

the impact of government

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The Impact of Government Revolution 4.0 on One-Stop Integrated Services (PTSP): Study in DKI Jakarta Province, Indonesia

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Abstract. This study is to determine the impact of One-Stop Integrated Service (OSIS) in the Government Revolution Perspective 4.0. The research design used a combined approach (quantitative and qualitative). With a confidence level of 95%, a sample of 92 people was obtained. Quantitative information analysis techniques are carried out through surveys. To determine the size of the presentation, a score distribution analysis (SDA-score distribution analysis) was carried out from the national and global aspects of the government revolution. The quantitative analysis was then carried out with the SPSS (Statistical Package for the Social Sciences Analysis) method to obtain a frequency distribution (score). SDA results are viewed as research findings. While the qualitative information analysis technique is done by collecting information and information processing using the triangulation method. The results showed that the OSIS in the perspective of Government Revolution 4.0 resulted in one-stop integrated services, namely "Four Star Services," where (1) the regulatory aspect contributed 78.84%, (2) the budget aspect contributed 69.57%, (3) the human resource aspect contributed 85.11%, (4) the digital aspect contributed 79.26%, (5) the facility aspect contributed 89.89%, and (6) the service recipient aspect contributed as much as 84.04%.

Keyword: One-Stop Integrated Service (PTSP), Government Revolution, Public Service.

A. Introduction

The purpose of the state's formation is to maintain order in people's lives so that every citizen can live a calm, serene and peaceful life (Whitman, 1972; Krishnan et al., 2013;). Thus, the government needs to carry out its functions, including services, regulation, development, and empowerment for the community (Wilson, 2012; Brinkerhoff & Wetterberg, 2016). Community welfare cannot be achieved quickly if changes in governance are only carried out mediocre. Therefore a fundamental change is needed. Changes in governance can be carried out with a government revolutionary approach (Whitley, 2007; Baland et al., 2010).

The concept of the industrial revolution 4.0 proposed by Schwab (2017) has fundamentally changed human life and work. Unlike the previous industrial revolution, this 4th generation industrial revolution has a wider scale, scope, and complexity using new technology (Popkova et al., 2019). New technological advances that integrate the physical, digital and biological worlds have influenced all disciplines, economics, industry, and government. Fields that are experiencing breakthroughs thanks to new technological advances include (1) artificial intelligence robotic, (2) nanotechnology, (3) biotechnology, and (4) quantum computer technology, (5) blockchain (such as bitcoin), (6) internet-based technology, and (7) 3D printers (Mulhern, 2009; Friess, 2016; Ciffolilli & Muscio, 2018).

The ³¹industrial revolution 4.0 is an era of disruption needed to encourage innovation. Fundamental change (revolution) in social life, including unexpected changes, is a phenomenon that will often appear in society. Online technology has brought major changes to human civilization and the economy (Kagermann, 2015). This also occurs in the one-stop integrated service (PTSP) in providing services to the community, which has been done online so far. In line with this view, Kasali (2017) states that disruption does not only mean the phenomenon of change today (today change) but ³¹so reflects the meaning of the phenomenon of change in tomorrow (the future change). Changes in the era of disruption are essentially changing ways or strategies and fundamental aspects of the business (Savitri, 2019). The domain of the disruption era extends from the cost structure, culture to industrial ideology. The implication is that business management is no longer centered on individual ownership but becomes a division of roles or collaboration (Rosyadi, 2018).

The paradigm shift in the industrial revolution 4.0 has an impact on government (government impact) which includes: (1) impact on public policymaking, (2) impact on budgeting and performance measurement, (3) impact on institutions, and (4) impact on public services (Wasistiono, 2019). Related to the impact of the industrial revolution 4.0 on public services, several parameters are used as a barometer of public services in Indonesia, including the effectiveness of civil service (civil service effectiveness index) and then doing business (ease doing business). InCISE (2017), for example, distinguishes the main functions of the central government into three categories, namely: 1) central executive, which includes: policymaking, fiscal and financial management, regulation, and crisis/risk management; 2) mission support, which includes: procurement, HR management, information technology, finance; 3) Direct service delivery, which includes: tax administration, social security administration, digital services.

Heppell (2015) reveals the concept of public service using Five Star Service with 10 (ten) factors consisting of 5 positive factors, which include: wow factor, product knowledge, repeats sales of referrals, service training, and public service relations, while the 5 negative factors include: complaints, recurring problems, delays, systems failure, and stress. Furthermore, to explore the cause by modifying the opinion as expressed by InCESS (2017) and elements of management (Fayol, 1916) as follows:

1. Service Regulation
2. Service Budget
3. Human Resources of Service
4. Digital Service
5. Service Facilities
6. Service Recipients (Customers)

The DKI Jakarta Province Integrated and One-Stop Service (PTSP) has incised success in providing services to the community with a "V³⁵ Good Predicate" as a role model for the implementation of public services provided by the Ministry of State Apparatus Empowerment and Bureaucratic Reform (Tempo, Wednesday, January 25, 2018). Besides, he has also won various achievements, including contributing to improving the World Bank's version of the EoDB Indonesia index, which has won 72 by going up 34 rankings in

the last two years (Arifin & Irsan, 2019). Besides, the Ombudsman of the Republic of Indonesia has also awarded the title of compliance (green zone) to the Provincial Government of DKI Jakarta with a sample of 1,790 service products from the top level to the sub-districts. Then, the results of measuring the perception index of public service innovation from the State Administration of the Republic of Indonesia get the qualification for innovative public service innovation (Negara, 2014).

