

Research Article

Public Service Arrives Departure Through the Integrated Licensing Service Information System in Making Nurse Practice Permits (Study at the Manado City Investment and One-stop Integrated Service Office)

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Abstract.

This study aims to identify, analyze, and describe public services through the Integrated Licensing Service Information System in the making of nursing practice permits by the Manado City Investment and One Stop Integrated Service Office. The research method used is descriptive qualitative. The study's findings show that the Investment and One Stop Integrated Service Office of Manado City provides public service through SIP2T in the form of nurse practice permits via four indicators. 1) The service procedure is by the established flow, but there is no printing process for the SIPP issuance, which takes a long time. 2) In a comparison of online and offline management, online is considered quite effective, there is no need to come to the office. 3) Obstacles regarding socialization that are not working for applicants. 4) Encouraging and inhibiting factors in the use of online-based systems in implementing this system already due to having competent human resources in the information technology field, as for the obstacles there are still obstacles that do not understand advances in online-based technology, besides that there is also no socialization regarding the information on the innovation of this online-based system.

Keywords: public service, system, licensing

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1. Introduction

Licensing is one of the public administration services as a form of mandate from regulations issued both from government agencies and non-government agencies. The form of administrative services can be in the form of licensing or non-licensing (1).

Currently, the Indonesian government has issued a policy to implement integrated and one-stop licensing administration services by Permendagri No. 24/2006 so that the bureaucratic path that needs to be traversed becomes more concise, brief, fast, and uncomplicated. To encourage the optimization of these services, one of which is the establishment of the One Stop Integrated Service and Investment Service (DPMPTSP)

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as an institution that has both main duties and functions in providing licensing services, and investment services to the public (2).

Manado City Government is one of the autonomous regions in North Sulawesi Province which has built the DPMPTSP based on Manado City Regulation No. 2/2016 as amended into the Manado City Regulation No. 1/ 2019 and stated in the Perwalkot Manado No. 7/2018 from the amendment to Perwalkot Manado No. 4/2017. The function of the establishment of the DPMPTSP is to expand access to integrated licensing services, and increase the number of investors and a young investment climate, especially in Manado City (3).

Based on direct observation in managing permits, shows that there are problems in the implementation of services. First, it is difficult to find a parking space in the city of Manado, especially in the area of the central government area of the city of Manado, namely the Governor's Office itself. Second, so many queues are less effective and efficient that they can take up people's time, especially nurses who don't have much time to go to the office. Third, especially in the aspect of the duration of service delivery by existing procedures, after that, you have to wait again with standardization of time in the next few days to return to take the results that have been approved by PTSP Manado City and were for making SIPP 3-5 working days or even more. Fourth, there are very big obstacles in service activities due to the Covid-19 pandemic. How service management at the Manado City DPMPTSP is still lacking. So, to improve the quality of public services to the community in providing good, fast, and professional services, it is necessary to change public services, namely online licensing, which can be called one way to speed up licensing arrangements. This in particular can assist licensing from the regions to the center with online licensing. Thus, it is hoped that economic growth in the region can develop more quickly. For example, SMART Public Service Innovation from DPMPTSP Bogor City takes care of licensing online or online to realize public services that are transparent, accountable, and based on information and communication technology. With time, the concept of acceleration and ease of system service implementation, finally the Manado City DPMPTSP made a change or innovation in online licensing services called the Arrive Departing innovation through SIP2T in May 2018 (3).

Arriving Departure is an innovation from the Manado City DPMPTSP which is based online or on a website through SIP2T (Integrated Licensing Service Information System) which can be accessed at <http://app.ptsp.manadokota.go.id/dashboard.php> . This service only applies in the social sector, especially monkeys from the health sector who want to make permits such as Doctor Practice Permits, Nurse Practice Permits, Pharmacy

