



Preparation of Innovation "Besuk Kiamat"
Population and Civil Registration Office Surakarta City

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Abstract

The purpose of this study was to determine the formulation of innovation "Besuk Kiamat" Population and Civil Registration Office Surakarta City. Data analysis techniques used in this research is triangulation with qualitative descriptive research. The results showed that 1) The creation of the idea originated from the lack of public awareness of the importance of the death certificate, 2) Experiments were done at 5 (five) sub district as a pilot project, 5 (five) sub district listed as densely populated areas and prove worthy tested, 3) Determining the feasibility of innovation "Besuk Kiamat" has been carried out by LAN via Drum Up, Diagnose, Design, Delivery and Display, 4) Implementation is done in order to realize accurate data for sustainable development.

Keywords: Innovation; Public Service; Population Administration; A Death Certificate

Introduction

Population administration according to Law No. 23 of 2006 concerning the administration of residence, which is a series of planning activities and control of documents and demographic data through population registration, civil registration, information management and utilization of the results of population administration for public services and other sectors. This law was later refined by Law No. 24 of 2013, which explains that in relation to population administration, the government is obliged to carry out services through proactive resident or itinerant ministry.

There are many ways that can be done by the local government to achieve accurate population data, including mortality data. Various innovations have been done. Such as one conducted by the Population and Civil Registration Office Surakarta City (Dispendukcapil). Suwarta (2018) suggested that Dispendukcapil been trying to provide convenience, proximity, speed in providing services to the public through a variety of innovations, namely: First, the development of data recording, making it easier for the administration of residence; Second, service creation / renewal of ID cards which only takes 1 (one) hour; Third, the implementation of Information and Administration System (SIAK) online; Fourth, publishing Kartu Intensif Anak (KIA); Fifth, since 2008 gradually throughout the district and some sub district innovating services in modern spatial layout and workflow implementation of population administration services; Sixth, innovation Besuk Kiamat (condolences Send a death certificate). This

arrangement aims to facilitate the organizers for providing excellent service and strive to meet the standards of public service, and also facilitate the public to benefit from an effective and efficient bureaucracy.

Besuk Kiamat is one of the innovations that became superior in Surakarta. Programming is done with the aim to increase public awareness of the importance of the death certificate. Post judgment presence of Besuk Kiamat innovation, there is increased ownership of the death certificate. This can be demonstrated in the following table:

Table 1. Number of Events and Death Certificate Issuance Every District in Surakarta 2017

| No. | sub-district | Event | issuance Deed |
|------------------|--------------|--------------|---------------|
| 1 | Laweyan | 576 | 800 |
| 2 | Pasar Kliwon | 338 | 678 |
| 3 | Serengan | 464 | 404 |
| 4 | Jebres | 916 | 1,007 |
| 5 | Banjarsari | 993 | 1,331 |
| Surakarta | | 3,287 | 4,220 |

Source: Dispendukcapil Surakarta 2017

Table 1. Based on the number of events and the issuance of death certificates by district in Surakarta 2017, It can be said that the presence of the visiting program innovation judgment of the death certificate of ownership level Surakarta society is increasing. It is characterized by the many people who apply for the issuance of death certificates on the event of death before 2017.

In addition to improving the ownership of the death certificate, which is one of population data, Besuk Kiamat also rated as an innovation that shows that the government increasingly appreciate the community by providing public services as possible in order the public easy in handling administrative ownership of population, especially the death certificate. Innovations made by the local government can show the government's concern to the people who perform administrative renewal of residence. Through innovation made, is expected to bring government closer to the people, especially the family grief. The sustainability of this program, in addition to residents of grief get administration in the form of the death certificate, identity card status changes, and a new family card, this innovation is expected to be implemented in the acquisition of birth certificates.

In accordance with the description of the background described, the objectives to be achieved in this research is to know tomorrow Hour Formulation Innovation Office of Population and Civil Registration Office Surakarta City.

