



Innovation in The Application of The State Personnel Notification System (Sinoken) In Regional Office IX, Jayapura State Personnel Agency

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Article Info

Article history:

Received March 08, 2023

Revised March 10, 2023

Accepted March 15, 2023

Keywords:

Innovation

E-Government

Public Administration

ABSTRACT

In the age of Industry 4.0 and digital transformation, the government constantly innovates in implementing e-government. The use of the Civil Service Notification Information System (SINOKEN) application is an example of e-government-based public service implementation. The goal of this study was to analyze and describe the innovative results of the application of the Civil Service Notification Information System (SINOKEN) at Regional Office IX of the Jayapura State Civil Service Agency using Rogers' five characteristics of innovation, which are relative advantage, compatibility, complexity, trialability (ability to experiment), and observability (can be observed). This study employed a qualitative research method to describe what happens in the field, which will later facilitate objective and precise data related to the problem. Heads of Transfers and Employment Status, Section Heads/Coordinators for Transfers and Employment Status, Computer Staff, Employees who run the SINOKEN application, and Agencies or users of the SINOKEN application service were among the informants in this study (who represent). The study's findings showed that staffing services using the innovative SINOKEN application are measured by the five characteristics of Roger's innovation that have been well implemented and received positive responses from various vertical agencies or districts/cities in the Papua Province region. Consequently, it is still difficult to access a stable internet network in some areas and there is still a lack of resources, the SINOKEN application is gradually being used in several staffing services at Regional Office IX of the Jayapura State Civil Service Agency, especially in the Field of Mutations and Employment Status. In the Papua Province region, adequate human resources are needed in district/city regional agencies.

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1. Introduction

In the last two years, the development of digital-based information technology has been overgrown. One of the factors causing the rapid development of digital information technology is the outbreak of Covid-

19 at the end of 2019. This pandemic has forced the government to carry out its administration, maximize the use of information technology, and limit face-to-face processes in various ways, such as the Work from Home (WFH) policy. Dwiyanto (2011: 181) emphasized that the government must develop and use information technology systems to turn the wheels of government, open access to information as wide as possible, and create accountability and transparency in the delivery of public services. Article 2 of the Law on Public Information Disclosure No. 14 of 2008 states that all public information must be open and available to all users of public information in a fast, timely, inexpensive, and accessible way. Electronic government technology in government agencies to improve the quality of service to the public or society. The presence of e-government is to make public services as efficient and effective as possible while still paying attention to and prioritizing transparency and equal rights for every citizen in obtaining e-government services. Currently, fast and accurate service innovation is urgently needed to keep up with the modern era, such as the emergence of various online services. However, based on initial observations at Regional Office IX of the Jayapura State Civil Service Agency, the researchers still found paper accumulation in staffing services, resulting in less effective and efficient services, especially in the Field of Transfers and Personnel Status. Therefore, innovation is needed in the development of e-government implementation.

Regarding technology development, Regional Office IX, the State Personnel Agency, has innovated by presenting a public service application specifically for personnel services called (EPPT) which is then used in the staffing mutation process. However, the application (EPPT) is deemed ineffective because it is only used in the staffing mutation process. So that in 2019 Regional Office IX of the Jayapura State Civil Service Agency again took the initiative to innovate to develop existing applications by presenting an application called the Civil Service Notification Information System (SINOKEN). The development of the Civil Service Notification Information System (SINOKEN) application is expected to provide excellent service for every type of personnel serving in 30 City or Regency areas. This research is needed to find out and examine how the application of the SINOKEN application improves the quality of public services, in this case, personnel services in the Field of Transfers and Personnel Status at Regional Office IX of the Jayapura State Personnel Agency as seen from the five concept characteristics of innovation put forward by Rogers.

The research of The Civil Service Notification Information System (SINOKEN) application is expected to make public services more efficient, effective, and even more transparent in public services or personnel services. The presence of this application also aims to reduce the use of paper (paperless), where the use of this paper used to cause many problems, such as the accumulation of staffing documents, the potential for loss and damage to employee documents, and the presence of this application can save time and costs which are very significant considering the geographical conditions of the Papua Province region where some areas are still challenging to reach by land.

