

Government Innovation in Implementing the E-Pokir Application at the Pekanbaru City Regional People's Representative Council Secretariat Office

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Indonesia is a democratic country where the people are the main holder of sovereignty in the goals of government. Public service as an orientation in providing services must support good governance to achieve this. This research was conducted with the aim of knowing and analyzing government innovation in implementing the E-Pokir application at the Pekanbaru City Regional People's Representative Council Secretariat Office. The collection techniques used were observation, interviews and documentation. The data analysis used is a descriptive qualitative method. The results of this research show that the Government's Innovation in Implementing the E-Pokir Application at the Pekanbaru City Regional People's Representative Council Secretariat Office is still not effective and implemented optimally, where in its realization there is still a lack of openness to information, especially in terms of fulfilling community aspirations. Among other things, the implementation of the e-Pokir application by the leadership and members of the Pekanbaru City DPRD is still not ideal, this application has been implemented for almost 3 years but it has not been able to be reached and observed by the community so it cannot become public data for the community as the main target of e-application innovation. Poker. The obstacles that arise in implementing this e-Pokir application innovation are that the community environment still has not received socialization, budget limitations, lack of support from related parties, and application accessibility. This application has been implemented for almost 3 years, but it has not been able to be reached and observed by the public so it cannot become public data for the community as the main target of the e-Pokir application innovation. The obstacles that arise in implementing this e-Pokir application innovation are that the community environment still has not received socialization, budget limitations, lack of support from related parties, and application accessibility. This application has been implemented for almost 3 years, but it has not been able to be reached and observed by the public so it cannot become public data for the community as the main target of the e-Pokir application innovation. The obstacles that arise in implementing this e-Pokir application innovation are that the community environment still has not received socialization, budget limitations, lack of support from related parties, and application accessibility.

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INTRODUCTION

Indonesia is a democratic country where the people are the main holder of sovereignty in the goals of government. Public service as an orientation in providing services must support good governance to achieve this, Hayat (2017:173). In implementing e-government, information system integration is one area in e-government implementation that requires special attention. Horizontally, this integration is very important so that information is not disconnected between related components (Holidin, et.al., 2016:182). According to Surendro (in Nawawi, 2013: 197) the implementation of e-government is the government's effort to utilize information technology to improve public service standards.

According to Utomo (in Mulyadi, et.al., 2016:70) innovation that can be carried out by government bureaucracy in the administration of government in general and public services in particular, it can be seen that the types or forms of innovation in government bureaucracy can be grouped into various forms, including innovation in the process, innovation in the form of programs or products, innovation in the form of work relations, innovation in the form of technology, innovation in policy, innovation in methods, and innovation in the context of relationships. A government agency, which is an organization that has responsibility as a service provider, must carry out reforms or innovations to improve the quality of services offered to the community. According to Rasyid (in Nurman, 2015: 17) providing services to the community is essentially what the government (executive,

DPRD members are elected to represent the provincial, district and city governments, and are a people's representative institution to create popular sovereignty based on the aspirations of the people conveyed to the DPRD as a bridge between the community and the government. In several articles, including Articles 78, 153, 178, and 348 of Permendagri Number 86 of 2017, it is stated that there is the term DPRD's Main Thoughts (Pokir) and is one of the stages in preparing the Regional Government Work Plan document in the study of the DPRD's Main Thoughts.

Based on data from www.halloriau.com The people of Pekanbaru City have various wishes or complaints regarding various problems such as infrastructure, population administration, education, cleanliness and waste, business capital, and street lighting in each electoral district. Although people's goals and focus vary, these concerns represent people's desires and hopes for a better quality of life and better access to basic services. This also highlights the need for local governments to react and overcome these problems in order to provide better community services.

The Pekanbaru City DPRD must be effective and efficient in compiling and reviewing Main Ideas to accommodate and realize the ideals expressed by the community. Of course, the community needs and wants to know to what extent their aspirations are being followed up. It is necessary for the Pekanbaru City DPRD to uphold the principle of information disclosure because it is very important to carry out legislative obligations and responsibilities. Researchers in this study focus on the complaints and goals of the community towards electoral district II. One of the concerns expressed by the public in this electoral district is the request to open the e-Pokir application system.