Practice Permits, and other Practice Permits. Taking care of permits for health workers or health workers at the Manado City Government will only take a short time with this Arrival and Departure service. According to Jimmy Rotinsulu (Head of the Manado City DPMPSTSP Office), "We serve the public quickly, without any hassle with this service. We have the idea to shorten the service time, this service is an online system, if all the required documents are complete, in a short time of 1-2 days the letter can be printed directly without waiting for a queue. Examples such as making an application for a Nurse Practice License (SIPP) where a nurse or health worker has knowledge and skills in the field of health as well as through education in the health sector as well as for certain types to treat and treat sick people. So a nurse is required to have a Nurse Practice License as stated in the Decree of the Minister of Health No.17/2013 concerning Amendments to the Minister of Health Number HK, 02.02/Menkes/148/2010 concerning Permits and Implementation of Nursing Practices (4). In managing this permit, if all files or data are complete, within 1-2 days it has been completed and can be downloaded directly via email, which previously required 3-5 days according to the procedural mechanism for licensing at PTSP Manado City Government and there were no fees or tariffs. or no fee is charged to take care of licensing for nursing practice.

For the licensing mechanism procedure for taking care of the Nurse Practice Permit (SIPP) online on the Arriving Departure service through SIP2T, there is a very effective and efficient innovation because it can use anytime and from anywhere according to working days without having to come in person.

The novelty of this innovation that stands out is to overcome the convoluted service problem in managing practice licensing at the Manado City Government, where people who want to take care of licensing services do not need to come physically to the Manado City DPMPSTSP office because it is very flexible and can be done anytime and anywhere as long as 24 hours via the online system with Arrival and Departure Service via SIP2T. In the context of the performance of the community that performs online licensing services, it is greatly facilitated to develop a business in Manado City because applicants with this effort can shorten the time more efficiently and get their business license faster by standard operating procedures, especially for making a Nurse Practice License (SIPP). In addition, the Public Service Innovation Arrives Departing from DPMPSTSP won the 2nd Place Award at the North Sulawesi Provincial Level in 2017 and the Top 30 Public Service Delivery Units in the Very Good Category in 2020 (5). Future hopes for this innovation will not stop here, this innovation will always develop better, of course, to speed up and be closer to the community, especially users. " This Arriving Departing Innovation is also the same as SMART, namely the Public Service Innovation

from the Bogor City DPMPTSP to take care of online licensing to realize excellent public services with the principles of being open, responsible, and utilizing ICT innovation.

Manado City DPMPTSP continues to strive to improve services in the field of licensing to the community so that licensing can develop well in Manado, one of which is the Arrival and Departure Service through SIP2T which has been running for 4 years to serve the community and whether this program is as expected or not. It turns out that the public service of this online system program has not been maximized, there are still obstacles in the issuance of online SIPP, according to the applicable procedures for publishing SIPP online 1-2 working days but from the data that researchers obtained from informants up to 7 days and even 1 month of work, due to obstacles where nurses or applicants in groups make SIPP online at the same time there is a buildup of files in the Arriving Departure online system via SIP2T and there are still applicants who do not understand the advancement of online-based technology in government services. On this basis, the researcher is interested in studying "Public Service Arriving Departs through SIP2T Making a Nurse Practice License by the Manado City Investment and One Stop Integrated Service Office".

2. Methods

The method used in this research is qualitative with a descriptive approach. According to Sugiono, "a qualitative research method that describes the empirical reality behind the phenomenon in detail and thoroughly" (6). This study seeks to be able to explain in as much detail as possible the objects and problems of this study based on the facts obtained in the field.

The focus of this research is a limitation in research with the aim that researchers are not trapped by the amount of data in the field when conducting research. Based on the research title, namely Public Service Arrives Departing Through SIP2T in Making Nurse Practice Permits by the Investment and One Stop Service Office in Manado City with the following sub-focus:

1. Implementation of Public Services Arrives Departure in Making SIPP (Nurse Practice License)
2. Arrival and Departure Procedure for Making SIPP (Nurse Practice License)
3. Comparison of taking care of SIPP (Nurse Practice License) using Arrival and Departure with public services before Arriving and Departing
4. Factors Affecting the Service Process (7)

3. Results and Discussion

In a government, of course, there is one type of program that is used as a form of service to the community according to the required needs. The emergence of public or public services is due to the existence of an interest that takes various forms according to the desired needs. Self-government, according to Hardiansyah, is divided into three groups of types of public services, one of which is Administrative Services, where which is a form of service for documents needed by the public, for example: Making Identity Cards (KTP), Land Certificates, Birth Certificate, Death Certificate, Motor Vehicle Ownership Book (BPKB), Vehicle Registration Certificate (STNK), Building Permit (IMB), Passport, and so on (8).

