



The Key Success of Implementation of SIDILAN App in Improving the Quality of Public Services

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Abstract

The development of the Integrity Zone is based on Permenpan RB Number 10 of 2019 as an amendment to Permenpan RB Number 52 of 2014 concerning Guidelines for the Development of Integrity Zones Towards Corruption-Free Areas and Clean and Serving Bureaucratic Areas. The enactment of this regulation made Surabaya State University try to obtain the title of integrity zone by appointing the Faculty of Social Sciences and Law as a model faculty. In practice, the Social Sciences and Law faculty innovate digital-based public services through the Sidilan Application. This research aims to analyze the development and application of SIDILAN in improving the quality of public services. The research method used is descriptive with a qualitative approach. This research focuses on theories about the elements of successful e-Government development which include support, capacity and value. The research results show that these three indicators have supported the successful implementation and development of SIDILAN in improving the quality of public services in the Social Sciences and Law faculty. However, there are still no legal products from universities that use a legal basis. Apart from that, it is hoped that SIDILAN socialization can be carried out directly to increase understanding and minimize miscommunication regarding the services needed.

Introduction

Organizing government, development and community affairs is one of the tasks that must be carried out by the state civil apparatus. Where public services are an important aspect of government function to provide the best service to the community. Problems that are often found in public services in government agencies/organizations are services that are less responsive, untimely, discriminatory, complicated and arbitrary (Gimanto, 2022). Therefore, to realize good public services, it is necessary to make changes to services that are in line with community expectations, namely a service system that is easy, fast, precise and transparent (Damayanti, 2022). As the aim of implementing bureaucratic reform is to create a bureaucracy that is professional and characterized, has integrity, high performance, free and clean from corruption, collusion and nepotism, able to serve the public, neutral, prosperous, dedicated and upholding, increasing the capacity and accountability of an organization, and is useful for

achieving a government that is clean and free from corruption, collusion and nepotism, which is expected to improve the quality of public services (Megawati, et.al., 2023).

As an effort to align the targets to be achieved in the implementation of Bureaucratic Reform, it is necessary to have a pilot project implementation, one of which is building an integrity zone. The integrity zone is defined as a predicate given to government agencies whose leadership and staff are committed to realizing a Corruption Free Area/Clean Bureaucratic Area Serving through bureaucratic reform, especially in terms of preventing corruption and improving the quality of public services (Dahlan, and Mulianingsih, 2023).

Surabaya State University is one of the State Higher Education campuses with a Legal Entity which is aggressively creating an integrity zone area towards an area free from corruption and a clean and serving bureaucratic area, where the Faculty of Social and Legal Sciences is the representative of Surabaya State University for the integrity zone (Millehelena, 2023). In order to realize an integrity zone, there are six areas of change which are determining factors in achieving development targets (Permenpan RB Number 10 of 2019). One of the main factors lies in the area of changes in the governance arrangements that must be carried out, namely improving the quality of public services through an Electronic-Based Government System. Where according to Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems, SPBE can be interpreted as government administration that utilizes information and communication technology to provide services to the community.

At the Faculty of Social Sciences and Law, an Electronic Based Government System can be realized through the use of the SIDILAN application (Service Digitalization Information System). The SIDILAN application is an integrated system that can be accessed by lecturers, education staff, alumni students and stakeholders related to digital administration services at the Faculty of Social Sciences and Law, Surabaya State University. One of the services provided is e-Letter which manages the administration of student and lecturer correspondence which includes student certificates, research permits, observation permits, internship permits, recommendation letters, student exchange permits, further study permits and permits. . The description of the website in question is as follows:



Figure 1.1 Display of the SIDILAN Application

Through the SIDILAN application, the correspondence management process which was previously carried out manually/paper-based is now carried out online or website-based (google form). Students of the Faculty of Social Sciences and Law can more easily, effectively and efficiently carry out various types of correspondence administration. This application has

also been inaugurated at the same time as the internalization of the Integrity Zone area into a Corruption Based Area and a Clean and Serving Bureaucratic Area at the Auditorium of the Faculty of Social Sciences and Law on Thursday, June 15 2023 (Shabrina, 2023). The SIDILAN application is an online service that is user friendly (provides convenience in various services), accessibility (can be accessed by the academic community, alumni and stakeholders) and ease of use (can be accessed anytime and anywhere).

Based on the description above, researchers are interested in conducting research related to the development of the SIDILAN application in improving the quality of student services at the Faculty of Social Sciences and Law, Surabaya State University. Where this research aims to analyze the development and implementation of the SIDILAN application in improving the quality of student services at the Faculty of Social Sciences and Law, Surabaya State University. It is hoped that this research can be a means to support the achievement of an integrity zone area and the Faculty of Social Sciences and Law can become a best practice or pilot project at Surabaya State University so that it can provide benefits to all students/community and other universities in terms of easy administration services.

