PUBLIC SERVICES IN COVID-19 PANDEMIC

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Abstract. *COVID-19 pandemic has resulted in many new challenges in various fields, including the bureaucracy which cannot be separated from changes. One of the new natural conditions is the formation of the fundamental transformation of the bureaucracy, from the bureaucracy, which previously used manual methods, continues to grow until now it accustoms itself to the transformation of data technology which is always results-oriented. The use of data technology has brought about a massive positive change in culture and certain methods of thought for the State Civil Apparatus (ASN), especially considering that almost most of the service zones change service patterns which are currently being tried manually, face-to-face, transformed through digital technology. Responding to adjusting to Menpan RB's new routine in this matter has resulted in the Circular Message of the Minister of Administrative Reform and Bureaucratic Reform No.58 of 2020 concerning the Work System of Civil Servants in the New Fair Order, one of these policies controls the implementation of adjustments to the work from homework system (WFH) and/or work from an office (WFO) for ASN to justify that public services to residents continue to run in the midst of a pandemic. Along with this policy, LAN RI responded by familiarizing the procedures for education in the network (online) by producing Circular Message No. 10 / K1 / HKM. 02.3 / 2020 concerning Technical Guidelines for Organizing Training in the Corona Virus Disease (Covid-19) Pandemic Period. The digitization of the bureaucracy is a new culture that can cut the complicated bureaucracy that takes a lot of time, effort, and money. Thus, it poses a challenge for ASNs to share services that continue to be fast, instant, easy, and simple, and responsive. However, a big risk always lurks from the aspect of ASN performance, which is the opposite, due to the unpreparedness of Human Energy Sources (HR) in facing the digitalization era.*

Keywords:*Public Services, ASN, Covid-19*

1. INTRODUCTION

The Coronavirus Disease 2019 (COVID-19) pandemic has spread throughout the world since the beginning of 2020 and has had a significant impact on human life around the world. Since March 2020, the government of the Republic of Indonesia has implemented Lockdown and Social Distancing policies throughout the affected areas of Indonesia through Government Regulation Number 21 of 2020. This aims to reduce the risk of COVID-19 transmission which is very easily transmitted between one person and another. Other people. Governments around the world are faced with the challenges of transformation and the need to reinvent government systems to provide efficient and cost-effective services, information, and knowledge through information and communication technology. These restrictions on interaction cause society to meet their needs unable to maintain conventional ways of obtaining or obtaining or meet its needs. People inevitably have to turn to the use of online media.

The Covid-19 pandemic has caused various sectors such as schools and workplaces to be closed, restricted religious activities or collective worship, and activities in public places or public facilities were also restricted. This is to avoid large crowds so that the risk of transmission of this virus can be reduced. The imposition of social restrictions in Indonesia also has an impact on the accessibility of public services. Circular issued by the Minister of State Apparatus Empowerment and Bureaucratic Reform (PANRB) Number 19 of 2020 concerning Adjustments to the Work System of State Civil Apparatus in Efforts to Prevent the Spread of COVID-19 Within Government Institutions. This Circular applies for work from home in turn for employees in Government Agencies.

This affects the accessibility of public services. Conventional services, namely face-to-face, begin to be limited in number and the rest is assisted by an online system. This online service is the result of the application of E-Government. According to Rachel Silcock E-Government is the use of technology to improve access and delivery of government services to benefit citizens, business partners and employees. E-Government continues to push to innovate and create, develop a new model of public service in which all public organizations and government agencies provide modern, integrated, and borderless services for their citizens. The relationship between the community and the government is no longer in the same direction, namely top-down, but rather builds partnerships between the government and citizens (Silcock, 2001). Silcock's opinion is in line with the opinion of McClure which states that eGovernment is the use of technology by the government, especially web-based applications via the internet (web-based internet application) to improve access and delivery of government information and services to citizens, business partners, employees, other institutions. , and government entities. E-Government has the potential to help build better relationships between government and the public by making interactions with citizens smoother, easier, and more efficient (McClure, 2000).