Literature Review

Innovation

Innovation is an idea, practice, or object that's new to the people of the other adoption unit (Rogers, 2003: 12). Innovation in the public sector is more focused on aspects of improvement to be produced of the innovation activity, the government is able to provide public services more effective, efficient and high quality, cheap and affordable. (Wijayanti, 2008: 42).

Formulation Innovation

Preparation of innovation in an organization can be understood from the view Wood, et al (1998: 654), which put forward four stages of preparation of innovation (steps in the innovation process), namely:

1. Idea creation - new product or process Arise from spontaneous idea, creativity, ingenuity and information processing. Creation ideas, new products or processes arise from spontaneous ideas, creativity, intelligence and information processing. Utomo (2017: 128) describes the main results of the initial stage:

"A directory innovation that will provide information about the area / agency making innovation, early emergence of the idea of innovation, the figure behind innovation, the kind of innovation that is conceived, the problem underlying or triggering the birth of innovation, the maturation process of innovation, implementation phases of innovation, the impact produced, as well as the contact person for further learning "

2. Initial experimentation - new ideas are first Examined in concept to establish Reviews their potential values and applications. Initial experiments, a new idea was first studied in the concept of set value and their potential applications. This stage is intended to finalize ideas / new ideas. A new idea is used to develop ideas that arise and then prepared to implement these ideas.
3. Feasibility determination - Formal studies are conducted to determine feasibility of Adopting the new product or process Including the cost and benefits. Determination of eligibility, a formal study conducted to determine the feasibility of adopting a new product or process, including costs and benefits. Determine the feasibility of an innovation aimed to assess whether this innovation is feasible or not to be an innovation, because innovation is also by no means finished once found, but is always in need of improvement and continuous improvement. One way to communicate with relevant parties (Utomo: 2017).
4. Final application - the new product or service is produced and marketed is fully implemented a new process. End applications, new products or services are produced and marketed or new processes are implemented fully. The final stage is the implementation of the innovation with this occasion governance innovations are innovations of population administration services. According Utomo (2017: 130) "can be said that innovation is a program that must be planned carefully and be guarded carefully stage of actualization".

The fourth stage of the innovation process according to Wood, et al (1998) involves the recognition that a development of innovation within the organization initiated through the process of creating an idea of a new product or process that could arise from spontaneity, creativity, intelligence and management information. The new idea about the product or the process is tested first by establishing the concept of values and its application potential. Organizations that successfully creates competitive advantage is a company that is capable of creating innovation and creativity through effective innovation process and planned (Gupta and Macdaniel, 2002). Required way or a new strategy to create and produce a new product or make improvements to enhance the creative abilities of the members of the organization.

Research Methods

The research methods was descriptive qualitative. As well as the use of descriptive research design in exploring, more elaborated on the preparation of innovation 'Besuk Kiamat' conducted by the Population and Civil Registration Office Surakarta City. In which researchers act as observers. The data analysis technique used is triangulation, according to Miles and Huberman (1994: 20) there are 3 (three)

components of the analysis, namely data reduction, data presentation and conclusion, made with interactive form with the data collection process as a cycle.

Research Result

1. Creation Idea: The First Step

Besuk Kiamat is an excellent innovation which is owned by Population and Civil Registration Office Surakarta City. This innovation was originally named 'Basuki Amat', but to be easily remembered by the people eventually changed to 'Besuk Kiamat'. The planned program of 2015, has been tested in September 2017. Innovations 'Besuk Kiamat' was created with the background of people who do not realize the importance of ownership of the death certificate as the population administration, as well as creating closeness between government and society. 'Basuki Amat' is a program of the innovation process. Impacts resulting from their 'Besuk Kiamat' is expected to increase ownership of the death certificate, and the service is expected to be used as data accuracy. This innovative program is in accordance with what is disclosed by Utomo (2017).