The DKI Jakarta Province One Stop and Integrated Services (PTSP) has implemented modern technology. However, the services provided need to be accompanied by local wisdom characteristics, which become the identity of the Indonesian nation (Andrini & Indarja, 2016). This is needed to change the negative stigma regarding bureaucratic services so that in the future, DKI Jakarta Province can become a 'prima donna' city for both local and foreign investors, which will have a direct impact on economic progress in Jakarta. Besides, PTSP DKI Jakarta has also built a "Smart City Jakarta" to improve the quality of local government services and improve the comfort of life for Jakarta residents (such as "Qlue", which is an application used to convey citizen complaints and control their resolution). These applications in providing services based on modern technology are often called digitizing services.

Regarding the phenomenon of One Stop Services (PTSP) organized by the DKI Jakarta Province, the assumptions and arguments, and the assumptions that have been described may or may not be true. Therefore, it is necessary to research the Impact of One Stop Services in the Perspective of the 4.0 Government Revolution in the Province of the Special Capital Region of Jakarta". This study was chosen because One-Stop Services is one of the government functions.

B. Method

The research design used a mixed research approach (mixed methods), namely, quantitative and qualitative approaches intended to complement and strengthen the analysis (Tashakkori & Teddlie, 2010). Quantitative analysis was carried out through a survey to determine the presentation's size; a score distribution analysis was carried out. SDA) from the national and global aspect¹⁷ of the government revolution in implementing PTSP in DKI Jakarta Province. Then the quantitative analysis was carried out using the SPSS (Statistical Package for the Social Sciences Analysis) Analysis Method to obtain a frequency distribution (score) (Neuman, 1997; Silalahi, 2012). The SDA results were seen as research findings, and then based on the SDA results, Interview Guidelines were prepared. Qualitative analysis was carried out to deepen the research findings analysis using Qualitative Data Analysis (QDA). Therefore, interviews were conducted with research informants to deepen the descriptive analysis of findings. The descriptive system of research findings was developed using the Triangulation of Observers Analysis Method (Nasir, 1999)

With 120 employees and a level of confidence of 95%, the sample obtained is 92 employees (Sugiyono, 2012). The research variables were designed based on the conceptual definition of the one-stop integrated service revolution (PTSP) in the 4.0 government

revolution, which is a fundamental change in governance (Schwab, 2012) from the National and Global aspects combined with the opinion of The International Civil Service Effectiveness (InCESS, 2017) and Management elements (Fayol, 1916), including aspects: (1) Service Regulation, (2) Service Budget, (3) Human Resources of Service, (4) Digital Service (Digital Service), (5) Service Facilities (Service Facilities), and (6) Service Recipients (Customer). The measurement scale used for the research instrument is the Likert scale (Likert, 1932). In comparison, the sources and data collection techniques were carried out through literature study, survey techniques, and observation.

4 C. Result and Discussion

Based on the results of measurement and analysis of a qualitative approach to the variable one-stop integrated service revolution (PTSP) in the 4.0 government revolution which is a fundamental change in governance (Schwab, 2012) from national and global aspects combined with the opinion of The International Civil Service Effectiveness (InCESS, 2017) and management elements (Fayol, 1916), including aspects: (1) Service Regulation, (2) Service Budget, (3) Human Resources of Service, (4) Digital Service (digital Service), (5) Service Facilities, and (6) Service Recipients (Customers). The results of these measurements are as follows:

Regulatory Aspects in One-Stop Integrated Service (PTSP) in Government Revolution 4.0

The recapitulation of the results of data analysis on the Regulatory Aspects revealed from the availability of regulations and compliance with regulations held by the DKI Jakarta Province Investment, and One-Stop Integrated Services (PTSP) Service are as follows:

Table 1 Recapitulation of Coding Regulatory Aspects of the Government Revolution 4.0

No	Regulatory Aspects	Category					Number of Responses	Average	Values			
		5	4	3	2	1			Good	%	Bad	%
1	Availability	11	66	18	0	0	95	3.93	77	81.05%	18	18.95%
2	Suitability	8	64	22	0	0	94	3.85	72	76.60%	22	23.40%
	Total	19	130	40	0	0	189	3.89	149	78.84%	40	21.16%

Source: processed by researchers, 2019

Table 1 shows that the availability of regulations that got the "Good" category was 77 responses, and the "Bad" category was 18 responses. Then the Appropriateness of Regulations, which got the "Good" category was 72 responses, and the "Bad" category was 22 responses. Thus, overall the Regulatory Aspects with the "Good" category were 149 responses or 78.84%, and the "Bad" category were 40 responses or 21.16% in the **One-Stop Integrated Service (PTSP)** organized by **the Investment Agency and One-Stop Services** for DKI Jakarta Province.