Before the creation of the Electronic Main Thoughts (e-Pokir) application, the process of preparing the Main Thoughts was carried out manually at the Pekanbaru City DPRD, namely by gathering ideas and opinions directly from DPRD members and other stakeholders. The e-Pokir application is an application that is a forum or place for every legislative member to accommodate people's aspirations online. To ensure that the DPRD and the community get maximum benefits from the e-Pokir application program, it is necessary to carefully consider the shortcomings and difficulties that may arise during its use and implementation. The implementation of the e-Pokir application by the Pekanbaru City DPRD Secretariat is still not ideal, this application has been implemented for almost 3 years but it cannot be reached and

observed by the public so it cannot yet become public data for the community as the main target of this e-Pokir application innovation. The aim of this research is to determine government innovation and the obstacles faced by the Pekanbaru City DPRD Secretariat Office in implementing the e-Pokir (Electronic Principles of Thought) application.

RESEARCH METHOD

This research uses a qualitative approach. Qualitative research methodology is descriptive and cannot be measured using numbers, the focus is on people's thoughts, perceptions, views or opinions (Gumilar, 2019:21). Researchers used a comparative literature study to compare the implementation of government innovation in the e-Pokir application at the Pekanbaru City DPRD Secretariat Office with similar implementations in other cities. Collect data through review and analysis of literature, scientific articles, books, or other sources relevant to the research topic. Researchers chose Pekanbaru City as the research location in this study to determine the performance, duties and obligations of DPRD members in terms of application-based government innovation in terms of information disclosure which is linked to achieving community goals.

Researchers will obtain very useful data from research informants through interviews, observations, and possibly surveys. Researchers used primary and secondary data sources. Direct observations of interactions, discussions and behavior that occur in the research setting are expressed in sentences and actions. Documents and other primary data sources, such as reports, records, or archives, can also be significant sources of primary data. The stages of data analysis include collecting all information from different sources, reducing information through abstraction, trying to create a core summary, and maintaining a number of open questions. Then group them into units, classify these units using coding, and analyze the data by ensuring the accuracy of the data and drawing conclusions from the data (Munaf, 2016:35).

RESULTS AND DISCUSSION

Results

There are results in the research including a description of the research subject, government innovation in implementing the e-Pokir application (innovation, communication channels, time period, social system), and factors inhibiting government innovation in implementing the e-Pokir application. In the research, 11 informants were taken who had a direct relationship with the implementation of the e-Pokir application. Based on information obtained from interviews, it shows a good perception of the potential and positive goals of the e-Pokir application in increasing community involvement and transparency in the use of the APBD. Informants believe that this application program has great potential to encourage openness, involvement and transparency in local government decision-making processes.

Interviews conducted with other informants showed a thorough understanding of the purpose and relevance of the e-Pokir application in the context of the legislative planning system. Informants emphasized the importance of openness, community involvement, and the role of council members in implementing this application. Interviews between researchers and informants can be analyzed to show a good response by informants to the e-Pokir application as an innovation that allows active community involvement in legislative preparation. Informants acknowledged the role of the government and DPRD in creating and maintaining this application. This statement emphasizes the importance of openness in the process, so that the public can observe how the aspirations they express are received and handled by council members through this application.

The informant said that this statement shows the informant's good perception of the e-Pokir program as a useful instrument for encouraging active community involvement in the planning and policy making process. According to informants, this application is not only able to boost openness, but also complies with anti-corruption recommendations and government regulations. Interviews with the community, which is the main key to the existence of the e-Pokir application, showed that they as the community did not know or even heard at all about

the government's innovation regarding the implementation of the e-Pokir application towards the openness of people's aspirations.

From research conducted through interviews with informants, researchers concluded that the e-Pokir application is a useful and promising innovation in increasing the openness of people's aspirations. This innovation is considered to provide an opportunity for the community to convey their aspirations and needs directly to the DPRD, even though in its implementation only the DPRD can use it and the community is still unable to access and use it. It is important to build sufficient facilitation and budget to realize the main objectives of so that the e-Pokir application can reach the hands of the public and be used. With the innovation of the e-Pokir application, it can certainly provide solutions to problems in the planning and budgeting process regarding information disclosure by the public.