For example, one form of administrative service carried out by the Manado City Investment and One Stop Integrated Service Office which provides a form of service, one of which is the issuance of a license for the practice of nursing professions (SIPP), in making this SIPP, the Manado City DPMPTSP has applied the concept of making which uses an online route or website which is used as a form of the Manado City DPMPTSP innovation program. The innovations carried out by DPMPTSP are included in the Typology of Innovation, one of which is related to Service Method Innovation, which is a new change in the aspect of interaction made by customers or a new way of providing or delivering a service.

The concept of innovation carried out by the Manado City DPMPTSP office is to apply the Arrival Departure system which is an application with online facilities, where this innovation is based on a website that was carried out from May 2018 which used to be this service dealing with SITU, TDP and HO interference but now only in specialize in taking care of licensing in the social sector, especially health, namely the making of a Doctor's Practice Permit, a Nurse Practice Permit, a Pharmacy Practice Permit and other forms of Practice Permits (9).

So that with the renewal of innovation about services imposed by the Manado City DPMPTSP, researchers are interested in knowing what the procedures for accessing service administration online are, following the results of the discussions conducted after getting the results of research on the procedures or steps of DPMPTSP services in making Nurse Practice License Letter through the system (Arrival-Departure):

3.1. Implementation of Public Services Arrives Departure in Making Nurse Practice Permits

As a manifestation of the implementation of services from the Arrival Departure system in the Making of a Nurse Practice License (SIPP) by the Manado City DPMPSTP, of course, they strive to continue to provide the best service so that the expected innovation system can run according to what is expected in the future. Where in carrying out this innovation according to Soewarno, five things are needed that are contained in the innovation, including : (10)

1. Innovation is present as new knowledge for the community in a certain social system. This new knowledge is an important determinant of social changes that occur in society.
2. New Ways: Innovation can also be a new way for an individual or group of people to meet a need or answer a particular problem. This new method is a replacement for the old way that was previously applicable.
3. New Object: An innovation refers to the existence of a new object for its users. This new object can be physical (tangible) or intangible (intangible)
4. New Technology; Innovation is synonymous with technological progress. Many examples of innovation come from the results of technological advances. The progress of an innovative technological product can usually be immediately recognized from the features attached to the product.
5. New Inventions: The result of all innovations is the result of discoveries. Innovation is the product of a process that is fully conscious and intentional.

With the elaboration of these innovations, the implementation carried out by the Manado City Government in providing services related to the manufacture (Nurse Practice License) through an online-based system (Arrival-Departure) the researchers found that before the implementation of this system, the Manado City government prepared a plan and the activities of the procedure flow are by the Decree issued by the Mayor of Manado so that the implementation that occurs in the field can be accounted for and reported to the Central Government if there is a deviation or discrepancy in the flow should, such as being asked for registration fees or compensation money so that the issuance process can be completed quickly(11).

In addition, for its implementation activities, it also carries out all kinds of coordination with the local Health Office during the process of making the issuance of the Nurse

Practice License so that it is certain that the letter issued is indeed legal and has been tested for validity which is printed directly by the decisions and authorities of the Local Health Office. As for the implementation of the implementation, there are still obstacles that are felt both by the DPMPSTP staff and the applicants.

Obstacles that occur during the implementation of the online-based SIP2T system are still applicants who do not fully understand the technology and understand the flow of making a Nurse Practice License which is carried out online. As for the socialization of PTSP staff to applicants, where applicants or nurses want to take care of SIPP in groups so that the files received online become piled up which makes the issuance of SIPP (Nurse Practice Permit) take a long time to 1 month of work due to limitations of online registration, where all of these things require time to complete the data until it can be sent and coordinated to the Health Office.

However, responses from applicants who already understand the process of registering this system well, reveal that the Arriving Departure online system through this can be effective and make it easier for those who do not need time to return to come to the Office of Investment and One Stop Integrated Services Manado City.

