provincial Government through Dinas PMPTSP West Java has implemented e-government in the licensing of the Recommendation Space Utilization in KBU. Through aspects of tangibles, visible completeness of online facilities that have been owned and the functioning of online facilities related to the convenience of the user.

Keywords: e-Government, Public Service, Licensing Services

Introduction

The function of government is to providing public services for the people. The function of government in providing services is a mandate contained in the UUD RI 1945 and clarified in UU RI No. 25 /2009 about Public Service. It's prescribes the principles of good governance so that the functions of government running effectively. Public services are carried out by government agencies both at the central, local, BUMN, and BUMD in the form of goods and

services in order to meet the needs of society according to the rules. In essence, the fulfillment of public service is the provision of services to the community which is a manifestation of government obligations as a public servant.

According to Wasistiono (2001), the most important tasks of government is to provide public services to the people, therefore government organizations are often referred to as public servants. This shows that performing services to the people is an obligation of the government. In improving service to the people, the government made various efforts. One of them with innovations in governance. The use of information communication technology (ICT) in governance is one example of innovation made by the government. The use of ICT in governance is known as e-government.

The use of E-government in Indonesia has been marked by Inpres No. 6/2001 about the Development and Utilization of Telematics in Indonesia, followed by Inpres No.3/2003 about National Policy and Strategy Development of E-government. In Inpres No. 3/2003 stated that the development of E-government is an effort to develop the implementation of governance based (use) electronically in order to improve the quality of public services effectively and efficiently. Use of information technology will include two activities related to: 1) Data processing, information management, systems management and work processes electronically; 2) Utilization of advances in information technology so that public services can be accessed easily and cheaply by communities across the country. Thus, it can be said that e-government is the use of information and communication technology in organizing governance by government agencies to improve performance and the relationship between the government and other.

West Java Local Government has been implementing e-government. Through Penanaman Modal Perijinan Terpadu Satu Pintu (PMPTSP) Office (previously named Badan Penanaman Modal & Pelayanan Terpadu/BPMPT) serve the licensing services under the authority of the provincial government. This integrated licensing involves 13 Office in the West Java Local Government. PMPTSP West Java serve 210 types of online services on <http://bpmpt.jabarprov.go.id> including licencing of the use of north Bandung area (KBU) recommendation. It poses an online facility, such as licensing services online, online registration and complaints online. In this online licensing service, can be accessed directly and print requirements. Despite the many efforts made PMPTSP West Java to simplify licensing services online, but people still do not use these facilities. This is evident from the number of people who prefer to manually be licensing services.

The focus of this research is the tangible aspect in licencing services in the implementation of e-government. A study about licensing recommendation of the use of KBU in PMPTSP West Java. The purpose of this research is to examine and analyze the tangible aspect in licencing services in the implementation of e-government specially about licensing recommendation of the use of KBU in PMPTSP West Java.

Theoretical Framework

Electronic Government (e-Government): Electronic Government (e-government) is defined as the use of Information Communication Technology (ICT) in governance. Information technology is an information device connected to the Internet network. Utilization of ICT by government in the public service is expected to make the quality and efficiency of service to the community increases. Heeks (cited in Hasibuan, 2002) defines e-government as the activities undertaken by the government to use information technology to provide services to the public. Based on these definitions, we know the main goal of e-government is to improve the efficiency and quality of services. According to Heeks, almost

all government institutions in the world is experiencing inefficiency, especially in developing countries.

Meanwhile, Douglas Holmes (2001) says that the definition of e-government as “electronic government, or e-government, is the use of information technology, in particular the internet, to deliver public services in a much more convenient, customer- oriented, cost-effective, and altogether different and better way”. That definition describes the services provided by the government online will allow citizens to participate in the various governance. In addition, services provided online is also helpful to reduce costs, a convoluted process, increased speed, and make the process more flexible and responsive.

Licensing Services: Licensing Services is part of a public service by the government to the public. Referring to KepMenPan No. 63/Kep./M.PAN/7/2003, about the General Guidelines for the Implementation of Public Service, the licensing included in the administration services. The administrative service is a service that produces an official document by the local government that required by people.

Public Service: Services is one of the functions of government. The use of e-government in providing services to the public is one of the innovations in governance. E-government is an invaluable tool in improving services carried by the government. The successful use of e-government is dependent on the parties to use it. Both the apparatus of government as implementers and people services as users of services. With e-government, efficiency, transparency, participation and people involvement in governance can be realized (Bertucci & Senese, 2007). People can always access the information on the form peryaratan licensing services, procedures, costs, time so as to achieve efficiency and transparency. The people will be directly involved in administering licensing without agent.