Then for the Regulatory Aspects in One-Stop Integrated Service (PTSP), it can be seen in Figure 1 below:

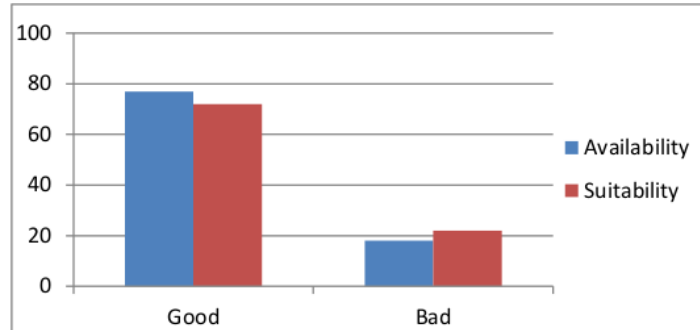


Figure 1 Aspects of One-Stop Integrated Service (PTSP) Regulation in the 4.0 Government Revolution

Based on Figure 1 shows that the results of research from the Aspect of Regulation in One-Stop Integrated Service (PTSP) show that there is a gap between the availability of regulations as many as 77 responses or 81.05%, and the conformity of regulations as many as 72 responses or as large as 76.60%, so there is still a gap. by 4.45%. Thus, to optimize One Stop Services (PTSP), it is necessary to find solutions to solve Regulatory Conformity gaps. In addition to these gaps, it is necessary to eliminate the bad category for the availability of regulations as many as 18 responses or 18.95% and 22 responses or 23.40% compliance with regulations on regulation in one-stop integrated services (PTSP). Thus, the Regulatory Aspect contributed 78.84% in the One-Stop Integrated Service (PTSP) organized by the DKI Jakarta Province One-Stop Integrated Service and Investment Service.

Budget Aspect in One-Stop Integrated Service (PTSP) in Government Revolution 4.0

The recapitulation of the results of data analysis on the Budget Aspects revealed from the Availability of the Budget and Budget Allocation organized by the DKI Jakarta Province Investment and One-Stop Integrated Services (PTSP) is as follows:

Table 2 Recapitulation of Coding for Government Revolution Budget Aspects 4.0

No	Budget Aspects	Category					Number of Responses	Average	Value			
		5	4	3	2	1			Good	%	Bad	%
1	Availability	7	58	27	0	0	92	3.78	65	70.65%	27	29.35%
2	Allocation	8	55	29	0	0	92	3.77	63	68.48%	29	31.52%
Total		15	113	56	0	0	184	3.78	128	69.57%	56	30.43%

Source: Processed by researchers, 2019

Table 2 shows that for the Availability of the Budget, there were 65 responses in the "Good" category and 27 responses for the "Bad" category. Then for the Budget Allocation, which got the "Good" category as many as 63 responses and the "Bad" category for 29

respondents. Thus, overall the Budget Aspects with the "Good" category were 128 responses or 69.57%. The "Bad" category was 56 responses or 30.43% in the One Integrated Service organized by the One-Stop Investment and Integrated Services Service of DKI Jakarta Province.

Then for the Budget Aspects in One-Stop Integrated Service (PTSP) can be seen in Figure 2 below:

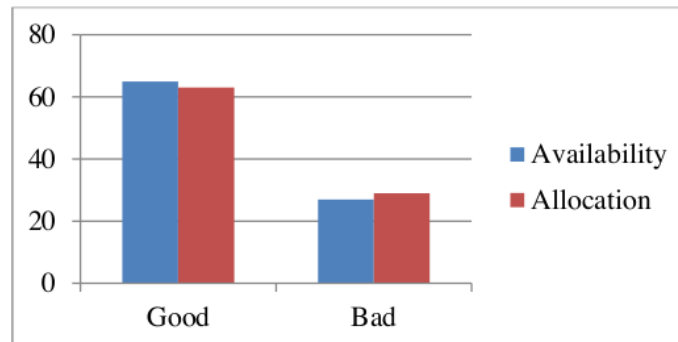


Figure 2. Aspects of One-Stop Integrated Service (PTSP) Budget in the Revolution of Government 4.0

Figure 2 shows that the results of research from the Budget Aspect in One-Stop Integrated Services (PTSP) show a gap between Budget Availability of 65 responses or 70.65% and Budget Allocation of 63 responses or 68.48%, so there is still a gap of 2.17%. Thus, to improve One-Stop Integrated Services (PTSP), it must find solutions to solve gaps in Budget Allocation. In addition to these gaps, it is necessary to eliminate the "Bad" category for Budget Availability of 27 responses or 29.35% and Budget Allocation of 29 responses or 31.52% in the Budget Aspect i One-Stop Integrated Services (PTSP). Thus, the Budget Aspect contributes 69.57% in the One-Stop Integrated Service (PTSP) organized by the DKI Jakarta Province One-Stop Integrated Services and Investment Agency.

Aspects of Human Resources in One-Stop Integrated Service (PTSP) in the 4.0 Government Revolution

The recapitulation of the results of data analysis on the Human Resource Aspects revealed from the Availability of Human Resources and Human Resource Competence organized by the DKI Jakarta Province Investment and One-Stop Integrated Services (PTSP) Agency are as follows:

Table 3 Recapitulation of Coding for Human Resources Aspects of Government Revolution 4.0

No	HR Aspects	Category					Number of Responses	Average	Value			
		5	4	3	2	1			Good	%	Bad	%
1	Availability	26	55	13	0	0	94	4.14	81	86.17%	13	13.83%
2	Competence	27	52	15	0	0	94	4.13	79	84.04%	15	15.96%
	Total	53	107	28	0	0	188	4.13	160	85.11%	28	14.89%

Source: Processed by researchers, 2019

Table 3 shows that the availability of human resources who get the "Good" category is 81 responses, and the "Bad" category is 13 responses. Then the Human Resources Competencies that got the "Good" category were 79 responses, and the "Bad" category was 15 responses. Thus, overall the Human Resources Aspects with the "Good" category were 160 responses or 85.11%, and the "Bad" category were 28 responses or 14.89% in the One-Stop Integrated Service (PTSP) response organized by the Department. Capital Investment and One-Stop Integrated Services of DKI Jakarta Province.

