Impact of Information Services through the Application for Quick Information Service Assistant for Class II District Court, Tanah Grogot Regency, Paser Regency

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Abstract

This article describes the impact of achieving the goals of bureaucratic reform through the following aspects: transparency, reducing administrative corruption, improving services, and empowerment by using the Quick Information Service Assistant application at the Class II District Court Office, Tanah Grogot Regency. The problem is focused on the impact of using the ALICE application. To approach this problem, a theoretical reference is used (Indrayani, 2020) that e-Government applications have shown an impact on the goals of public sector reform through information disclosure for the public, service transparency, increasing community participation. have an impact on reducing corruption, increasing accessibility and empowering the public. The implementation of the ALICE application is still at the emerging stage in terms of e-Government implementation, while the level of innovation is in the first stage, namely e-information.

The data were collected through interview techniques, observations, and literature studies and analyzed through interactive model data analysis techniques (Miles et al., 2014). This article concludes that the Quick Information Service Assistant Application has provided essential information for the public regarding requests for ticket fines, requests for certificates, information on the trial agenda, information on fees and remaining down payments, court fees, and information on the Supreme Court e-court. The positive impact felt by the presence of the Rapid Information Service Assistant, namely increasing service transparency and encouraging active community participation. Then the impact in reducing the occurrence of administrative corruption occurs because there is no meeting between the public and officers. In contrast, in the aspect of improving the quality of service, the public does not need to spend transportation costs to get information. Aspects of empowerment, namely the existence of feedback from the public in services, will be able to improve the quality of information and good collaboration and reduce the practice of brokering. the public does not need to spend transportation costs to get information. Aspects of empowerment, namely the existence of feedback from the public in services, will be able to improve the quality of information and good collaboration and reduce the practice of brokering. the public does not need to spend transportation costs to get information. Aspects of empowerment, namely the existence of feedback from the public in services, will be able to improve the quality of information and good collaboration and reduce the practice of brokering.

Keywords: Application, Transparency, e-Government Reform.

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INTRODUCTION

The practice of digitizing the public sector began in the early 1990s, with the introduction of information technology in the public sector to achieve the public sector reforms envisaged by the new public management approach (Cordella & Bonina, 2012). The Indonesian government has also made use of information technology to improve the quality of public services through e-Government by the District and High Courts. The District Court is one of the parts of the Judicial Institution under the Supreme Court. The Class II District Court of Tanah Grogot, Paser Regency has implemented the principles of good governance through Blueprint for Judicial Reform 2010-2035 which requires judicial bodies to update information technology in providing services to the public to be more effective and efficient.

The types of information services provided by this agency were in the form of information on requests for ticket fines, requests for certificates, information on the trial agenda, information on fees and the remaining down-payment of court fees, and information on the e-court of the Supreme Court. The old model (offline) service pattern provided to the public has certainly experienced difficulties during the Covid-19 pandemic since early 2020.

This application is a public information service that utilizes the Whatsapp social media platform. Platforms This is chosen because it is a social media that is widely used by the public in conducting two-way interactions. In line with this, communication is important for the presence of a strong digital infrastructure that has supported the spread of social media among citizens (Yi et al., 2013). In the following, the data on social media users in Indonesia is presented as shown in the following figure.

![Figure 1. Percentage of Social Media Users in Indonesia in 2020](https://databoks.katadata.co.id)

Due to this phenomenon, since the beginning of the 21st century, a new wave of public sector change and reform has emphasized the importance of horizontal coordination not only within each organization but also among many different institutions at different levels. The organizational culture and communication culture of public sector organizations are important factors influencing social media adoption (Bonsón et al., 2015). It implies the need for innovation in public sector organizations that will become a "Speed Up" for the rapidly changing times. In addition, innovation has benefits for the bureaucracy because it has 4 important attributes, namely: 1. Relative Advantage

An innovation must have advantages and more value compared to previous innovations. There is always a newness value inherent in an innovation which is the characteristic that distinguishes it from the others. 2. Compatibility

Innovations should also have the nature of being compatible or conforming to the innovations it replaces. It is intended so that old innovations are not simply thrown away, apart from the reason that the cost factor is not small, but also the old innovations are part of the transition process to the latest innovations. In addition, it can also facilitate the adaptation
process and the learning process for the innovation more quickly. 3. Complexity with its new nature, innovation has a level of complexity that may be higher than previous innovations. However, because an innovation offers a newer and better way, this level of complexity is generally not an important issue. 4. Triability or the possibility of being tried. Innovation can only be accepted if it has been tested and proven to have advantages or more value compared to the old innovation. Thus an innovative product must pass the "public test" phase, where every person or party has the opportunity to test the quality of innovation, Rogers (Suwarno, 2008).