To analyze the services by the government in this case Apparatus PMPTSP West Java in licensing services with e-government, will use the dimensions proposed by Parasuraman Zeithaml & Berry (1990). There are five dimensions of service, namely 1) Tangibles. The entire performance characteristics associated with the physical structure in PMPTSP West Java on licensing service. 2) Reliability. The ability and anticipation of the apparatus PMPTSP West Jawa to conduct an accurate service to the promise in the licensing service. (3) Responsiveness. The willingness of apparatus PMPTSP West Jawa to serve licenses to provide services according to user demand in serving licenses. (4) Assurance. The capacity of officials PMPTSP West Java licensing services by providing security and trust. (5) Empathy. The behavior of the apparatus PMPTSP West Java licensing services to behave comprehend and understand the needs of users. The fifth dimension of these services is a unit of interaction interconnected, to be able to assess the quality of services provided or not. It is according to research, because the five dimensions of services can present various aspects of licensing services performed by PMPTSP West Java by using e-government. In addition, Ratminto & Winarsih (2010) says that the dimensions proposed by Parasuraman, Zeithaml & Berry is not only oriented to the running services but also the results from the services.

Methodology

The method used is a qualitative research method with a case study approach with descriptive analysis. Source of the data obtained is divided into primary and secondary data. Primary data is the type of data obtained directly from the sources used as research informants. Secondary data is data compiled from information literature, such as textbooks, journals, research results, reports and other documents. Sources of information in this research by assigning competent informants using purposive. Informants in this study consists of Apparatus PMPTSP West Java as an institution that processes licensing and a people who use licencing online.

Data collection techniques used are: the study of literature, observation and interviews. And data analysis techniques using three components of the analysis, namely data reduction, data presentation and conclusion.

Result and Discussion

Electronic Government is shortened to e-government which is defined as the use of information communication technology (ICT) in the administration of government. This information technology is an information device that is connected with internet network. Heeks (cited in Hasibuan, 2002) defines e-government as an activity undertaken by the government using information technology to provide services to the people. Under the definition, the main purpose of e-government is to improve the efficiency and quality of services that Heeks thinks, almost all government agencies in the world are inefficiently, especially in developing countries.

Meanwhile, Douglas Holmes (2001) describes e-government as a service provided by the government online will make it easier for people to participate in various governance. In addition, the services provided online are also useful for reducing costs, tortuous processes, increasing speed, and making the process more flexible and responsive.

E-government is a tool in improving the services carried out government apparatus. The successful use of e-government is highly dependent on those who use it. Whether it is the government apparatus as the implementer of service and also the community as a service user. With the use of e-government, efficiency, transparency, participation and community involvement in governance can be realized (Bertucci & Senese, 2007). Communities can always access information about licensing services in the form of requirements, procedures, costs, time so that efficiency and transparency can be achieved. So then the community will be involved directly in the care of licensing without an intermediary.

To see the services carried out by the government in this case the Office Apparatus of PMPTSP West Java in licensing recommendation of the use of KBU with the use of e-government will be used service dimension proposed by Parasuraman, Zeithaml & Berry (1990). There are five service dimensions, namely tangibles, reliability, responsiveness, assurance, empathy. The five dimensions of the service is a unity of interrelated interactions, to be able to assess the services provided quality or not. In addition, the dimension is not only oriented to the process of running the service but also on the results achieved from the service. From this dimension, which will be discussed in this research is Tangibles aspect related to physical facilities available in online service at West Java PMPTSP Service.

West Java PMPTSP Office already has online facility in licensing service. Through the website <http://dpmptsp.jabarprov.go.id> can be obtained information about licensing and investment in the Office of PMPTSP West Java. The look of PMPTSP West Java website can be seen in the following figure:

