

# Implementation of the JakEVO Application to Facilitate Public Services in Koja Sub-District

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**Keywords:** Implementation, JakEVO Application, PTSP Koja.

**Abstract:** Research conducted in Koja sub-district, North Jakarta regarding the implementation of the JakEVO application in facilitating public services in Koja sub-district as the implementer of the One Stop Integrated Service Capital Management Unit (UP PMPTSP). The approach used in this research is a descriptive qualitative approach with the Edward III implementation indicators, the unit of analysis, namely the UP PMPTSP Service unit, Koja District, North Jakarta and the community using the JakEVO application. Data collection techniques use observation, interviews and documentation. Data was analyzed qualitatively with descriptive analysis supported by primary data and secondary data analysis. The results of research related to the implementation of the JakEVO application in facilitating public services in Koja sub-district show that 1) the implementation of the JakEVO application has been carried out well, 2) the obstacles found in implementing the JakEVO application include Human Resources and the JakEVO application, this shows that there are no maximum, which is related to the Jakevo application service based on Regional Regulation Number 12 of 2013 concerning the Implementation of One Stop Integrated Services, regarding the JakEVO application service in making permits to the public. 3) the efforts made to overcome obstacles in the implementation of the Jakevo application in making things easier for the user community are from the UP PMPTSP, namely by conducting outreach and providing direction to the user community. factors that influence the implementation of the JakEVO application in facilitating public services in Koja sub-district, namely: Communication, resources, disposition or attitude of implementers, bureaucratic structure.

## 1 INTRODUCTION

Central and regional government efforts to respond to the diverse needs and rights of each individual are realized in the provision of public services. Public services can be provided through a license or without a license.

The current public condition in Indonesia shows the results according to the Assessment Results of the Indonesian Ombudsman (2023) as the supervisor of public services as mandated in Article 35 of Law Number 25 of 2009 concerning Public Services has carried out an assessment of government administration at the ministry/institution level, provincial government, and district/city governments throughout Indonesia.

One Stop Integrated Services (PTSP) aims to shorten licensing procedures when a business is established, which is complained about by many business owners who have used business licensing services. The procedure from the application stage to

the issuance of permit documents is considered by the public or investors to take too long to process and license permits. The government issued a public service policy to simplify licensing services through the JakEVO application.

Service Standards are a reference that becomes a benchmark in assessing service quality as a Government Commitment to Providing Excellent Service. The best type of service is one that can provide encouragement to service recipients (the general public) and is the best type of service because it can meet all community needs. Innovations in service delivery will basically change the following four things: work units in sub-districts, regions, agencies and authorities who must coordinate their efforts when launching their tasks with the One Stop Integrated Service (PTSP) program. The JakEVO application is currently available at the DKI Jakarta Investment and One Stop Integrated Services Department dan Pelayanan Terpadu Satu Pintu DKI Jakarta.

## 2 LITERATUR REVIEW

Based on this description, this research focuses more on public service innovation in making it easier for the public to obtain permits for a case study of the JakEVO application in Koja sub-district with the formulation of this research problem being as follows: How does the implementation of the JakEVO application facilitate public services in Koja sub-district? And what are the obstacles faced in using the JakEVO application in Koja sub-district, North Jakarta? Objective: To find out what drives the implementation of public services in the JakEVO application in making it easier for Koja residents to obtain permits. To find out the implementation of the JakEVO application in licensing services by the One Stop Investment and Integrated Services Service in Koja sub-district, North Jakarta.

## 3 METHODS

This research uses a descriptive qualitative approach. descriptive research method for A descriptive study. The focus of the research aims to determine the implementation of the JakEVO application in licensing services by the Investment and One Stop Integrated Services Service in Koja sub-district, North Jakarta. Observation of the application user community used in data collection. Observation is essentially HR (Human Resources).

## 4 RESULTS ANDDISCUSSION

The researcher uses George Edward III's model which will be explained in the analysis based on indicators of implementation of research results and interviews using descriptive qualitative methods. that from the results of interviews between the user community and the head of the Investment Management Unit Service and One Stop Integrated Services and it has been very good, this is reflected in the availability of facilities and programs carried out by the UP PMPTSP Koja service in providing licensing services by opening many promotional events or even advertising on the internet so that it can provide services that can support public services to the community.