The objective of the transformation of information services is an effort to improve the quality of public services and support the goals of public sector reform. This is to the objectives of implementing e-Government, namely increasing transparency, reducing administrative corruption, improving services, and empowerment (Indrayani, 2020).

The implementation of bureaucratic reforms, especially in developing countries, generally did not go well, marked by slower structural changes. However, with the development of the platform, which is widely used in disseminating information at this time and its rapid development is social media (see Figure 1). This development certainly triggers a direct communication model between users and a collaboration model, having an influence and impact on achieving the goals of bureaucratic reform if the government uses it properly. Social media has become a new tool for the government to communicate with the public to realize the idea of open government which includes transparency, participation, and collaboration. (Budiana & Nugraha, nd). Therefore social media is an opportunity as well as a challenge for public sector organizations to be able to develop the innovation efforts that have been carried out so far because the presence of information technology will be able to "force" the government to be able to manage and give birth to an innovation that will be implemented to provide public services (Clarke, 2020).

Apart from the benefits that can be obtained from the presence of information technology, especially social media, in practice in Indonesia, the presence of technology in various forms of applications used by government organizations is not a new thing. WhatsApp as a social media affects the dissemination of information (Ikhtiram, 2019). In addition, the WhatsApp application has a significant effect on the dissemination of information (Hidayat & Lubis, 2019). WhatsApp application provides satisfaction for its users (Hilabi, 2018).

From the results of this study, it is illustrated that the use of WhatsApp as a social media has many advantages, namely, it can be used on Android, IOS, and Windows operating systems which can connect messages across platforms and will make it easier for users to exchange information without cost. With all these advantages, it is undeniable that social media has changed the services and processes of public organizations, and has also changed the relationship between public sector organizations, citizens, and the mass media. Social media platforms have emerged as valuable channels for public sector communication and are helping to modernize the way these organizations communicate and interact with the public and citizens. The proliferation of social media responds to demands for transparency and accountability but is at the same time linked to innovative forms of participation through which citizens can reconnect to public sector organizations and thereby contribute to the creation of new services or the re-establishment of existing ones. Social media can be an innovation laboratory for PSOs aiming to develop and test new practices related to communication and public engagement.
There are managerial, organizational, and cultural challenges in implementing truly participatory digital governance through social media. (Lovari & Valentini, 2020).

Therefore, the impact can be seen in administrative procedures, data storage, and management; public service delivery (Kavanaugh et al., 2012). Social media also brings several challenges, for example in the areas of privacy, access, security, e-participation, democratization, and engagement (Bertot et al., 2012).

Paradoxically, the dialogical nature of social media allows public sector organizations to increase public participation, create policy challenges, and better communication.

The implementation of e-Government in the public sector is expected to provide benefits, one of the benefits of its application is that it will improve the quality of service to its stakeholders, Al Gore and Tony Blair (RE Indrajit, 2004). It is in line with the increasingly rapid development of internet technology and supports the development of applications that further simplify the interaction of human life in communicating in the world. It is an opportunity in the implementation of e-Government for the use of social media applications that have been widely used by the public at large. It will trigger a wider impact and will support the goals of reform in the public sector, which has entered the Industrial Revolution 4.0 era (Amalia, 2018) (Indrayani, 2020).

Digital-based innovation in the implementation of e-Government certainly requires an ecosystem and stages to be able to grow and develop; these stages are (e-Information), namely a website or application that displays public services or facts in the form of a catalog; (e-Transaction) which is the integration of residents’ interactive properties in sending or processing information; (e-Participation) namely horizontal integration of service areas between institutions that allow greater response to the public (Manoharan & Ingrams, 2018).