Then the Human Resources Aspect in One-Stop Integrated Service (PTSP) as shown in Figure 3 below:

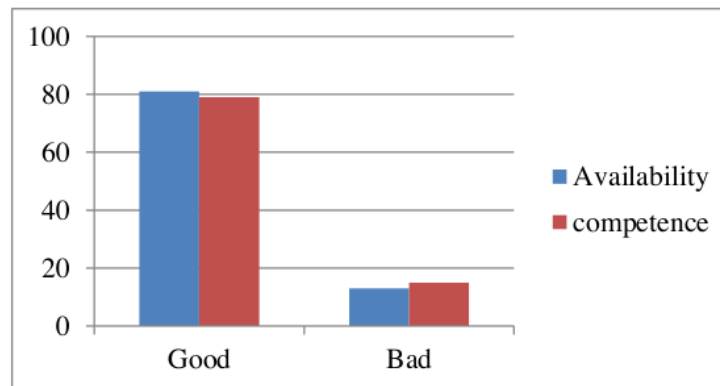


Figure 3 Human Resources Aspects of One-Stop Integrated Services (PTSP) in the Government Revolution 4.0

Based on graph 3 shows that the results of research from the Aspect of Human Resources in One-Stop Integrated Services (PTSP) show that there is a gap between the availability of human resources as much as 81 responses or 86.17%, and Human Resource Competence as many as 79 responses or 84.04. %, so there is still a gap of 2.13%. Thus, to optimize One Stop Services (PTSP), it must find solutions to solve gaps in the Aspect of Human Resources Competence. In addition to these gaps, it is necessary to eliminate the "Bad" category for the availability of human resources as much as 13 responses or 13.83% and the competence of human resources as many as 15 responses or 15.96% in the aspect of human resources in one-stop integrated services (PTSP). Thus, the Human Resources Aspect

contributes 85.11% in the One-Stop Integrated Service (PTSP) organized by the Capital Investment and One-Stop Integrated Services Service of DKI Jakarta Province.

Digital Aspects in One-Stop Integrated Service (PTSP) in Government Revolution 4.0

The recapitulation of the results of data analysis on the Digital Aspects revealed from the Digital Availability and Sophistication organized by the DKI Jakarta Province Investment, and One-Stop Integrated Services (PTSP) Service are as follows:

Table 4 Recapitulation of Coding Digital Aspects of the Government Revolution 4.0

No	Digital Aspect	Category					Number of Responses	Average	Nilai			
		5	4	3	2	1			Good	%	Bad	%
1	Availability	27	47	20	0	0	94	4.07	74	78.72%	20	21.28%
2	Sophistication	30	45	19	0	0	94	4.12	75	79.79%	19	20.21%
	Total	57	92	39	0	0	188	4.10	149	79.26%	39	20.74%

Source: Processed by researchers, 2019

Table 4 shows that Digital Availability, which got the "Good" category was 74 responses, and the "Bad" category was 20 responses. Then Digital Sophistication received the "Good" category for 75 responses and the "Bad" category for 19 responses. Thus, overall the Digital Aspects with the "Good" category were 149 responses or 79.26%, and the "Bad" category were 39 responses or 20.74% in the One-Stop Integrated Service (PTSP) organized by the Investment Agency and One-Stop Services for DKI Jakarta Province.

Then the Digital Aspects in One-Stop Integrated Service (PTSP) as shown in Figure 4 below:

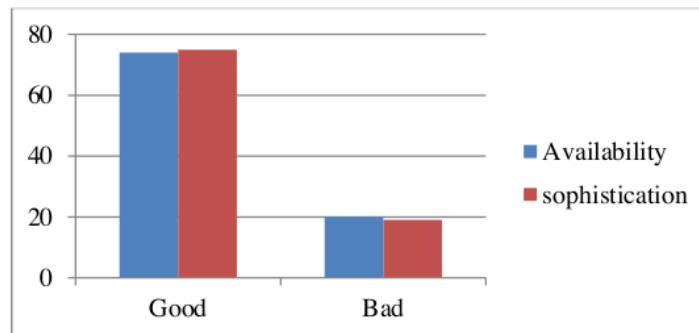


Figure 4 Digital Aspects of One-Stop Integrated Services (PTSP) in the 4.0 Government Revolution

Figure 4 shows that the results of research from the Digital Aspect in One-Stop Integrated Service (PTSP) show a gap between Digital Availability of 74 responses or 78.72% and Digital Sophistication of 75 responses or 79.79%, resulting in a gap of 1.07%. Thus, to improve the optimization of One-Stop Integrated Services (PTSP), it is necessary to find solutions to solve gaps in Digital Availability. In addition to these gaps, it is necessary

to eliminate the "Bad" category for Digital Availability of 20 responses or 21.28% and Digital Sophistication of 19 responses or 20.21% in the Digital Aspect in One-Stop Integrated Services (PTSP). Thus, the Digital Aspect contributes 79.26% in One-Stop Integrated Services (PTSP) organized by the DKI Jakarta Province One-Stop Integrated Services and Investment Agency.

