

The Implementation and Efficiency of One Door Integrated Services as Public Administration Reform at the Central Jakarta State Court Class 1A Special

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Abstract: This study aims to determine the nature of public administration reform and the implementation and efficiency of the One-Stop Integrated (PTSP) in the Central Jakarta District Court Class 1A Special. Using a qualitative method with a descriptive analysis approach, the authors explore the data through observation, interviews, and documentation studies. The interview process was carried out to twenty-six informants, while data processing and analysis were carried out in three stages: data reduction, data display, and data verification. The results showed that 1) The essence of the application of PTSP at the Central Jakarta District Court is to create an integrated form of service to realize a service process that is fast, easy, transparent, measurable following predetermined standards in a unified process starting from the initial stage to the stage of completion of service products through one door. ; 2) implementation PTSP at the Central Jakarta District Court Class 1A Special as a form of public administration reform has been running well and effectively in integrated services to realize a service process that is fast, easy, transparent, measurable following standards. The power or efficiency of PTSP Central Jakarta District Court Class 1A Special as a form of public administration reform is following 3 (three) principal indicators of the Good Governance Bappenas 2005, and the fourth indicator is optimal resources which are divided into two criteria, namely criteria for using technology based on PTSP SOPs and interviews the informants indicate that they have been met, while the human resource criteria based on the PTSP SOP and interviews with informants suggest that they have not been achieved or have not been met.

Keywords: Central Jakarta District Court, Integrated Services, Implementation and efficiency, reform of public administration.

I. INTRODUCTION

The paradigm shift in governance from reinventing government (bureaucratic entrepreneurship) to governance (good governance) is a shift in the identity of modern government to meet the demands and needs of the public. (Erbaugh & Nurrochmat, 2019). The United Nations Development Program (UNDP) document defines good governance as good governance procedures. In general, the concept of good governance, according to Efendi, contains elements of demonstration, fairness and transparency. In a narrower sense, good governance is defined as a clean government (Heffy, 2020).

The domain of Good Governance is divided into 3, namely state (state/government), private sector (private sector/business world) and society (society) (bisaro et al., 2020). In its implementation, there are 14 Good Governance Principles that the National Policy Development Team has proposed for Good Governance (Bappenas 2005) in the form of revisions, namely: Foresight, openness and transparency, community participation, accountability, the rule of law, democracy, professionalism and competence, responsiveness, efficiency and effectiveness, decentralization, partnerships with private and community businesses, commitment to inequality reduction, commitment to the environment, commitment to fair markets (Braune et al., 2020; Cowell et al., 2020; Sedarmayanti, 2009).

The integrated service system is a unified service management process for several types of services that are carried out with integrity in one place, both physically and virtually, following service standards. The implementation of One-Stop Integrated Services (PTSP) is further regulated in Presidential Regulation of the Republic of Indonesia No. 97 of 2014 concerning the Implementation of One-Stop Services. The provisions of Article 2 of the Presidential Regulation of the Republic of Indonesia No. 97 of 2014 concerning the Implementation of One-Stop Integrated Services explicitly and clearly explains the purpose of implementing PTSP is to provide legal protection and certainty to the community, shorten the service process, realize a service process that is fast, easy, cheap, transparent, sure, and affordable and bring closer and provide more comprehensive services to the community. The implementation of PTSP must be carried out with integration, economy, coordination, delegation, accountability and accessibility. The principle of implementing PTSP is regulated in the provisions of Article 3 of the Regulation of the President of the Republic of Indonesia No. 97 of 2014 concerning the Implementation of One-Stop Integrated Services, while the scope of PTSP is regulated in Article 4 of the Presidential Regulation of the Republic of Indonesia No. 97 of 2014 concerning the Implementation of One-Stop Integrated Services covering licensing and non-licensing services which are the authority of the government and local governments. The principle of implementing PTSP is regulated in the provisions of Article 3

of the Regulation of the President of the Republic of Indonesia No. 97 of 2014 concerning the Implementation of One-Stop Integrated Services, while the scope of PTSP is regulated in Article 4 of the Presidential Regulation of the Republic of Indonesia No. 97 of 2014 concerning the Implementation of One-Stop Integrated Services covering licensing and non-licensing services which are the authority of the government and local governments. The principle of implementing PTSP is regulated in the provisions of Article 3 of the Regulation of the President of the Republic of Indonesia No. 97 of 2014 concerning the Implementation of One-Stop Integrated Services, while the scope of PTSP is regulated in Article 4 of the Presidential Regulation of the Republic of Indonesia No. 97 of 2014 concerning the Implementation of One-Stop Integrated Services covering licensing and non-licensing services which are the authority of the government and local governments.