In line with this, this paper will answer whether the WhatsApp social media-based application (ALICE) used by the Tanah Grogot Class II District Court will have an impact on the implementation of e-Government in particular increasing the goals of public sector reform.

RESEARCH METHODS

This study used a qualitative paradigm with a descriptive model. The sources of data were from interviews with informants from the ALICE service management element as many as 2 people and the service recipient elements, namely the public with snowball sampling techniques and data sources derived from field observations and support from literature studies. The data analysis technique of this research used the concept of interactive model data analysis proposed by (Miles et al., 2014) which states that in qualitative research, data analysis is carried out through 3 (three) activities that occur simultaneously, namely data condensation, data presentation, and conclusion drawing/verification.

RESULTS AND DISCUSSION

The transformation of information services is an effort to improve the quality of public services and support the goals of public sector reform. It is by the objectives of implementing e-Government, namely increasing transparency, reducing administrative corruption, improving services, and empowerment (Indrayani, 2020).

Increase Transparency.

The presence of the ALICE application makes it easier for the public to be able to access information services in court. People who need services such as certificates will be able to know the requirements and procedures clearly so that people no longer need to go through long, long, and
convoluted procedures. It is possible because, in the ALICE application, people only send short messages to the Call Center in the ALICE application and that way the public will receive an immediate reply. An example of using the application is shown in Figures 1, 2, 3, and 4.

The scope of this application is still limited to providing data such as the number of fines, down-payment fees and the remaining fees for a case, and the nominal fee for making certificates and other service information such as trial schedules, e-courts, and other information needed by society.

Figure 2. Initial Information Display of the ALICE Application on the Youtube Channel of the Tanah Grogot District Court
https://www.youtube.com/watch?v=7aVnAtjc1S0&ab_channel=KeadilanNegeriTanahGrogot

Figure 3. Initial View of the ALICE Application
https://www.youtube.com/watch?v=7aVnAtjc1S0&ab_channel=KeadilanNegeriTanahGrogot

Figure 4. Conversations in the ALICE App
https://www.youtube.com/watch?v=7aVnAtjc1S0&ab_channel=KeadilanNegeriTanahGrogot

The results of this study conclude that the disclosure of information to the public through the ALICE application at the Class II Tanah Grogot District Court Office has explained that there is a clear procedure for obtaining services so that people no longer need to go through long and convoluted procedures. This conclusion supports the opinion that increasing transparency measures the achievement of the goal is that citizens can access and understand government regulations and procedures for obtaining services, disclosure of public assets, government budget and procurement information, and citizens can access to civil servant decisions (Indrayani, 2020).

The procedure for using the ALICE application with the WhatsApp social media platform does not confuse the people who use it because it is enough for people to follow the guidelines that have been explained in the application well and are
easy to understand. Under these conditions, the concept of the new e-Government stage, is at the emerging level (R. Indrajit, 2004), while the level of innovation is at the e-information level (Manoharan & Ingrams, 2018).

**Reducing Administrative Corruption.** The indicator of reducing administrative corruption is to explain whether it can reduce the proportion of transactions and the number of bribes paid directly to employees. The presence of the ALICE application can be a medium to minimize the practice of bribery because there is no direct meeting between the public and service providers. Based on it, with the use of the ALICE application, the public no longer needs to come to the court office that requires information, so this will prevent direct meetings between the public and employees and will avoid direct transactions with employees. In this ALICE application, the public can find out the nominal fines for ticketing and court fees, the remaining court fees directly, and openly, so that administrative corruption committed by employees cannot occur. All services are carried out in the One-Stop Integrated Service (PTSP) room with Standard Operating Procedures (SOP) that already exist. This commitment has earned the Tanah Grogot Class II District Court the title of corruption-free Area (WBK). The results of this study conclude that the ALICE application has an impact on reducing administrative corruption at the Class II Tanah Grogot District Court Office, this finding is in line with the statement that the measure in reducing administrative corruption is the proportion of transactions that require payment of bribes, and the number of bribes paid directly to PNS or through agents (Indrayani, 2020). It shows that the ALICE application innovation has the desired impact, namely reducing administrative corruption at Tanah Grogot Class II District Court Office.