Resources: With the results of interviews, both application users and the UP PMPTSP Koja service both provided answers to resource indicators based on the implementation of the JakEVO application in

providing licensing services which have been carried out according to procedures. JakEVO and service staff are very helpful and make licensing services easier. Bureaucratic Structure The results of interviews between users and the department both concluded that service operation standards have been carried out in accordance with the regulations set by the UP PMPTSP department of DKI Jakarta province in providing services to the community through the JakEVO application.

What are the obstacles faced in using the JakEVO application in Koja sub-district, North Jakarta? Human Resources Information from interviews obtained from the Koja sub-district head explains that many people do not understand the use of information technology system services, this is AJIB which is under the auspices of the UP PMPTSP service which is assigned to Koja sub-district carrying out activities directly to the location to review and carry out implementation of procedures for using licensing services for those users who experience obstacles or problems in using the application. Ajib is also tasked with collecting directly (dor to dor) files or licensing documents that the user community wishes to submit.

JakEVO application: From the results of interviews with the user community, there are problems faced when using the JakEVO application. The problem referred to by the community is that when uploading files or documents, permit applicants often experience problems with a weak internet connection resulting in the application automatically leaving the display.

My view on the JakEVO application: The JakEVO application is a solution for ease of doing business for business people who want to start their business in Jakarta. We are well aware that economic development in Indonesia is increasingly rapid and more and more new businesses are emerging. This progress must be supported by better licensing and non-licensing services so that business actors can realize that managing it themselves is easy. With the various advantages of the JakEVO application, what types of permits have been regulated by the central government PM PTSP service, the user community can access and apply for permits according to their needs. This makes licensing via the JakEVO application of course very helpful for users because through the JakEVO application users are provided with conveniences such as saving time, energy, costs and so on.

Responding to the obstacles in the results of interviews between the user community and the Koja sub-district UP PMPTSP service in

implementing the JakEVO application is related to human resources and the JakEVO application itself. The government from the UP PMPTSP Service continues to strive to optimize the central government's work program in providing public services to the community. The UP PMPTSP Department of Koja sub-district will attempt to survey the satisfaction index of the community in order to improve any obstacles faced by the community around Koja sub-district

## 5 CONCLUSIONS

Description and results of research entitled Implementation of the JakeVO Application in Facilitating Public Services in Koja District, it can be concluded that the success of the programs that have been implemented in implementing the JakeVO application can be seen from the indicators below.

Communication shows that the results of interviews between the user community and the head of the Investment Management Unit and One-Stop Integrated Services Service are very good, this is reflected in the availability of facilities and programs carried out by the UP PMPTSP Koja service in providing licensing services by opening many promotions events or even advertisements on the internet so that they can provide services that can support public services to the community.

Resources: Based on the results of interviews, both application users and the UP PMPTSP Koja service both provided answers to resource indicators based on the implementation of the Jakevo application in providing licensing services which had been carried out according to procedures. The attitude of the results of interviews between users and the Koja District UP PMPTSP service shows that the working procedures of both the JakeVO application and service employees are very helpful and make licensing services easier.

Bureaucratic Structure The results of interviews between users and the department both concluded that service operation standards have been carried out in accordance with the regulations set by the UP PMPTSP department of DKI Jakarta province in providing services to the community through the JakeVO application.

Responding to the obstacles in the results of interviews between the user community and the Koja sub-district UP PMPTSP service in implementing the JakeVO application is related to human resources and the JakEVO application itself.

The government from the UP PMPTSP Service continues to strive to optimize the central government's work program in providing public services to the community. UP PMPTSP Department

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Suggestions Based on the conclusions explained above, suggestions are made to the UP PMPTSP Service, Koja District, North Jakarta. Responding to the obstacles faced by the user community, there is a need to improve the application and the flow of how to use the JakeVO application. The community using the JakeVO application must provide more appropriate electronic goods (upgrade) which can be accessed quickly, such as internet conditions, cellphone or computer capacity so that it can operate optimally when using the JaEVO application.

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