Facility Aspects in One-Stop Integrated Service (PTSP) in Government Revolution 4.0

The recapitulation of the results of data analysis on the Facility Aspects revealed from the Availability of Facilities and Convenience of Facilities organized by the DKI Jakarta Province Investment and One-Stop Integrated Services (PTSP) Service are as follows:

Table 5 Recapitulation of Coding for Aspects of Government Revolution Facilities 4.0

No	Facilities Aspects	Category					Number of Responses	Average	Value			
		5	4	3	2	1			Good	%	Bad	%
1	Availability	32	53	9	0	0	94	4.24	85	90.43%	9	9.57%
2	Convenience	42	42	10	0	0	94	4.34	84	89.36%	10	10.64%
	Total	74	95	19	0	0	188	4.29	169	89.89%	19	10.11%

Source: Processed by researchers, 2019

Table 5 shows that the availability of facilities that got the "Good" category was 85 responses, and the "Bad" category was 9 responses. Then Facility Comfort that got the "Good" category was 84 responses, and the "Bad" category was 10 responses. Thus, overall the Facility Aspects with the "Good" category were 169 responses or 89.89%, and the "Bad" category were 19 responses or 10.11% in the One-Stop Integrated Service (PTSP) organized by the Investment Agency and One-Stop Services for DKI Jakarta Province.

Then the Facilitation Aspect in One-Stop Integrated Service (PTSP) as shown in Figure 5 below:

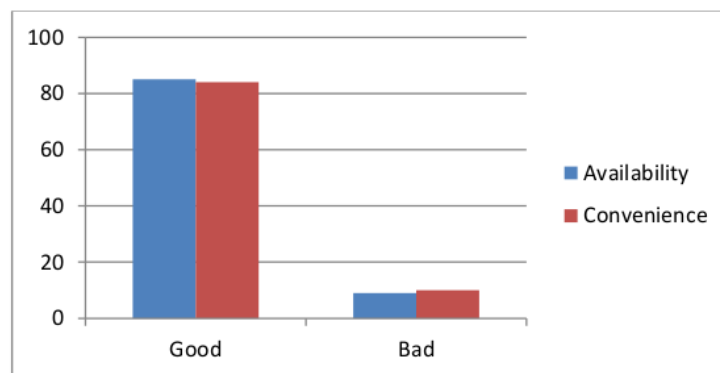


Figure 5 Aspects of One-Stop Integrated Service Facilities (PTSP) in the Revolution of Government 4.0

Based on graph 5 shows that the results of research from the Aspect of Facilities in One-Stop Integrated Service (PTSP) show that there is a gap between the availability of facilities as much as 85 responses or 90.43% and Facility Comfort as many as 84 responses or as much as 89.36%. Hence, there is still a gap of 1.07%. Thus, to optimize One Stop Services (PTSP), it must find solutions to solve the gap in Facility Convenience. In addition to these gaps, it is necessary to eliminate the "Bad" category for Facility Availability as much as 9 responses or 9.57% and Facility Comfort as much as 10 responses or 10.64% Facility Aspect in One-Stop Integrated Service (PTSP). Thus, the Facility Aspect contributes 89.89% in the One-Stop Integrated Service (PTSP) organized by the Capital Investment and One-Stop Integrated Services Service of DKI Jakarta Province.

Aspects of Service Recipients in One-Stop Integrated Service (PTSP) in the 4.0 Government Revolution

The recapitulation of data analysis results on Service Recipient Aspects revealed from Service Recipient Expectations, and Service Recipient Satisfaction organized by the DKI Jakarta Province Investment and One-Stop Integrated Service (PTSP) Service are as follows:

Table 6 Recapitulation of Coding Recipient Aspects of Government Revolution Services 4.0

No	Service recipients Aspects	Category					Number of Responses	Average	Value			
		5	4	3	2	1			Good	%	Bad	%
1	Hopes	21	54	19	0	0	94	4.02	75	79.79%	19	20.21%
2	Satisfaction	28	55	11	0	0	94	4.18	83	88.30%	11	11.70%
	Total	49	109	30	0	0	188	4.10	158	84.04%	30	15.96%

Source: Processed by researchers, 2019

Table 6 shows that the availability of facilities that get the "Good" category is 75 responses, and the "Bad" category is 19 responses. The satisfaction of recipients who got the "Good" category was 83 responses, and the "Bad" category was 11 responses. Thus, overall the Recipient Aspects with the "Good" category were 158 responses or 84.04%, and the "Bad" category were 30 responses or 15.96% in the One-Stop Integrated Service (PTSP) organized by the Investment Agency and One-Stop Services for DKI Jakarta Province.