However, there are still many council positions that have not been validated, therefore this shows that there are various obstacles in the process of validating the Pekanbaru City DPRD positions. These difficulties can be an important concern because they can impact responsiveness to community aspirations and the efficiency of using the e-Pokir application program. This also of course makes it difficult for the public to obtain information regarding when their aspirations will be implemented and realized. And of course, the data regarding community aspirations is currently still internal data and is still hampered by the length of validation of the thinking proposed by the council itself, of course this means that this internal data on community aspirations will also become public data that can be accessed and known by the public for a long time.

The Head of the Legislative Minutes Subdivision stated that although e-Pokir has the potential to increase access and transparency of information regarding community goals, the system is not yet fully open to the public. In other words, there is a gap between program objectives and actual implementation in terms of information accessibility and openness. To provide solutions regarding problems in the planning process and unemployment regarding openness of information by the community, including being unable to provide solutions, this is because the community has not been able to access the e-Pokir application so they cannot find out the information contained in the e-Pokir application.

The communication channel used is very important in ensuring that the message reaches its intended destination. Different communication channels, such as spoken, written, social media, or digital communication applications, each have their own advantages and disadvantages. Choosing the best communication channel can help ensure that messages not only reach their intended destination, but also get to them in the most efficient manner. In the Government's Innovation in Implementing the E-Pokir Application at the Pekanbaru City Regional People's Representative Council Secretariat Office, appropriate communication channels are a very important element in supporting the realization and application of this e-Pokir application by the community.

According to informants, this shows that internal outreach and training efforts have been carried out, but obstacles to widespread socialization still need to be overcome. The success of socialization and implementation of the e-Pokir application is influenced by technical and public awareness. Informants said there was a lack of adequate public communication, internal efforts to ensure understanding and use of e-Pokir within the organization, and awareness of the challenges and need for solutions to increase the acceptance and effectiveness of e-Pokir in interacting with the public.

Obstacle What happened in the government's innovation in implementing the e-Pokir application at the Pekanbaru City Regional People's Representative Council secretariat office was lack of socialization, inadequate budget allocation, lack of support from related parties, and limited accessibility. Innovations such as the e-Pokir application require strong collaboration and support from various stakeholders, including local governments, DPRD members, technical personnel and related organizations. This is because the development and implementation of this innovation requires joint efforts involving various government components and stakeholders. If all these partners do not provide appropriate assistance, the development and implementation of the e-Pokir application can be hampered, or even impossible. If the majority of people cannot use this application, the main goal of the e-Pokir

application will not be possible to achieve. Apart from the community, the faction staff who are of course tasked with inputting council thoughts or council proposals from recess with the community into e-Pokir also experience problems in accessing or opening this e-Pokir.

Discussion

In the era of globalization, good governance is the basis for building and implementing democratic state policies. Globalization shows dependence between countries, especially in terms of managing economic resources and business activities, while the phenomenon of democracy shows increasing community control over government. Because globalization shows dependence between countries, especially in terms of managing economic resources and business activities, and the phenomenon of democracy shows increased community control over government, good governance is the basis for building and implementing democratic state policies (Astomo, 2014).

The use of digital technology in the government administration process is currently a priority scale that continues to be developed by regional governments (La Adu, et al., 2022). The importance of innovation in government governance cannot be underestimated. The government can adapt to rapid changes in society and technology through innovation can improve public services, and achieve development goals more effectively. According to opinion (Djamrut, 2015) namely, quality and high-quality services are the main concern of public organizations. Openness of information, when linked to service activities, helps encourage people to become more aware of their rights and obligations. Researchers' findings regarding e-Pokir have not been implemented well in its planning and development. This is in accordance with research (Purnamasari & Riksa Praba Haskara, 2021) namely integrated planning and budgeting is regional development planning that integrates development planning with budgeting into a unified process that is interrelated, consistent and sustainable. Therefore, planning for the implementation of e-Pokir must be mature in thought. Involving community participation must be a common need, so that regional government administration is more dynamic and can realize community aspirations.