**Improve service.** The service improvement indicator will explain whether the public can reduce the cost of accessing services with the ALICE application, whether the ALICE application can improve the quality and convenience of services and whether the ALICE application can increase the scope of the public in getting court service information easily and quickly. The existence of the ALICE application at the Tanah Grogot Class II District Court Office allows the public to reduce costs in accessing services. This can be seen, people who need service information no longer need to come to the court office which can cost more, because now people who need service information can simply use the ALICE application which can be accessed by the public anywhere and anytime by using a mobile phone that has the WhatsApp application. Thus people who need these information services again incur transportation costs to get these services because they are already available in the ALICE application. The impact of an increase in visits by people who want to access information by using this application is illustrated by the number of visits before and after the ALICE application, as can be seen in the following infographic.

![Figure 5. Comparison of Number of Accessed Information Before and After ALICE Application](image-url)
The next impact of the presence of the ALICE application can increase the scope of the public to find out information on court services easily and quickly, people whose home location is far from the court can easily get court service information by simply using a cellphone that has the WhatsApp application to connect to the ALICE application anywhere and anytime. when they need court information and this also increases public interest in the courts in actively participating in utilizing the ALICE application. Based on this, the results of this study conclude that the ALICE application has an impact on improving service quality, and reducing costs in accessing services. The results of this study support the concept that to improve services (Indrayani, 2020). In addition, the impact will be seen in administrative procedures, data storage and management, delivery of public services, and more strategic communication with the public (Kavanaugh et al., 2012). Thus supporting the change to the new public management (Cordella & Bonina, 2012), and making organizations more efficient, transparent, and customer-oriented (Osborne & Gaebler, 1992).

Empowerment. The empowerment indicator explains whether the public can provide feedback on the ALICE application, whether the ALICE application makes the Tanah Grogot Class II District Court more accountable, and whether the ALICE application can reduce brokering practices.

The results of this study illustrate that the Tanah Grogot Class II District Court specifically has not provided a channel for feedback/responses in the ALICE application but the public can provide feedback in the application which will be read and responded to manually by court officials. The public’s positive response to the presence of the ALICE application in getting information becomes faster and easier. In addition to this, the public also hopes that the innovation of the ALICE application will be introduced to the public through other social media (Instagram, Facebook, Twitter), website, and email. Because all of these social media are communication channels that can be used by the government in interacting with the public.

The existence of the ALICE application makes Tanah Grogot Class II District Court more accountable. The community’s ALICE application can easily find out information on court services such as trial schedule information, court fees, remaining court fees, fines, and information such as court budgets, assets, and service fees with the ALICE application so that people know the costs which they have to spend. This openness will be able to trigger community participation to come directly when they have received clear and accurate information in obtaining further services for the service needs they want. This form of information transparency further reduces the opportunities for brokering practices because the public can clearly measure the cost of existing services and they will do it independently without a third-party intermediary. Referring to this, it can be concluded that with the ALICE application, the public can provide feedback/responses in the ALICE application which will be read and responded to manually by court officials. The ALICE application makes the Tanah Grogot Class II District Court more accountable, and transparent which encourages participation and empowerment for the public. This finding is in line with the statement that the measure of achievement of empowerment is to provide a channel for feedback, and consultation, thereby making the government more accountable, and reducing the power of intermediary brokers (Indrayani, 2020).

CONCLUSION

The impact of using the ALICE application is the availability of information to implement this application, this further encourages increased transparency of
services and encourages the public to participate more actively in utilizing the media provided.

The next impact is to reduce the occurrence of administrative corruption. It happened because there was no meeting between the public and officers. As for the impact of improving services, namely with a technology-based service system, the public does not need to spend transportation costs to be able to access information and this supports the aspect of accessibility in easy services. Lastly, the impact of empowerment is also getting better due to feedback from the public in the service that can improve the quality of information and good collaboration, so that it will reduce the practice of brokering because the trust of the people who want to be directly connected with the government increasingly increase participation and empowerment.

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