The current development of information and technology also affects the implementation of PTSP. Article 17 of the Presidential Regulation of the Republic of Indonesia No. 97 of 2014 concerning the Implementation of One-Stop Integrated Services explicitly stipulates that PTSP is held with an electronic service system. Electronic services are licensing and non-licensing services provided through PTSP electronically. Electronic services by PTSP include licensing and non-licensing applications. PTSP's goal is to shorten the service process and realize a fast, easy, cheap, transparent, sure and affordable service process with this electronic service. The utilization of information technology will facilitate communication traffic regardless of space and time (Barnett et al., 2019; Gogus & Saygin, 2019).

Presidential Regulation of the Republic of Indonesia No. 97 of 2014 concerning the Implementation of One-Stop Integrated Services explicitly stipulates that one-stop integrated services are organized by the Government, Regional Governments, Free Trade Areas and Free Ports Concession Agency and Special Economic Zone Administrators. The Regional Government as the organizer of government affairs in the region based on the principle of autonomy and co-administration with the declaration of independence as broad as possible is directed to accelerate the realization of community welfare through service improvement, empowerment and community participation. To improve services to the community, Presidential Regulation of the Republic of Indonesia No.

The local government, in this case, the DKI Jakarta Government, in the context of providing one-stop integrated services, especially at the Special Class IA Central Jakarta District Court as one of the administrators of judicial power, has the main task of receiving, examining, deciding and resolving cases at the first level for justice seekers. We are obliged to improve services to the community seeking justice continually.

So far, the Special Class IA Central Jakarta District Court condition is still scattered over several floors

considering that the Special IA Class Central Jakarta District Court building consists of 8 (eight) feet, so it is felt to be ineffective and efficient. From a budget perspective, this condition causes a substantial escalation in the use of elevators, which resulted in the cost of electricity increasing from year to year. In addition, public criticism of the Special Class IA Central Jakarta District Court, which has considered that it has not been transparent and accountable in providing legal services to the community, and there is still a lack of transparent direct interaction between justice seekers and court officials which has the potential to emerge Corruption, Collusion and Nepotism. KKN) (Abbinck & Wu, 2017; Teichmann et al., 2020).

It is responding to this problem, where ideally a judiciary must be oriented to excellent public services as one of the elaborations of the vision of the bench, namely the realization of a great court and in line with the bureaucratic reform plan to improve public services, the thought of making a breakthrough or innovation was born by taking steps strategically by implementing One Gate Integrated Service. Service efforts like this are to build transparency and accountability as a solution covering all public administration matters, both technical and non-technical (Isabel-Maria IM et al., 2011; Zhang & Chai, 2014). The main goal of PTSP is the implementation of bureaucratic reform with the principle of efficiency in the perspective of procedure (time), human resources (fast service, involvement and understanding) and the use of technology media (online system) that applies comprehensively in all parts.

Efficient and economic or SMART E3 as the Central Jakarta District Court Special Class IA (Supreme Court of the Republic of Indonesia: 2017). It is also hoped that the service provided will be structured and measurable (direct service) and will increase the community's rights to public services and prevent corruption in the Central Jakarta District Court Class IA Special.

One-stop integrated service for the Special Class IA Central Jakarta District Court has been in effect since 2006. Therefore, the material to be used as a problem in this research is: (a) the nature of public administration reform in the field of justice at the Central Jakarta District Court Class 1A Special, (b) the implementation of public administration reform through the implementation of the One-Stop Service policy at the Central Jakarta District Court Class 1A Special, and (c) service efficiency in the judiciary in Indonesia through the One-Stop Integrated Service policy at the Central Jakarta District Court Class 1A Special. Therefore it is necessary to conduct comprehensive research with the title Implementation and Efficiency of One-Stop Integrated Services as a Form of Public Administration Reform at the Central Jakarta District Court for Class IA Special.

II. RESEARCH METHODS

Types of research

This study uses a qualitative method with a descriptive analysis approach. Qualitative descriptive research can give birth to reformulation and reconceptualization of efficiency theory, both from the perspective of the object being studied and the perspective of the researcher himself, which is carried out by integrating ethical approaches (providing comparisons and generalizations) and emic (providing the unique appreciation of each individual) as the modern qualitative paradigm.

Research Location and Time

This research was conducted at the Central Jakarta District Court at Jl. Bungur Besar Raya No. 24, 26, 28, Jakarta -10610 (Figure 1), with a study period of 6 (six) months. The research location was chosen because the Central Jakarta District Court is the centre or centre of all district courts in Indonesia and is the only district court with special class 1A status.