Informants in the research stated that by connecting the application idea with society's expectations for openness and involvement in policy making, this application has the ability to fulfill society's desires. This positive opinion shows that the informants view the e-Pokir application as a tool that allows for more open and effective dialogue between the government and society. According to opinion (Adianto & Hasim, 2016), namely the results of the absorption of opinions carried out by the DPRD of course must be responded to by selecting each opinion received, then the results of the selected aspirations are proposed as public policy at the regional level.

Apart from obstacles lack of socialization, inadequate budget allocation, lack of support from related parties, and limited accessibility, there are also other obstacles, namely human resources themselves. According to (Maysara & Asari, 2021) For the implementation of an application, adequate resources are needed because they support the implementation of the application. Besides that, Application accessibility problems are considered an obstacle because most users find it difficult or even unable to access the application, making the goal of information transparency difficult to achieve. In this case, the government must always carry out evaluations regarding the applications it wants to launch (La Adu, et al., 2022). According to (Cangara, 2011:37) that every ruling authority in a country has an obligation to guarantee the welfare and security of every citizen.

CONCLUSION

The conclusion obtained from the research is that the government's innovation in implementing the e-Pokir application at the Pekanbaru City Regional People's Representative Council secretariat office is still not effective and maximal because its implementation and realization is still limited to the internal part of the Pekanbaru City DPRD and the public is not aware of this innovation and is not yet can be accessed and used by the public as the main goal of this e-Pokir application innovation. And in its realization, there are still several

obstacles that hinder its development so that it cannot be used effectively by the community to obtain transparency in their aspirations. One of the main obstacles in implementing the e-Pokir application in the Pekanbaru City DPRD is that the community still has not received socialization regarding the innovation of the e-Pokir application. Public understanding and awareness of this innovation is limited by a lack of information regarding the application's function, its advantages, and community involvement in this process. Furthermore, budget limitations become a barrier in realizing the desired socialization. Lack of support from related parties, both in the form of finance and active participation, is a significant obstacle. In addition, application accessibility problems are considered an obstacle because most users find it difficult or even unable to access the application, making the goal of information transparency difficult to achieve. Public understanding and awareness of this innovation is limited by a lack of information regarding the application's function, its advantages, and community involvement in this process. Furthermore, budget limitations become a barrier in realizing the desired socialization. Lack of support from related parties, both in the form of finance and active participation, is a significant obstacle. In addition, application accessibility problems are considered an obstacle because most users find it difficult or even unable to access the application, making the goal of information transparency difficult to achieve. Public understanding and awareness of this innovation is limited by a lack of information regarding the application's function, its advantages, and community involvement in this process. Furthermore, budget limitations become a barrier in realizing the desired socialization. Lack of support from related parties, both in the form of finance and active participation, is a significant obstacle. In addition, application accessibility problems are considered an obstacle because most users find it difficult or even unable to access the application, making the goal of information transparency difficult to achieve. Lack of support from related parties, both in the form of finance and active participation, is a significant obstacle. In addition, application accessibility problems are considered an obstacle because most users find it difficult or even unable to access the application, making the goal of information transparency difficult to achieve. Lack of support from related parties, both in the form of finance and active participation, is a significant obstacle. In addition, application accessibility problems are considered an obstacle because most users find it difficult or even unable to access the application, making the goal of information transparency difficult to achieve.

Suggestions that can help in increasing the realization of Government Innovation in Implementing the E-Pokir Application at the Pekanbaru City Regional People's Representative Council Secretariat Office, namely: Relevant stakeholders, especially the Pekanbaru City DPRD, must increase community contact initiatives, increase the budget, full support from all parties, and increased accessibility. Relevant stakeholders, especially the Pekanbaru City DPRD, must increase community contact initiatives. Socialization must include directions on how to utilize the program, its advantages, and community participation in the development of e-Pokir. This can be achieved through public forums, training, campaigns or similar.

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