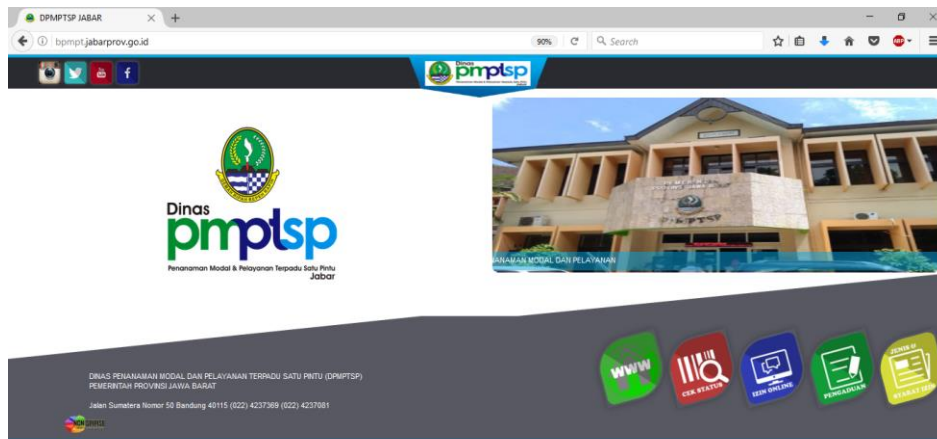


Figure 1 DPMPTSP West Java website

Source: <http://bpmptsp.jabarprov.go.id>

In <http://bpmptsp.jabarprov.go.id> can be obtained information about: PMPTSP West Java services news, profile PMPTSP West Java, the type of licensing services and also the requirements, and there are online services. In the Home section there is an information service about Profiles, Fields, Outlets, Online Services, Related OPDs, Regulations and Procurement. There is a choice of Language, in Indonesian or English. Through the website <http://bpmptsp.jabarprov.go.id> there are online services. Display of online services in the website of the Office of PMPTSP West Java can be seen in the following figure:

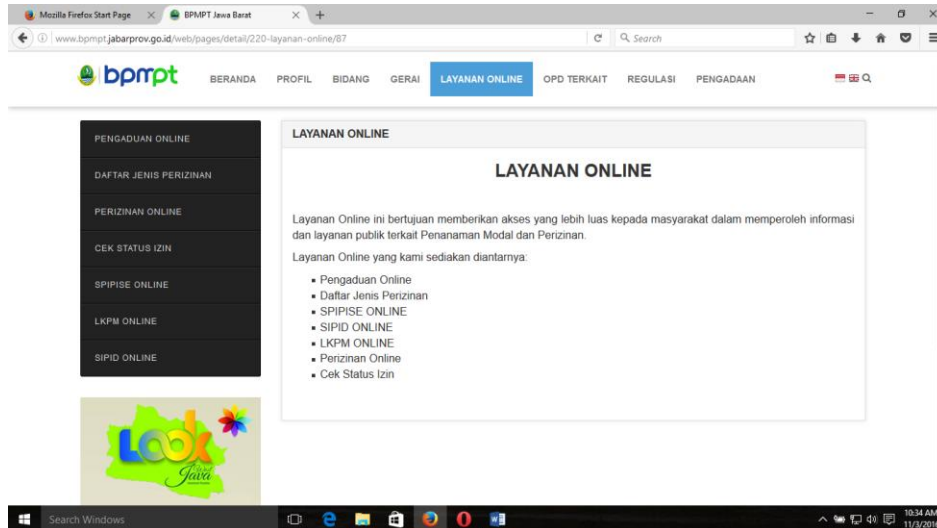


Figure 2 The Display of Online Services DPMPTSP West Java Website

Source: <http://dbpmptsp.jabarprov.go.id/web/pages/detail/220-layanan-online/87>

In the Online Services, there are services online complaint, List Type Permitting, Licensing online registration, online SPIPISE, SIPIID online, LKPM online, and check license status directly. Furthermore, through the online complaints facility, people who are applying licensing in BPMPT West Java can make a complaint online without come to the office PMPTSP West Java. Display Online Complaint in PMPTSP West Java website can be seen in the following figure:

The screenshot shows a web browser window with the URL <http://bpmpt.jabarprov.go.id/sicantik/main/pengaduan>. The page title is 'Pengaduan Online'. The form contains the following fields:

- Jenis Pengaduan:
- Nomor Pendaftaran:
- Nama Lengkap:
- Kontak Person Telepon:
- Nomor HP:
- Kontak e-mail:
- Alamat:
- Provinsi:
- Kabupaten:
- Kecamatan:
- Kurahan:
- Deskripsi Pengaduan:

Figure 3 The Display of Online Complaint in DPMPTSP West Java website
Source: <http://dpmptsp.jabarprov.go.id/sicantik/main/pengaduan>

People who want to make a complaint online just fill out the form that has been provided. Data should proceed with such type of complaints, the registration number, full name, contact person, phone number, E-mail address, complete mailing address. In the data type of the complaint, has provided the type of complaints that can be selected, but if no appropriate type, it can be selected etc. Then write the complaint to be conveyed. Complaints were made online this greatly save time and costs.