Governments around the world are faced with the challenges of transformation and the need to reinvent government systems to provide efficient and cost-effective services, information, and knowledge through information and communication technology (Fang, 2002). Meanwhile, according to Zhiyuan Fang, E-Government is defined as a way for the government to use innovative information and communication technology, especially web-based applications via the internet (web-based internet application), to provide easier access to information and government services for citizens. This is done in order to improve service quality and provide greater opportunities for people to participate in the development of government institutions and the democratic process (Fang, 2002).

Karen Layne and Jungwoo Lee (Layne & Lee, 2001) argue in their research that there are four models of e-government growth, namely: (1) cataloging, (2) transactions (transactional), (3) vertical integration (vertical integration of institutions). - institutions in a hierarchical level), (4) horizontal integration (horizontal integration between institutions in one line).

Many previous studies have examined e-government in Indonesia. Among other things, research conducted by Ali Rokhman analyzes the regulation and implementation of e-government by the Regional Government, and the extent to which the development of the e-government system carried out by the Regional Government (Himawan, 2012). In 2011, in their publication, Budi Hermana and Widya Silfianti evaluated the implementation of e-government by regional governments in Indonesia by referring to the web metrics rank and differentiating the data based on local governments in Java and outside Java (Hermana & Silfianti, 2011)

In 2020, Deborah Agostino, et.al, stated that the COVID-19 pandemic has an impact on the development of digital transformation in public service delivery in Italy. The social challenges that have emerged after the outbreak of the COVID-19 pandemic have forced public institutions or government institutions to carry out digital acceleration to optimize public services (Agostino, Arnaboldi, & Lema, 2020). From the three studies above and based on the research conducted by the author, there is no research that examines the urgency of implementing e-government and reforming

bureaucratic regulations when the New Normal was implemented.

The discourse on implementing New Normal forces people in Indonesia to be able to return to their activities outside the home, alongside the risk of the COVID-19 outbreak. Therefore, New Normal has a different character from the normal situation before the COVID-19 pandemic broke out. The Health Protocol to prevent the spread of the virus is still enforced and continues to be encouraged in every public service procedure. So it can be ascertained that conventional public services during the normal situation before the pandemic were not possible to apply to the New Normal. This raises the urgency for the implementation and acceleration of e-government development by government agencies.

2.   LITERATURE REVIEW
2.1   Public services
In public services, it is argued that public services should prioritize the interests of the community, facilitate affairs in public services, shorten the time for implementing public affairs and share satisfaction with the public. Agreeing with that, (Moenir, 2010) argues that public service is an activity that is tried by a person or group of people based on material factors through certain systems, procedures, and procedures to fulfill the interests of others according to their rights.

Public service is like providing services (serving) the needs of people or citizens who have an interest in the organization under the basic provisions and procedures that have been formalized (Kurniawan in Sinambela. LP, 2008). Furthermore, for the Kepmenpan Number. 63 / KEP / Meter. PAN / 7. 2003, public service is "all service activities carried out by public service providers as an effort to meet the needs of service recipients or the application of statutory requirements."

In-Law Number. 25 of 2009 concerning Public Services defines public services, namely "activities or a series of activities in order to meet service needs in accordance with the laws and regulations for every citizen of the country as well as residents of objects, services, and administrative services provided by public service providers."

In the public service material prepared by the Ministry of Home Affairs and LAN (2007), there are 3 significant factors in public services, namely:
1. The service provider organization is the regional government,
2. Service recipients (citizens) are people or citizens or organizations with an interest in,
3. The satisfaction that is shared and received by service recipients (citizens).

The initial factor proves that the local government has a strong position like a regulator and as a service monopolist and a regional government that acts as static in providing services because the service is indeed needed or needed by the people or citizens or organizations concerned. The second factor, being citizens or organizations that have an interest in or need services (service recipients), basically do not have bargaining energy or are not in an equal position to receive services so they do not have access to good services. The third factor is the satisfaction of citizens in receiving services that are of concern to service providers (government). This matter is made to determine the direction of public service policies that aim to provide the best service to citizens and is tried through efforts to correct and improve the performance of regional government management.