3.2. Service Procedures for the Office of Investment and One Stop Services for Manado City regarding the Making of SIPP through the SIP2T System

From the results of research that has been carried out by researchers, it is obtained a description of the research discussion where the procedures carried out in providing services in making this SIPP (Nurse Practice License), Manado City DPMPSTP has been by established procedures or designed by applicable SOPs. . Where the flow of making the SIP2T system is carried out to meet the needs of the community which is carried out based on the principles, principles, and standards of public services to realize a democratic government.

For the implementation of the online-based system or Arrival Departing from the submission stage made by the applicant to the issuance stage of the SIPP (Nurse Practice License), it takes approximately 7 days - 1 month and is also exempt from financing for the application. In the application of the Arrival Departure system service through the SIP2T system, during the 4 years of operation, it has been increasing that there has been socialization that has been informed to applicants regarding the use of the online system, compared to the initial operation of Arriving Departure, there are still

applicants who do not know the flow or procedure that should be carried out in making SIPP (Nurse Practice License) through this online-based system(12).

3.3. Comparison of taking care of SIPP (Nurse Practice License) using Arrival and Departure with public services before Arriving and Departing (offline vs online)

From the results of the research that has been carried out, it is found that the comparison that occurs in making SIPP (Nurse Practice Permit) after using the SIP2T online system, which makes it easier for applicants compared to systems that are still offline, because the Arriving Departure system through the online SPI2T system feels It is more effective which does not need to waste time having to take care of all the needs to the Manado City DPMPTSP office so that it can save other time and also provide more available space for other purposes by the community or other public who have to visit the Manado City DPMPTSP office.

3.4. Pushing and Inhibiting Factors in Using the Online-Based SPI2T System in Making SIPP (Nurse Practice License)

To find out what factors are supporting and inhibiting the use of the Arrival Departure system through this online-based SPI2T system, the researchers analyzed the results of the answers to the questions that were asked at the time of the interview, so that from the research findings it was found that one of the important roles of the existence of a supporting factor in the implementation of the Arriving Departure innovation system through the SIP2T system, namely the role of competent HR in the IT field to facilitate the flow of the submission or registration system based on the online system.

Furthermore, the inhibiting factor from the use of the Arrival Departure system through this online-based SIP2T system, namely the existence of applicants who still do not understand online-based technology and also inadequate internet networks, making it difficult to get a signal when accessing the DPMPTSP website to apply for SIPP. (Nurse Practice License and the problem of nurses taking care of SIPP online collectively resulted in the issuance of SIPP for up to 1 month because there was a buildup of files in the system

The existence of these inhibiting factors is a common thing and often occurs at the time of innovation or change, according to Hofstede, whatever obstacles or obstacles

are found in innovation or change, it is not necessarily the mindset of the HR in this case that cannot be changed.

However, changes or innovations that occur, it is not an easy matter that must be accepted quickly because it takes a long and long time to be accepted and easily understood the existence of such innovations or changes. So from the inhibiting factors that occur in the implementation of the Arrival Departure system through the online-based SIP2T system, one of them is also related to HR, where applicants are still found who are not literate or understand online-based technological advances.

The input described by the applicant regarding this is related to the existence of a guidebook or additional notes on the registration flow for making SIPP in the online-based SIP2T system which is always updated if there is a system update.

4. Conclusion

The results showed that Public Services Arrived and Departing Through the Integrated Licensing Service Information System in Making Nurse Practice Permits by the Manado City Investment and One Stop Integrated Service through 4 indicators. 1) Service Procedures Regarding Making SIPP Through Arrival and Departure in Making a nurse practice permit, which is by the established flow in the use of the online system, free financing, and but the printing process for the SIPP issuance itself takes approximately up to 7 days, it should take up to 2 only one day. 2) Comparison of taking online and offline SIPP, online is considered quite effective, there is no need to come to the PTSP office anymore. 3) Implementation of Arrival and Departure Public Services in the Making of Nurse Practice Permits has been adjusted to the Decree of the Mayor of Manado, always coordinating with the Health Office so that the legalization of SIPP issuance can be accounted for, but there are still obstacles regarding insufficient socialization to applicants, 4) Pushing and Inhibiting Factors The use of Online-Based Systems where, this system has been running because it has competent human resources in the field of Information Technology, while the obstacles are there are still applicants who do not understand and understand about online-based technological advances, besides that there is also no socialization regarding the information on online-based system innovation updates.

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