In the Online Services we can also know the requirements needed in administering licensing and the time required in the licensing process, by accessing Listing Type Licensing. Display the permit type in DPMPTSP West Java website can be seen in the following figure:

The screenshot shows a web browser window with the URL http://bpmpt.jabarprov.go.id/sicantik/main/jenis_perizinan. The page title is 'Daftar Jenis Perizinan'. The table contains the following data:

NO	DAFTAR JENIS PERIZINAN	DURASI	Lihat	Cetak
1	IZIN PENYELENGGAAN OPERASIONAL SEKOLAH LUAR BIASA (IPO-SLB)	14 hari	Penyataan	Penyataan
2	REKOMENDASI LINDIAN GRATIS BERHADIAN (LUGB)	14 hari	Penyataan	Penyataan
3	IZIN PENGUMPULAN LAYAN ARJUN BARAH (PENGUMPULAN SUMBANGAN)	14 hari	Penyataan	Penyataan
4	REKOMENDASI ADMINISTRASI (IZIN USAHA INDUSTRI FARMASI (IUIF))	35 hari	Penyataan	Penyataan
5	REKOMENDASI ADMINISTRASI (IZIN USAHA INDUSTRI FARMASI (IUIF) PERSANTIAN PENANGGUNG JAWAB)	35 hari	Penyataan	Penyataan
6	REKOMENDASI ADMINISTRASI (IZIN USAHA INDUSTRI FARMASI (IUIF) PERSANTIAN DIREKTUR)	35 hari	Penyataan	Penyataan
7	REKOMENDASI ADMINISTRASI (IZIN PRODUKSI KOSMETIKA (IPK))	35 hari	Penyataan	Penyataan
8	REKOMENDASI ADMINISTRASI (IZIN PRODUKSI KOSMETIKA (IPK) PERSANTIAN PENANGGUNG JAWAB)	35 hari	Penyataan	Penyataan
9	REKOMENDASI ADMINISTRASI (IZIN PRODUKSI KOSMETIKA (IPK) PERSANTIAN DIREKTUR)	35 hari	Penyataan	Penyataan
10	REKOMENDASI BERTIFIKASI SARANA PRODUKSI ALAT KESEHATAN DAN PERBEHALAN KESEHATAN RUMAH TANGGA (PKRT)	35 hari	Penyataan	Penyataan
11	REKOMENDASI BERTIFIKASI SARANA PRODUKSI ALAT KESEHATAN DAN PERBEHALAN KESEHATAN RUMAH TANGGA (PKRT) PERSANTIAN PENANGGUNG JAWAB)	35 hari	Penyataan	Penyataan
12	REKOMENDASI BERTIFIKASI SARANA PRODUKSI ALAT KESEHATAN DAN PERBEHALAN KESEHATAN RUMAH TANGGA (PKRT) PERSANTIAN DIREKTUR/PIMPINAN	35 hari	Penyataan	Penyataan
13	REKOMENDASI BERTIFIKASI SARANA PRODUKSI ALAT KESEHATAN DAN	35 hari	Lihat	Cetak

Figure 4 The Permit Type in DPMPTSP West Java Website
Source: http://bpmpt.jabarprov.go.id/sicantik/main/jenis_perizinan (2016)

In the service list Licensing type, there are 245 types that can be accessed. There are information on the terms of the necessary permits and print. The Licensing Registration in PMPTSP West Java can be made online in PMPTSP West Java website. Display online services in PMPTSP West Java website can be seen in the following figure:

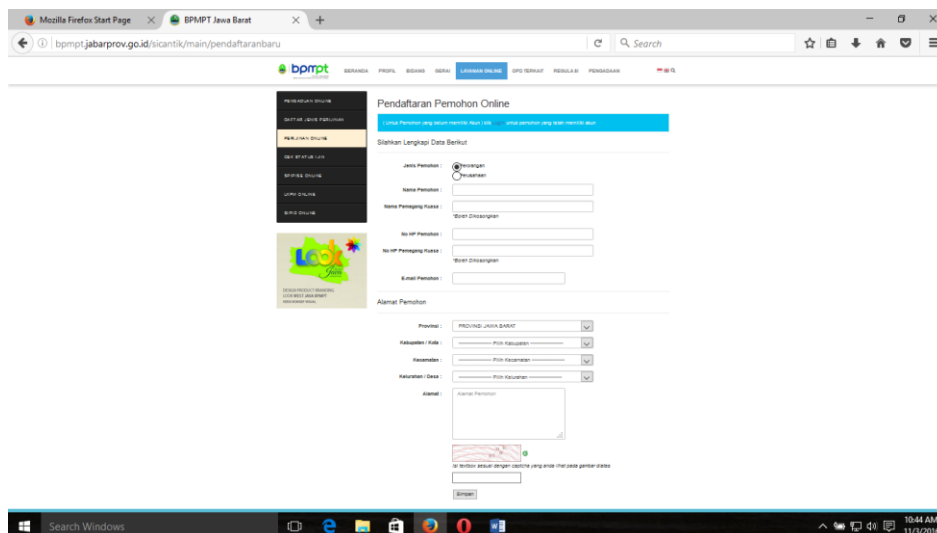


Figure 5 The Display of online services in DPMPTSP West Java website
Source: <http://dbpmptsp.jabarprov.go.id/sicantik/main/pendaftaranbaru>

People who want to apply licenses online, previously had an account on the DPMPTSP West Java website. Then the online registration can be done by filling the available data. The online petition can be done by the individual applicant and the company. There is the filling of the agent data, which is the person who was given the power to take care of licensing to agent.