Italy in Indrajit (2016: 5) defines e-Government as the application of modern ICT to the modernization of our administration, which includes the following courses of action: 1. Computerization aimed at improving operational efficiency within specific departments and agencies. 2. Computerizing services to citizens and businesses, frequently implying integration of services from various departments and agencies; 3. Providing final users of government services and information with ICT access. Administration, which consists of several groups of activities 1. Computerization aims to increase the operating efficiency of individual agencies and departments 2. Computerizing citizen and business services often means merging service departments three and providing access to information and communication technology for end-user information and government service). In the concept of e-Government, there are four types of interaction classifications between stakeholders, namely G2C (Government to Citizens), G2B (Government to Business), G2G (Government to Governments), and G2E (Government to Employees). The following is a further explanation of the four classifications of interactions between these stakeholders (Alshehri & Drew, 2010; Indrayani, 2020, p. 69).

State service is one of the indicators to assess the quality of state administration, also in Indonesia, in administering government according to their duties and responsibilities. Public services are very strategic for implementing good Governance in Indonesia. Efficient, non-discriminatory, highly responsive, and accountable public services are easy to evaluate and measure because it is the starting point for building good Governance. Services are processes or sets. Whether or not public administration

or management is good can be measured by the extent to which public services meet society's demands, needs, and expectations (Thoha, 1997, p. 2). According to Article 5 of the Law on Public Administration no. 25 of 2009, public services are public goods and public services and administrative services in the sense of law. Based on MENPAN Decree No. 63 of 2003, the types of services are divided into three groups, viz. 1) Administrative services, such as preparing various official documents the public needs, such as citizenship status, qualification certificates, documents of ownership, and examination. These documents include identity cards (KTP), birth certificates, death certificates, proof of ownership book (BPKB), motorized vehicle driving licenses (SIM), vehicle registration certificates (STNK), building permits (IMB), and passports, land or management. 2) Merchandise which uses various community products, such as telephone networks, electricity distribution, and clean water. 3) Services that provide various services needed by the community, such as education, health, transportation, letters, and others.

Innovation is the creation of new things and specific characteristics so that a service, service product, or process and the result of discovering new things to overcome problems (Kusmara, 2010). The following are the characteristics of innovation put forward by Basuki (2018), which can be used to measure the success of innovations created, including 1) Relative advantage (providing more excellent value or profit), 2) Conformity and suitability (unnecessarily replace old inventions for budgetary reasons), 3) Complexity improving quality from innovative efforts), 4) Trialability (publicly tested and provided more advantages), 5) Observability (readily observable). With the explanation of the characteristics above, innovation can be a solution to replace the old ways, both in the process and in the end. The old ways are not necessarily adopted anymore but are the basis for developing innovations. However, according to customers, some things could be more effective and efficient; they must be replaced with innovations.

2. Research Methods

This study used a qualitative approach that conveys events that occur in the field according to their nature, considering objective and accurate data about the problem at hand. Moleong (2014: 6) emphasized that qualitative research aims to study the phenomena experienced by research subjects holistically and through descriptions in the form of words and language in specific natural contexts and using various natural methods. This study was conducted at the Regional Government Public Service Office IX Jayapura, Jl Baru No. 100/B Kota Raja, Jayapura, 99225.

This data collection method used secondary and primary data through observation, interviews, and documentation. Primary data was information that researchers obtain directly from their research subjects, in this case, through observation and interviews. At the same time, secondary data was obtained and used by collecting documents in the form of annual reports, general descriptions of the organization, standard operating procedures, and documents directly related to the implementation and application of innovations in the Personnel Notification Information System (SINOKEN). Data processing in this study was done by reducing data and then processing it into narrative text, matrices, graphs, networks, and charts. The collected data was then concluded as material for further analysis. Informants in this study were stakeholders or parties related to the SINOKEN application, namely bureaucrats within the Regional Office IX BKN Jayapura and all work partners who use the SINOKEN application.

3. Results And Discussion

Application of the Sinoken Application

Public service innovation using the "SINOKEN" application at Regional Office IX of the Jayapura State Personnel Agency is reviewed using the five characteristics of innovation proposed by Rogers, which are a benchmark for the success of a public service innovation, namely Relative advantage, Compatibility, Complexity (complexity), Trialability (possibility of experimentation), observability (can be observed). The SINOKEN application uses information technology-based services expected to simplify and cut staffing service time, especially promotion services at Regional Office IX of the Jayapura State Civil Service Agency.