Then the Aspects of Service Recipients in One-Stop Integrated Service (PTSP) as shown in Figure 6 below:

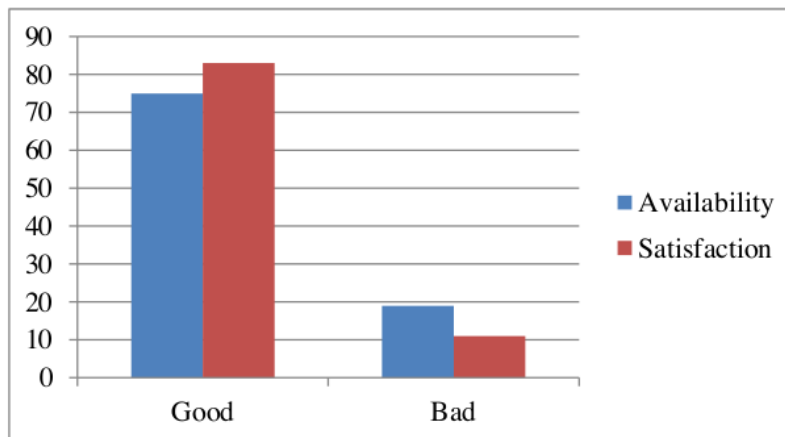


Figure 6 Aspects of One-Stop Integrated Service Recipients (PTSP) in the 4.0 Government Revolution

Figure 6 shows that the research results from the Aspects of Service Recipients in One-Stop Integrated Service (PTSP) show a gap between Recipient Expectations of 75 responses or 79.79% and Recipient Satisfaction of 83 responses or 88.30%, so it still occurs. A gap of 8.51%. Thus, to optimize One Stop Services (PTSP), it is necessary to find solutions to solve gaps in the expectations of recipients. In addition to these gaps, it is necessary to eliminate the Bad category for Recipient Expectations of 19 responses¹ or 20.21% and 11 Receiver Satisfaction or 11.70% in the Aspects of Service Recipients in One-Stop Integrated Service (PTSP)¹. Thus, it shows that the Service Recipient Aspect has a contribution of 84.04% in the One-Stop Integrated Service (PTSP) organized by the Capital Investment and One-Stop Integrated Services Service DKI Jakarta Province.

The Impact of One Stop Services (PTSP) in the Government Revolution 4.0

Based on the results of measurement and analysis, conclusions can be drawn on One-Stop Integrated Service (PTSP), which is revealed from (1) Regulatory Aspects, (2) Budget Aspects, (3) Human Resources (HR) Aspects, (4) Digital Aspects, (5) Facility Aspects, and (6) Recipient Aspects. The results of the measurement and analysis are as follows:

Table 7 Impact of One Stop Services (PTSP) in the Revolution of Government 4.0

No	Impact Aspects	Category					Number of Response	Average	Value			
		5	4	3	2	1			Good	%	Bad	%
1	Service	267	646	212	0	0	1125	4.05	913	81.16%	212	18.84%

Source: Processed by researchers, 2019

Based on table 7 shows that the One-Stop Integrated Service (PTSP) with the "Good" category received a value of 913 responses or 81.16% responses and² the "Bad" category with a value of 212 responses of 18.81% response. Thus, overall One-Stop Integrated Service (PTSP) can be declared in the "Good" category as evidenced by the percentage of

81.16% organized by the DKI Jakarta Province One-Stop Integrated Services and Investment Agency, as follows:

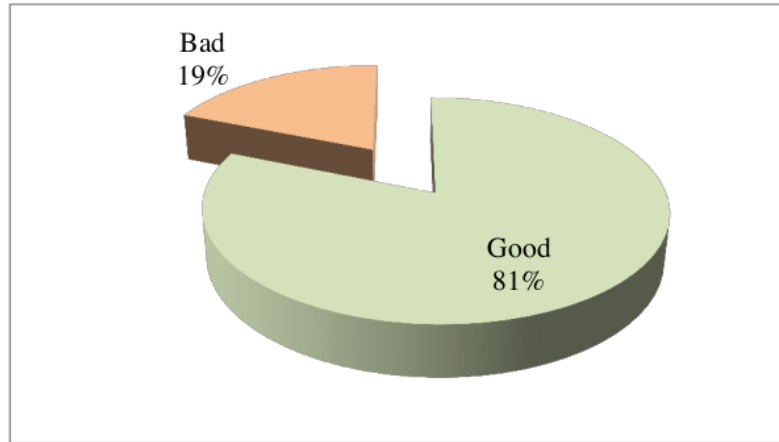


Figure 7 The Impact of One Stop Services (PTSP) in the Revolution of Government 4.0

Based on Figure 7 shows that the impact of the One-Stop Integrated Service (PTSP) search results in the "Bad" category of 19% and the "Good" category of 81%. Thus, the One-Stop Service (PTSP) obtained with a value of 81% and the following Five Star Service concept can be stated as "Four Star Service". To optimize the One-Stop Integrated Service (PTSP), it must be able to find solutions to solve inequalities for the "Bad" category, which is organized by the DKI Jakarta Province One-Stop Integrated Service and Investment Service.

The aspects that contribute to the One-Stop Integrated Service (PTSP) are described in table 8 below:

Table 8 Recapitulation of One-Stop Integrated Service (PTSP) Aspects of Government Revolution 4.0

No	Aspek	Category					Number of Response	Average	Value			
		5	4	3	2	1			Good	%	Bad	%
1	Regulation	19	130	40	0	0	189	3.89	149	78.84%	40	21.16%
2	Budget	15	113	56	0	0	184	3.78	128	69.57%	56	30.43%
3	HR	53	107	28	0	0	188	4.13	160	85.11%	28	14.89%
4	Digital	57	92	39	0	0	188	4.10	149	79.26%	39	20.74%
5	Facility	74	95	19	0	0	188	4.29	169	89.89%	19	10.11%
6	Receiver	49	109	30	0	0	188	4.10	158	84.04%	30	15.96%
	Total	267	646	212	0	0	1125	4.05	913	81.16%	212	18.84%

Source: Processed by researchers, 2019

Based on table 8 shows that the Positive Impact of ²One-Stop Integrated Services (PTSP) is a manifestation of (1) Regulatory Aspects of 78.84%; (2) Budget Aspect of 69.57%; (3) Human Resources Aspects of 85.11%; (4) Digital Aspect of 79.26%; (5) Facility Aspects of 89.89%; and Beneficiary Aspects of 84.04%. Thus, priority aspects are based on the percentage, namely (1) Facility Aspects, (2) Human Resources Aspects, (3) Recipient Aspects, (4) Digital Aspects, (5) Regulatory Aspects, and (6) Budget Aspects.