Figure 1. Location of the Jurisdiction of the Central Jakarta District Court Special Class 1A

Informant Determination Technique

Informants can provide information about the situation and condition of the research setting (Sugiyono, 2011). following the qualitative research method with a descriptive approach used in this study, the informants selected in this study are those who are considered to be able to provide data and information about public administration reform, implementation, and efficiency of public administration reform through the implementation of One Stop Services (One Stop Service). PTSP) at the Central Jakarta District Court Class 1A Special.

Types and sources of data

The sources of data obtained in revealing the phenomenon used as the object of this research are primary

and secondary data. Preliminary data were collected directly by researchers when conducting research, namely through direct observation in the field and in-depth interviews with research subjects or informants. In short, primary data comes from informants in the form of information and data from interviews with predetermined informants.

Secondary data is data and various information obtained through searches derived from multiple literature studies and related documents, through library research activities and document studies that can explain various problems that have been used as research objects as a supporting function for primary data. This secondary data is in the form of laws and regulations related to Implementation and Efficiency One Stop Service (PTSP) at the Central Jakarta District Court Special Class 1A sourced from articles, journals, literature studies, documents in the form of reports and photographs that have a relationship with the object under study.

Data analysis technique

The interactive model data analysis technique was chosen because, in addition to being relevant to qualitative research, it is also considered more straightforward and operational, making it easier to perform data analysis. Interactive model data analysis also does not have the potential to cause differences in understanding between researchers and readers. In more detail, the steps according to the theory of Miles, Huberman and Saldana (2014) can be described as follows (Miles et al., 2014):

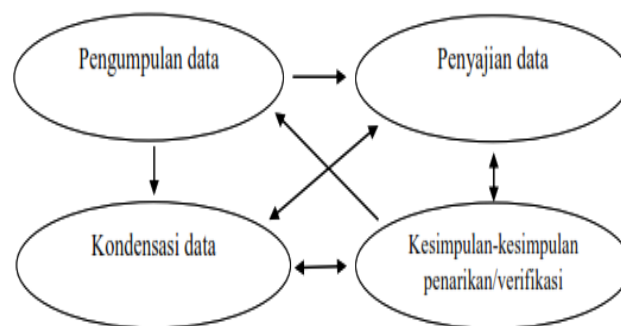


Figure 2. Components of Interactive Data Analysis Model (Miles et al., 2014)

In qualitative research using interactive model data analysis, data analysis has started since the data collection process because there must be strict selection and selection in data collection. After that, it continues with data condensation, which means checking and ensuring that the data to be analyzed and used as the basis for answering research problems is data needed according to the research problem. Therefore, data condensation activities are also interpreted as steps to collect data as required. The trick is to select and discard data that is not needed. The reference for selecting or reducing data is the formulation of the problem and research objectives.

After data condensation, the next stage is display or data presentation. The presentation of the data is done in the form of a brief description, an explanation of the relationship between categories, and tables. To display the data more systematically, the presentation refers to the problems that will be answered in this study, namely the implementation of public administration reform, implementation, and efficiency of public administration reform through the implementation of One Stop Services (PTSP) at the Central Jakarta District Court Class 1A Special. Based on the display results, the researcher draws a conclusion based on the data related to the research problem so that the final decision of the study can be formulated clearly.

IV. DISCUSSION

The Nature of Public Administration Reform in the Field of Justice at the Central Jakarta District Court Class 1A Special

Public administration reform has the same meaning as public administration reform. As with the reform of public administration, it requires changes for the better than the previous one. In terms, what is meant by reform is an effort to improve or change its form. At the same time, public administration is concerned with the organization and management of government which covers all domains of state power, namely the executive, legislative and judicial. So it can be interpreted that public administration reform is an improvement or change in the organization and management of government from the form that was previously applicable (Hidayat, 2007).

Public administration reform at the Special Class 1A Central Jakarta District Court is necessary. If the public administration does not improve by carrying out reforms, it will be increasingly abandoned because it is seen as an obstacle to the change process itself. The concept of sound governance principles that the apparatus must apply at the Central Jakarta District Court Class 1A Special in moving the public administration machine, especially those related to services to the community. Why is that? Because public service is the primary function directly associated with the Central Jakarta District Court Special Class 1A, service recipients can instantly feel this function. Excellent service is understood as excellent or best service, even though this has been the judiciary's determination. However, its implementation is not without problems. Various problems were faced starting from the difficulty of changing the mental conditions and attitudes of the old apparatus model, and not positioning itself as a public servant, but feeling more like an elite group of people who played a commanding role and, in this case, the assumption emerged that they should be served rather than serve public (Sutopo & Suryanto, 2009).