The Sinoken application has 17 types of services provided to agencies in the form of, 1. KPO Digital Services, 2. Structural Optional KP Digital Services, 3. JFT Optional KP Digital Services, 4. Diploma Adjustment KP Digital Services, 5. Assignment Optional KP Digital Services Learning, 6. BUP Pension Digital Service, 7. Non-BUP Pension Digital Service (Widower), 8. Karpeg Digital Service, 9. Karis Digital Service, 10. Karsu Digital Service, 11. APS Digital Service, 12. Aged Digital Service, 13. Death Consideration Digital Service, 14. Academic Inclusion Digital Service, 15. PMK (Work Period Adjustment) Digital Service, 16. CLTN Digital Service, 17. CPNS Procurement Digital Service (Determination of NIP). Particularly in the field of Mutations and Employment Status, they carry out nine services; KPO Digital Services, Structural Optional KP Digital Services, JFT Preferred KP Digital Services, Diploma Adjustment Optional KP Digital Services, Study Assignment Optional KP Digital Services, Karpeg Digital Services, Karis Digital Services, Karsu Digital Service, Digital Academic Inclusion Service.

Relative advantage

Innovation must, of course, have added value or relative advantage that has a positive impact compared to what was previously felt by users of the innovation, both internally and externally. A significant difference from previous innovations characterizes the relative advantage of innovation. The difference is in the form of more positive things to facilitate and expedite every activity and policy implemented.

The advantage of the "SINOKEN" application, which is a supporting application innovation from the SAPK application in staffing services where previously district, city, or vertical regional agencies to access staffing services were still manual or carrying physical files, but with the presence of this application innovation several staffing services in the field of Mutations and Employment Status has been carried out online and is paperless, or there is a reduction in paper and can save time and money from the agency. Another advantage is that each employee processing the services available in the "SINOKEN" application can monitor the progress of the services provided through the eppt.bkn9jayapura Website, using a laptop/tablet or cellphone personally, anytime and anywhere, as long as it is connected to the network. Internet.

Services in Employee Transfers and Status that are entirely digital and online using the "SINOKEN" application are KPO Digital Services, Employee's Digital identity card Services, wife's digital identity card Services, and husband's digital identity card. The supporting document requirements needed for these services are pretty small and manageable. While other services require quite a lot of supporting documents, so these services are carried out in stages to be applied to this application due to several considerations from the Transfer and Staffing Sector, such as a need for qualified human resources. There are still districts/cities in the Papua province that have difficulty accessing the internet network.

Compatibility (suitability)

Personnel service innovations using the "SINOKEN" application support innovations and developments in the framework of realizing a government system that provides various conveniences, certainty, and cleanliness in providing services or Good Governance. This application is here to adjust to the demands of the times, where the development of the times also demands the development of technology. The suitability of this application is related to several problems that exist in the staffing service process at Regional Office IX of the Jayapura State Civil Service Agency, specifically in the Field of Transfers and Employment Status based on the results of the analysis, the researcher obtained that prior to this application, the service time was long, the procedures were convoluted, and the number of costs incurred only to find out the progress of staffing services.

The time used before the "SINOKEN" application in staffing services, especially in the Field of Transfers and Employment Status, could take up to months. The next problem before the arrival of this application was that agencies had to always come to Regional Office IX of the Jayapura State Civil Service Agency to take care of any staffing services they wanted. Another problem is the high costs incurred by agencies or employees to get to Regional Office IX of the Jayapura State Personnel Agency due to the geographical conditions of Papua Province, primarily mountainous areas and minimal land routes so that it can only be accessed by air using small planes at very high costs. After this application, services in the Transfer and Personnel Status Sector in terms of time and the process can be completed in just one day if the document requirements are met and declared complete without having to come to

Regional Office IX of the Jayapura State Civil Service Agency. If there is a shortage of files, they will be submitted through the "SINOKEN" application, after which they can be completed as soon as possible and re-processed by internal parties so that in a matter of hours, the staffing service process can be completed.