3. RESEARCH METHODS/METHODOLOGY
This research was conducted in the city of Padang Panjang. The type of research in this study is qualitative, using this qualitative approach to make it easier for researchers to collect data. Describing, identifying, and discovering new things that have not been discovered by previous researchers. In the midst of the condition of the State of Indonesia which faces the conditions of the COVID-19 pandemic, researchers are trying to carefully collect data using free interview techniques, collect existing documents and conduct literacy studies. Interviews that have been conducted with informants use a telephone and video call media. Informants also help send some documentation such as reports and some photos to researchers. To support the results

of the interview, the researchers also gathered information from books, journals, and online media.

4. RESULTS AND DISCUSSION

4.1 The Urgency of Public Service Transformation during the Covid-19 pandemic

During the COVID-19 pandemic, Indonesia has experienced considerable social changes. There needs to be a change in the administrative perspective, leaving the Old Public Administration perspective to the New Public Service perspective. Likewise, the public service process at the One-Stop Investment and One-Stop Service Office in Padang Panjang City, in managing public licensing services, is required to fill in data online via the web http://dpmptsp.padangpanjang.go.id/ then the public is asked to wait for confirmation from the officer and queue number via WhatsApp for submitting files directly by following the health protocol, then when the file is finished, the officer from the Padang Panjang City Investment and One Stop Integrated Service Office will confirm to the community via the whats App.

During the COVID-19 pandemic, synergy and coordination between institutions are needed. Public access to government institution offices will be limited and make it difficult for them to access public services. If conventional services are not transferred to integrated electronic-based services, then this will be detrimental to the community. Stakeholders must remodel and optimize the vertical integration and horizontal integration models to help people access public services during the New Normal, without having to visit government agencies.

To be able to optimize the implementation of e-government during the Covid-19 pandemic, Indonesia must issue several regulations at the technical level such as Government Regulations that regulate synergy, collaboration, and joint leadership between government agencies. It is time, the regulations issued by the government must be more complex governing cooperation between institutions so that they do not overlap but are synergized.

The Omnibus Law discourse, which until now still triggers pros and cons, is actually very suitable to be applied when optimizing electronic-based public services. Cross-sectoral arrangements are needed to cut bureaucracy and support one-stop services. Vertical integration and horizontal integration can be arranged in the Omnibus Law.

This is what initiated the Padang Panjang City Government to make a breakthrough in the form of a service innovation called Online Population Administration Service (PADUKO). PADUKO's innovation is not the first innovation made by the Department of Population and Civil Registration of the City of Padang Panjang considering there are 6 innovations from the Padang Panjang City Dukcapil Office, it's just that it is different from the innovations that PADUKO has previously made is service innovation that is more integrated by integrating offline and online services . Of course, the combination of these service methods is the right solution, especially during the Covid-19 pandemic.

PADUKO, the government of Padang Panjang City has produced the latest foundation related to PADUKO innovation, namely the Regulation of the Mayor of Padang Panjang Number 14 of 2020 concerning Online Population Administration Service Innovation. In the Decree of the Mayor, it was explained that PADUKO is one of the innovations in which the process of managing population documents in which the sending of information / file requirements is carried out using website-based electronic media using technology, communication and data facilities. The implementation of PADUKO innovation is technically regulated by collaborating between the Department of Population and Civil Registration (Disdukcapil) and the Office of Communication and Information Technology (Diskominfo).

With this PADUKO service, it makes it easier for the Mota Bukittiinggi community to access online population services, so as to reduce the spread of covid-19. However, the socialization related to the PADUKO application is still not optimal, this is evident from the fact that there are still many Padang Panjang city people who do not know the PADUKO application.

CONCLUSION

Padang Panjang city government still needs to increase the use of e-government, especially optimizing the application of the Network Service model. This is urgent when we are facing the COVID-19 pandemic. If it is not immediately improved, it will be detrimental to the community in accessing public services. Therefore, it is necessary to change the perspective of the Old Public Administration towards New Public Services which requires a process of collaboration and shared leadership. To implement this, it is necessary to reform the regulations in the bureaucracy. To suppress the spread of covid-19, the Padang Panjang city government has optimized the use of the PADUKO application to serve population data.

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