Methodology

The research method used in this research is a descriptive method with a qualitative approach. According to Sugiyono (2017), qualitative research is research used to examine the condition of natural objects, where the researcher is the key instrument, data collection techniques are carried out using triangulation, analysis is inductive and qualitative research emphasizes meaning rather than generalization. Data collection techniques include direct observation, structured interviews, and documentation related to the study. Where the aim of this research is to analyze the development of student correspondence services through electronic-based service innovation, namely the SIDILAN application for students at the Faculty of Social Sciences and Law, Surabaya State University. The focus of this research refers to the results of studies and research from the Havard JFK School of Government regarding the elements of successful e-government development (in Indrajit, 2004) which include support, capacity and value.

Results and Discussion

The SIDILAN application (Service Digitization Information System (SIDILAN) is a system that is integrated with the sso.unesa.ac.id page which can be accessed by lecturers, education staff, students and alumni related to digital administration services. This system is a design from the Faculty of Science Unesa Social and Legal to improve the quality of administrative services in order to make FISH an Integrity Zone towards a Corruption Based Area and a Clean and Serving Bureaucratic Area. The SIDILAN application is also used to make it easier for users to access various digital administration services as follows:

Table 1.1 Types of Digital Services in the SIDILAN Application

No	Types of Digital Services	Description
1	Mailing Services (e-Letter)	This feature makes it easier for students to manage correspondence during lectures such as student certificates, research permits, observation permits, internship permits, recommendation letters, student exchange permits, further study permits and other permits.

2	Online Diploma Legalization Service (e-Legallization)	This feature makes it easier for alumni to apply for diploma legalization services where alumni no longer come to campus because it can be done online.
3	Online Complaint Service (e-Complaint)	This feature facilitates all service users to submit complaints both in academic and non-academic matters.
4	Facilities and Infrastructure Lending Services (e-Booking)	This feature provides easy and fast borrowing facilities for Faculty of Social Sciences and Law infrastructure because it is equipped with availability information.
5	Counseling Guidance Services (e-Counseling)	This feature is used to provide counseling guidance for students of the Faculty of Social Sciences and Law

Sumber: <https://sidilan.fish.unesa.ac.id/>, 2023

Referring to the table above, it can be seen that the SIDILAN application can accommodate administrative service activities at the Unesa Faculty of Social Sciences and Law. This application was developed as a form of digitalization of public services by utilizing technology, information and communication to facilitate the implementation of service activities. The hope is that the SIDILAN application will be able to provide better administrative services, especially correspondence.

In this research, the success of the development and implementation of the SIDILAN application was analyzed using the key success theory from the Harvard JFK school of governance (in Indrajit, 2004) which consists of support, capacity and value. The research results of these three indicators can be described in more detail as follows:

Support

Support is the main indicator in e-government development. Where support here is support from various groups or public officials so that the implementation of the e-government concept can be carried out well and in accordance with existing standard operating procedures. In this research, the support referred to is in the form of support from Surabaya State University and also the Faculty of Social Sciences and Law in implementing e-government in the implementation and development of the SIDILAN application.

The SIDILAN application is an electronic service that adopts advances in information technology to create effectiveness and efficiency in public services. The development of this application was designed based on recommendations in Presidential Regulation Number 95 of 2018 concerning Electronic-Based Government Systems and was derived through SOP (Standard Operating Procedure) regarding the use of the SIDILAN application. This SOP is a development of internal demands for certainty of time, resources as well as the need for uniformity in complex and extensive work organizations (Winarno in Aprianty, 2016). This support is proof of the seriousness of the academic community in implementing e-Government. With this SOP document, the Faculty is serious about implementing the SIDILAN Application.

On the other hand, SIDILAN has also been officially launched along with the internalization of the Integrity Zone Area into a Corruption Based Area and a Clean and Serving Bureaucratic Area. Apart from that, the Faculty of Social Sciences and Law has also disseminated the application via social media such as Instagram and also the official Unesa website. Thus, this socialization has not been carried out directly, which brings together the academic community and students.

Support indicators can also be seen from the seriousness of the Faculty leadership in supporting the implementation and development of the SIDILAN application so that it can be realized well. This support includes funding through financial allocations from the deputy dean for

general affairs and finance who has allocated a budget for developing the SIDILAN application, so that this application can be realized. Other support from the deputy dean for academic, student affairs and alumni who participated in providing ideas and ideas in forming features/menus in the SIDILAN application because of their connection with student and alumni services, the e-letter, e-legalization and e-conselling features/menu were formed . The final support from the dean gave the team the opportunity to carry out benchmarking at various universities, including the Faculty of Engineering, Gadjah Mada University, the Faculty of Social and Political Sciences, Diponegoro University, the Agricultural Technology University, Brawijaya University, and so on. The results of these various supports can actually bring the development of the SIDILAN application in the Faculty of Social Sciences and Law to fruition. There are 5 features/menus in the SIDILAN application which have been adapted to the needs of its users.

Capacity

Capacity can be interpreted as the element of ability or empowerment of the local government in realizing e-Government. According to Indrajit (2004), there are three aspects that must be had to support the success of program implementation, including sufficient financial resources, infrastructure and human resources (HR).