The Negative Impact of ²One-Stop Integrated Services (PTSP) is a manifestation of (1) Regulatory Aspects of 21.16%; (2) Budget aspect of 30.43%; (3) Human Resources Aspects of 14.89%; (4) Digital Aspects of 20.74%; (5) Facility Aspects 10.11%; and Recipient Aspects of 15.96%. Thus, the priority aspects of negative impacts are based on the percentage, namely (1) Budget Aspects, (2) Regulatory Aspects, (3) Digital Aspects, (4) Recipient Aspects, (5) Human Resources Aspects, and (6) Facility Aspects.

The details of the percentage of each Aspect of the One-Stop Integrated Service (PTSP), which has a positive impact, are held by the DKI Jakarta Province One-Stop Integrated Service and Investment Service. As in Figure 8 as follows:

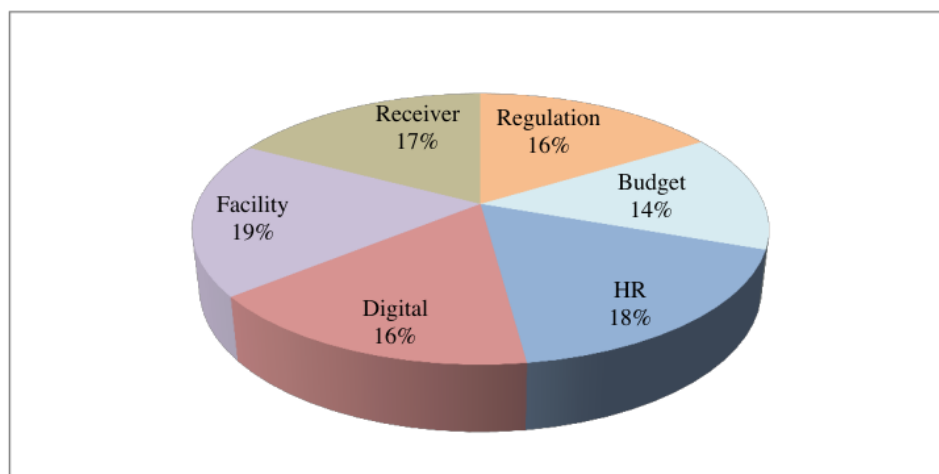


Figure 8. Positive Impact of One-Stop Integrated Services (PTSP) in the Government Revolution 4.0

Figure 8 shows the magnitude of the success manifestations of the aspects of the "Four Star Service" organized by the DKI Jakarta Province One-Stop Integrated Service and Investment Agency, namely: (1) Regulatory Aspects of 16%; (2) Budget Aspect of 14%; (3) Human Resources Aspect at 18%; (4) Digital Aspect 16%; (5) Facility Aspect at 19%; and (6) Beneficiary Aspects of 17%. The details of the percentage of each Aspect of the One-Stop Integrated Service (PTSP), which have a negative impact, are held by the DKI Jakarta Province One-Stop Integrated Service and Investment Service. As in Figure 9 as follows:

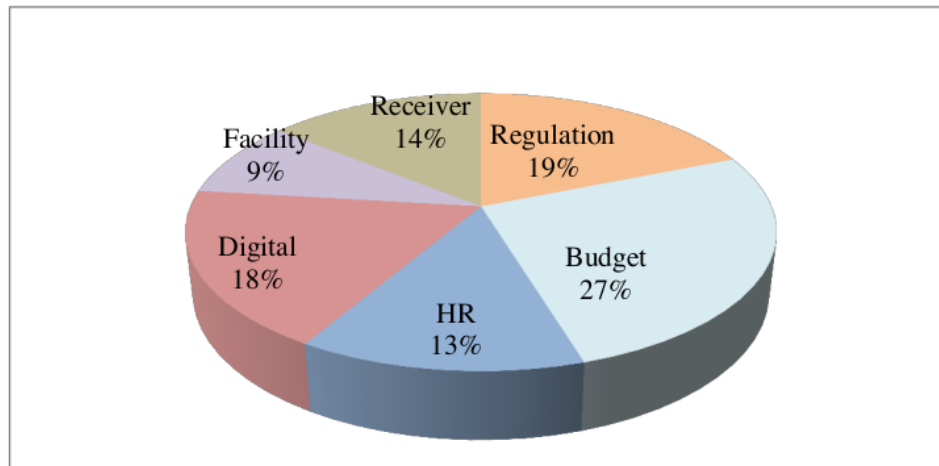


Figure 9 Negative Impact of One-Stop Integrated Services (PTSP) in the Revolution of Government 4.0

Figure 9 shows the magnitude of the manifestations of the weaknesses of each aspect of the "Four Star Service" organized by the Jakarta Capital Investment and One-Stop Integrated Services Agency, namely: (1) Regulatory Aspects of 19%; (2) Budget Aspect of 27%; (3) Human Resources Aspects of 13%; (4) Digital Aspect of 18%; (5) Facility Aspect of 9%; and Recipient Aspects of 14%.