2. Preliminary experiments: Five sub district into Pilot Project

Innovation 'Besuk Kiamat' on its way through the stage of discussion in the Focus Group Discussion (FGD) to discuss the stages together with supporting components in the implementation of the 'Besuk Kiamat'. Early experiments in preparing this program, carried out in five (5) districts, where each district is represented by 1 (one) sub district as a pilot project for testing. These trials were utilized for developing certain new ideas that appear, and then prepared to implement. In accordance with the opinion Utomo (2017) this stage is still lacking in new ideas maturation stage. Piloted Besuk Kiamat is done only 3 (three) months represented only 5 (five) sub district. It is less represent another sub district in Surakarta because in every sub district has a problem and a different case with a pilot project sub district. Cases are often encountered as sub district in the border city there are people who lack education so socialization to facilitate the implementation of this program to be blocked, as well as between urban infrastructures different in terms of software and hardware.

3. Determination of Eligibility: Assessment of the National National National Institute of Public Administration

Program 'Besuk Kiamat' through the process of the feasibility of an innovation. Each stage gets innovations continuously monitoring as a form of repair on an innovation which can then be communicated to the parties that run. In accordance with Utomo (2017), this stage still has obstacles to be considered viable. These constraints, human resources need to be given less support technical guidance. In addition, the difficulty of co-ordination of several parties involved due the increased workload and the lack of personnel in order to deliver a product of 'Besuk Kiamat' to the community through heads sub district or representatives of the government. In terms of infrastructures having some problems, such as hardware/ infrastructure not all sub district provided a scanner to upload the data.

4. Implementation: Delivering Accurate Data Collection For Sustainable Development

Implementation of the program 'Besuk Kiamat' organized by planning 6-10 people, which are the devices RT and RW, health centers and District General Hospital, Sub district officials, Population and Civil Registration Office, and Diskominfo. Implementation of the process flow 'Besuk Kiamat' from start to finish closely guarded in order to maximize the program, maintaining, developing, and assessing the program by way of periodic evaluation. It aims to obtain a clear regulation of the local government about the compensation to be given to a family funeral. This study is consistent with research Utomo (2017)

where an innovation at the final stage is a program that must be planned carefully and constantly guarded carefully actualization.

Conclusion

Based on the results, we concluded that the formulation process innovation tomorrow Resurrection First, Creation Idea or Beginnings, Besuch Kiamat is innovation supporting sustainable development, because through Besuch Kiamat, the mortality has been well-managed and updating so that development planning and budgeting will be based on accurate data; Second, Experiment Earlier, 5 (five) Sub district becomes Pilot Project, Besuch Kiamat is tangible implementation of Law No. 24 of 2013 concerning the Government's obligation to perform public services-based pick up the ball, in this context, the state exists to society through innovations made. State's easier for people to obtain residence documents. New ideas Besuch Kiamat's innovations applied pilot project 5 (five) sub district in 5 (five) districts in the Surakarta City. 5 (five) sub district listed as densely populated areas and prove worthy tested; Third, Determination of Eligibility, Assessment of the National Institute of Public Administration, Programming is accomplished through a series of processes, namely stage 1) Creation of ideas facilitated by the Personnel Board of Education and Training Area together with the National Institute of Public Administration, 2) Early experiments were carried out on 5 (five) sub-district as a pilot project trials. These trials were utilized for developing certain new ideas that appear, and then prepared to implement. 3) Determination of eligibility through a phase Drum Up, Diagnose, Design, Delivery, and Display. Fourth Implementation, Creating Data Collection Accurate For Sustainable Development, the implementation of this innovation is carried out after a family funeral to report to the sub district and continued to Dispendukcapil to be processed until the death certificate, family card and Id Card (KTP) with the change in status and transfer to family grief.

Suggestion

Increased innovation is expected to continue to grow, starting from idea creation to implementation. Initial experiments should be conducted in a congested area and minimal population, so it can be considered by the next step. The government is expected to prepare a Human Resources (HR) is ripe and mature infrastructure is adequate to support the implementation of Besuch Kiamat. Further innovations can be developed in the acquisition of the administration of residence such as a birth certificate.

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