Financial Resources

One important aspect in supporting the successful development of the SIDILAN application is financial resources or budget. In this research, the budget used for SIDILAN application development was used for programmer rental and server maintenance. Remember, the SIDILAN application is a system that only requires server maintenance funding to make it easier for users to use the application. Of course, the existence of the SIDILAN application actually becomes a means to minimize the budget for paper operational costs. This is because students can independently obtain the required letters through the SIDILAN application.

The budget source for the development and implementation of the SIDILAN application comes from a special budget allocation from the University because the Faculty of Social Sciences and Law is a pilot Faculty for integrity zones. The faculties of social sciences and law received the budget to support the realization of achieving the integrity zone designation, one of which was used for the development and implementation of the SIDILAN application. Apart from the University's budget, the development and implementation of the SIDILAN application also comes from the Faculty's internal budget allocation. In accordance with the institutional integrity zone team, the Faculty receives a budget allocation to support the implementation of its work program on an annual basis. Therefore, one of the available budgets is allocated to support the development and implementation of the SIDILAN application.

Infrastructure Resources

Indrajit (2004) stated that the availability of adequate infrastructure or facilities and infrastructure is one of the keys to the success of e-Government. Because with adequate facilities and infrastructure, existing obstacles can be overcome or minimized (Jalo, 2021). In realizing the success of developing the SIDILAN application, the Faculty of Social Sciences and Law has provided infrastructure in the form of computers, printers and a stable network. So that when the academic community of the Faculty of Social Sciences and Law provides services to students, they do not experience interference because the network stability is good and the computers can be used properly according to their function. This can certainly improve the quality of service for academics and also the satisfaction of students in managing the required files.

In terms of numbers, the specifications and availability of infrastructure at the Faculty of Social Sciences and Law are good. This form of attention to resource infrastructure is also carried out by adding WiFi links to make accessing the SIDILAN application smoother. This is done because the SIDILAN application is digital-based, which requires stable internet access to access it. So it can be accessed anywhere and anytime.

Human Resource

Human resources (HR) are an aspect that plays an important role in implementing e-Government development. Because HR is the implementer of the programs and policies that have been established. Without competent human resources, a program or policy cannot be realized according to the expected goals. Even though the SIDILAN application can be accessed independently by students, of course there are still managers who are dedicated to managing and monitoring the application. However, the problem that then arises is the annual server maintenance, which still requires an external programmer. This maintenance is certainly needed to optimize the use of the SIDILAN application by students and academics.

In terms of availability, HR has supported the development and implementation of the SIDILAN application, where in the Faculty of Social Sciences and Law there are educational staff assigned to manage the SIDILAN application. Therefore, the development and implementation of the SIDILAN application can be managed well and optimally.

Value

Value is an indicator related to the benefits received from e-Government development, namely the SIDILAN application. The success of an innovation is seen if many parties benefit or many parties are helped by the innovation. Both financially and financially helped. In this case, the development of the SIDILAN application provides benefits not only to implementers, namely the academic community. However, students are also greatly helped by this application. Because the thing that determines the usefulness of a program is not seen from who designed the program but seen from the user or party who is the target of the program being designed.

Through the SIDILAN application which provides various service features, one of which is e-Letter or correspondence services, it certainly makes it very easy for students to manage correspondence at the Faculty of Social Sciences and Law. Where the e-Letter feature in the SIDILAN application can help the academic community in terms of correspondence management which was previously done manually is now carried out online using local network facilities. This certainly increases the effectiveness and efficiency of correspondence services at the Faculty of Social Sciences and Law, so that there is no accumulation of files in the room and avoids files that may be lost or slipped. On the other hand, the existence of the SIDILAN application which can be accessed anywhere and at any time is a form of convenience where services can be reached easily and quickly. Therefore, value can be seen in terms of faster service times, and in terms of requirements that are easier to fulfill, as well as in terms of more concise stages. Accessibility of the SIDILAN application can also be done anywhere and anytime by users.

Conclusion

Based on the research results, it can be concluded that the SIDILAN application can be interpreted as a system that is integrated with the sso.unesa.ac.id page which is related to digital administration services. The SIDILAN application is a form of electronic service that adopts advances in information technology to create effectiveness and efficiency in public services. One of the features provided in this application is e-Letter or correspondence services. In terms of support indicators, the development of SIDILAN has received support from the State

University of Surabaya and also the Faculty of Social Sciences and Law. This can be seen through the existence of SOPs, an agenda for the inauguration of the application and also socialization. The capacity indicator is seen through three sub-indicators, namely financial resources, infrastructure and human resources which have also supported the development of the SIDILAN application. Where the budget and infrastructure provided to operate the SIDILAN application have been provided properly and adequately. Apart from that, human resources or program implementers also have good competence to provide services electronically. Then the value indicator has supported the development of the SIDILAN application where the benefits felt from the existence of this application are not only for the implementers, namely the academic community. However, students are also greatly helped by this application.

The suggestion in this research is that legal products from Unesa universities are needed to serve as a basis or support for the implementation of e-Government, namely the SIDILAN application. Apart from that, it is best to carry out socialization activities face to face with students, so that they understand the SOP for using the SIDILAN application and there is no miscommunication regarding the services required.

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