D. Conclusion

Based on the results of research and discussion, it is concluded that the One-Stop Integrated Service (PTSP) in the perspective of the Government Revolution 4.0 is organized by the Investment Service and One-Stop Integrated Service for the Province of the Special Capital Region of Jakarta, which includes the following aspects: (1) Service Regulations, (2) Service Budget, (3) Human Resources of Service, (4) Digital Service, (5) Service Facilities, and (6) Recipients Services (Customer), are as follows: (1) Regulatory aspects in One-Stop Integrated Service (PTSP) organized by the Capital Investment and One-Stop Integrated Services Service of DKI Jakarta Province get a score in the "Good" category of 78.84% and the "Bad" category of 21.16%. There is a gap between the Availability of Regulations of 81.05% and Compliance of Regulations of 76.60%, so there is still a gap of 4.45%. Regulatory aspects contributed 78.84% in One Stop Services (PTSP). (2) The Budget Aspect in One-Stop Integrated Service (PTSP) organized by the Capital Investment and One-Stop Integrated Services Service of DKI Jakarta Province scored 69.57% in the "Good" category and 30.43% in the "Bad" category. There is a gap between Budget Availability of 70.65% and Budget Allocation of 68.48%, so there is still a gap of 2.17%. The Budget Aspect has a contribution of 69.57% in One Stop Services (PTSP). (3) Aspects of Human Resources in One-Stop Integrated Services (PTSP) organized by the Capital Investment and One-Stop Integrated Services Service of DKI Jakarta Province get a score with the "Good" category of

85.11% and the "Bad" category of 14.89 %. There is a gap between the availability of human resources of 86.17% and competence of human resources of 84.04%, so there is still a gap of 2.13%. The Human Resources aspect has a contribution of 85.11% in One Stop Services (PTSP). (4) The Digital Aspect in One-Stop Integrated Service (PTSP) organized by the Capital Investment and One-Stop Integrated Services Service of DKI Jakarta Province scored a score with the "Good" category of 79.26% and the "Bad" category of 20.74%. There is a gap between Digital Availability of 78.72% and Digital Sophistication of 79.79%, resulting in a gap of 1.07%. The Digital Aspect has a contribution of 79.26% in One-Stop Integrated Services (PTSP). (5) Facility Aspects in One-Stop Integrated Service (PTSP) organized by the Capital Investment and One-Stop Integrated Services Service of DKI Jakarta Province scored a score in the "Good" category of 89.89% and the "Bad" category of 10.11%. There is a gap between the availability of facilities of 90.43% and the comfort of facilities of 89.36%, so there is still a gap of 1.07%. The Facility Aspect has a contribution of 89.89% in One-Stop Integrated Services (PTSP). (6) Aspects of Service Recipients in One-Stop Integrated Service (PTSP) organized by the Capital Investment and One-Stop Integrated Services Service of DKI Jakarta Province get a score with the "Good" category of 84.04% and the "Bad" category of 15.96%. There is a gap between Beneficiary Expectations of 79.79% and Recipient Satisfaction of 88.30%, so there is still a gap of 8.51%. The Service Recipient Aspect contributed 84.04% in the One-Stop Integrated Service (PTSP).

The impact of the research results of One-Stop Integrated Services (PTSP) obtained a value with the "Bad" category of 19% and the "Good" category of 81%. Thus, the One-Stop Service (PTSP) obtained with a value of 81% and the following Five Star Service concept can be stated as "Four Star Service".

The Positive Impact of One-Stop Integrated Services (PTSP) is a manifestation of (1) Regulatory Aspects of 78.84%; (2) Budget Aspect of 69.57%; (3) Human Resources Aspects of 85.11%; (4) Digital Aspect of 79.26%; (5) Facility Aspects of 89.89%; and Aspects of Service Recipients of 84.04%. Meanwhile, the Negative Impact of One-Stop Integrated Services (PTSP) is a manifestation of (1) Regulatory Aspects of 21.16%; (2) Budget aspect of 30.43%; (3) Human Resources Aspects of 14.89%; (4) Digital Aspects of 20.74%; (5) Facility Aspects 10.11%; and Recipient Aspects of 15.96%.

The magnitude of the manifestations of the success of the aspects of the "Four Star Service" organized by the Capital Investment and One-Stop Integrated Services Service of DKI Jakarta Province, namely: (1) Regulatory Aspects of 16%; (2) Budget Aspect of 14%; (3) Human Resources Aspect at 18%; (4) Digital Aspect 16%; (5) Facility Aspect at 19%; and (6) Beneficiary Aspects of 17%. Meanwhile, the magnitude of the manifestations of the weaknesses of each aspect of the "Four Star Service" organized by the DKI Jakarta Province One-Stop Integrated Service and Investment Agency are (1) Regulatory Aspects of 19%; (2) Budget Aspect of 27%; (3) Human Resources Aspects of 13%; (4) Digital Aspect of 18%; (5) Facility Aspect of 9%; and Recipient Aspects of 14%.

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