The Online Services have facilities to Check Application Status. Through this facility, the applicant can check the licensing application process proposed. Display Application Status PMPTSP West Java website can be seen in the following figure:

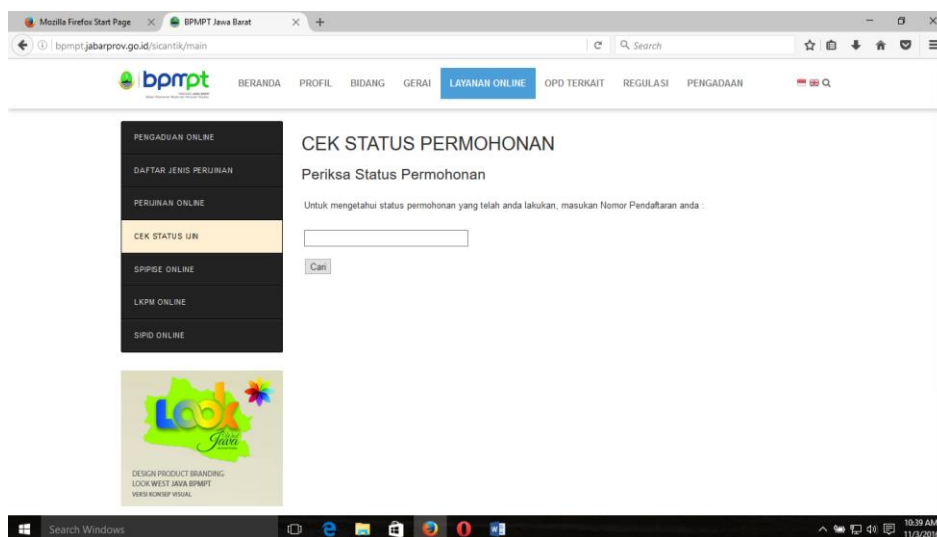


Figure 6 The Display of Application Status DPMPTSP West Java website
Source: <http://dpmptsp.jabarprov.go.id/sicantik/main>

Through the status service, the people who are applying for a permit can check the status service. Simply, by entering the registration number of permissions on the available column. To facilitate the public to access BPMPT West Java online services, this online licensing can be downloaded for free via Google play store facilities. So, the public can access this through Smartphone. So people can see the licensing process with open, anytime and anywhere by

their smartphone. This is one of transparency made by BPMPT West Java. The display BPMPT West Java Licencing online in smartphone can be seen in the following figure:



Figure 7 The Display of DPMPTSP West Java Licencing Online in Smartphone

With smartphone, we can check our licensing requirements that will be put forward, checking the status of licencing processed and information about licensing service locations in West Java. Before becoming PMPTSP Office West Java in 2017, and BPMPT West Java in November 2014, in West Java licensing service is managed by BPPT (Badan Pelayanan Perijinan Terpadu) West Java. BPPT West Java has many achievements. In 2013 awarded Citra Bhakti Abdi Negara in provincial level from the Ministry of Pendayagunaan Aparatur Negara dan Reformasi Birokrasi. In 2014 received an award for Public Service Innovation Competition and serve as a pioneer implementation of PTSP provincial level and also being piloted PTSP implementation at the national level. In 2015 was awarded the Top 99 Public Service Innovation, for its innovation in "Makin Terlayani Pegawai On Line" program. And in 2016 until now, a pilot project for the prevention of corruption from KPK with Inovasi Satu Akses Pasti Simpatik Jabar. The pilot project was conducted by KPK to 17 provinces in Indonesia for innovation public service performed in local government income sector, the employee benefits sector and licensing sectors.

Conclusions And Recommendations

Based on the description above, it can be concluded that the West Java Government through DPMPTSP West Java has implemented e-government in licensing services as an effort to improve public services. Its seen from the tangibles aspect such as facility and the function of online services. For the implementation of e-government that has been done can be perceived benefits for the people, more effort is needed more from the Office of PMPTSP West Java in disseminating it. So, people prefer online licensing services in comparison with manual licensing services.

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