Complexity

Complexity is an indicator used to determine the innovation's difficulty level. The difficulties experienced by internal parties, in this case, employees in the Field of Transfers and Employment Status, are non-existent because this application is designed to be as easy as possible to apply or use for both internal and external parties. Based on the results of interviews with several Regency/City regional agencies and Vertical agencies, users of the application in the Papua Province region believe that using the "SINOKEN" application does not get complicated because the features are made as simple as possible so that it is easy for anyone to understand. However, some agencies complain that sometimes the internet network connection does not support uploading some of the document requirements, so it often takes one to two minutes to upload documents, which generally only takes five to ten seconds if the internet network conditions are stable.

Trialability (possibility of experimenting)

The following characteristic of innovation is the possibility of experimentation. After conducting trials using the "SINOKEN" application at the beginning of 2020, results showed a positive response from service users. Until 2022 this application was still used in staffing services, especially in the Field of Mutations and Personnel Status. The "SINOKEN" application was also made to facilitate and is transparent and accountable so that all State Civil Apparatuses currently using staffing services can personally monitor the progress of the services provided through the eppt.bkn9jayapura Website anytime and anywhere to create excellent or good staffing services governance. However, the participation of the State Civil Apparatus is not optimal because there are still State Civil Apparatuses in the Papua Province area who need to learn about the benefits of the eppt.bkn9jayapura Website. This is evidenced that there are still employees who come to Regional Office IX of the Jayapura State Civil Service Agency only to ask how far the progress of promotion services or employee card services is; these employees should be able to find out the progress of the services needed only by accessing the [eppt. bkn9jayapura](http://eppt.bkn9jayapura) website without visiting Regional Office IX Jayapura State Civil Service Agency.

Observability (can be observed)

The last characteristic of innovation is observability. The innovation of the "SINOKEN" application is made as simple as possible so that it is easy to apply, both internal parties at the Jayapura State Civil Service Agency IX Regional Office and external parties such as vertical agencies, regency/municipal areas in the Papua Province region. The "SINOKEN" application is designed with more attractive and simple appearance without providing too many features that can confuse its users. The "SINOKEN" application provides better service. Employees needed to learn or monitor the extent of the required staffing service process before the existence of this application. However, after the presence of this application, both the authorized agency using the "SINOKEN" application and employees can personally monitor every process of staffing services needed without any time and place limitations.

4. Conclusion

The SINOKEN application is the use of information technology-based services proven to simplify and cut staffing service time, especially for several services provided by the Transfer and Personnel Status Division, such as automatic promotion services (KPO), Digital employee card Services, and Digital identity Services so that paperless services or reduced use of paper as well as saving time on staffing services can be optimized. This innovation can also be public-oriented, transparent, and accountable, as seen by every person or employee using SINOKEN services. They can monitor the progress of the services needed through the eppt.bkn9jayapura website without visiting Jayapura State Civil Service Agency IX Regional Office anytime and anywhere.

The researchers believe several districts/cities in the Papua Province region still need help accessing a stable internet network. Therefore, the central and regional governments must collaborate to provide adequate facilities and high-speed internet access to create an E-Government-based public

service system that demands efficient, effective, public-oriented, transparent, and accountable public services. The flow of data and information between agencies run smoothly without experiencing obstacles when the "SINOKEN" application can be used as fully as possible for all services available at Regional Office IX of the Jayapura State Civil Service Agency. Based on the research results above, the researcher thinks that with several districts/cities in the Papua Province region, it is still difficult to access a stable internet network. Therefore, it is hoped that the central and regional governments and all related parties must collaborate and work together to provide the necessary infrastructure to support the smooth running of every service provided, mainly by providing smooth and fast internet access facilities to create an E-Government-based public service system that truly public services are efficient, effective, public-oriented, transparent and accountable. Jayapura State Civil Service Agency IX Regional Office, as an agency that provides a variety of staffing services, is expected in the future to be able to develop and refine the "SINOKEN" application so that it can be used as fully as possible for all staffing services available at the Jayapura State Civil Service Agency IX Regional Office, not just for some services personnel services such as automatic promotion services (KPO), Digital Karpeg Services, Digital Kars Services, Digital Karsu Services, but can accommodate all types of staffing services provided in order to create digital-based services or E-Government, of course with the support of all related parties.

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