Public administration that is complicated and underserved has created a negative perception of its existence in organizing and developing the life of the nation and state. Therefore, it is realized that good administration is a determining factor for the success of the entire schedule of the

Special Class 1A Central Jakarta District Court, including learning clean and free of KKN services. Administrative reform is an effort by the Central Jakarta District Court Class 1A Special to improve performance through various means to create effectiveness, efficiency, and accountability. Administrative reform means:

1. Changes in the way of thinking (thought patterns, attitude patterns and patterns of action);
2. The change of ruler to the servant;
3. Prioritizing the role of authority;
4. Don't think production results but results;
5. Performance management changes (Sutjiatmi, 2012)

Administrative reform of the judiciary, especially the Special Class 1A Central Jakarta District Court, needs serious attention by various internal judiciary circles, including judges, as a result of the implementation of the one-roof policy of judicial power under the Supreme Court, in addition to the existence of the Constitutional Court as a judicial institution that has its authority. The Supreme Court of the Republic of Indonesia inevitably has to make efforts to reform management in administration, human resources, finance, and facilities and infrastructure. Reorganization and improvements in the management system of judicial institutions in the country are seen as very important because the demands of the development of a more democratic Indonesian society require a judicial system that is more effective, efficient, and effective (Asshiddiqie, 2012). Therefore, the need to implement administrative reform at the Central Jakarta District Court Class 1A Special is a very absolute and urgent need to implement a clean, authoritative and reliable judiciary. The performance of administrative reform at the Special Class 1A Central Jakarta District Court refers to the implementation of administrative reforms stipulated in Presidential Regulation No. 81 of 2010 concerning the Grand Design of Bureaucratic Reform 2010-2025, which in its performance has established an operational basis in the form of a Regulation of the Minister for Empowerment of State Apparatus and Bureaucratic Reform on the Road Map of Bureaucratic Reform 2020-2024. And, to improve coordination, sharpen and oversee the implementation of bureaucratic reform, policy measures have been taken, among others; issuance of Presidential Decree (KEPPRES) regarding the Steering Committee for National Bureaucratic Reform and the National Bureaucratic Reform Team for the Year 2020-2024

As a form of seriousness in implementing administrative reforms that are oriented to justice services to the community, the Supreme Court of the Republic of Indonesia, which is the judicial body in charge of the Special Class 1A Central Jakarta District Court, has placed administrative reform as one of the priority agendas; this can be seen on May 2 2011, the Chief Justice of the Supreme Court of the Republic of Indonesia issued a Decree of the Chief Justice of the Supreme Court of the Republic of Indonesia Number: 71/KMA/SK/V/2011 concerning the Bureaucratic Reform Team, which was later refined by the

Decree of the Secretary of the Supreme Court of the Republic of Indonesia Number 4B/SEK/SK/II/2017 concerning Formation of the Bureaucratic Reform Team for the Supreme Court of the Republic of Indonesia, on 28 February 2017. This is following the implementation of Article 5 of Presidential Regulation Number 81 of 2010 concerning the Grand Design of Bureaucratic Reform 2010-2025 and evaluating bureaucratic reform and aims to encourage the implementation of bureaucratic reform as soon as possible, especially in preparing the Quality Assurance process.

It is hoped that the administrative reform, which includes reforming the administration of justice in the Supreme Court, especially the Central Jakarta District Court Class 1A Special, will run well so that a superior judiciary is realized as the vision and mission of the highest judicial institution. The form of implementation of administrative reform at the Special Class IA Central Jakarta District Court is the issuance of the Decree of the Director-General of the General Court of the Supreme Court of the Republic of Indonesia Number 44/DJU/SK/HM02.3/2/2019 concerning the Enforcement of the One-Stop Plus (PTSP) Integrated Service Application. and Electronic Certificate (ISAEC) in the General Court environment as well as the issuance of the One-Stop Integrated Service (PTSP) SOP.

Implementation and efficiency of One-Stop Integrated Services (PTSP) at the Central Jakarta District Court Class IA Special as a form of public administration reform

Implementation Service One Gate Integrated Service at the Central Jakarta District Court Special Class IA does not in any way reduce the provisions on the Guidelines for the Implementation of Duties and Court Administration as regulated in Book II but is solely intended to optimize services further and prevent the emergence of KKN is a result of the direct interaction of justice-seeking communities with Court Apparatus/Officials. They are less transparent in public so that with the implementation of One Gate Integrated Service, it is hoped that justice-seeking communities will get excellent judicial services, namely simple, cheap, and affordable justice. Accountable, responsible, transparent, effective, efficient and economical or SMART E3 as the Central Jakarta District Court Special Class IA motto. With this system, it is also hoped that the services provided will be structured and measurable (direct service) and increase the community's rights to public services. There will be no more KKN in the Special Class IA Central Jakarta District Court.

Like a system, the successful implementation of the One Gate Integrated Service will be determined mainly by all components, both internal to the Central Jakarta District Court Special Class IA, the government, other law enforcement officers, including advocates, and the general public, especially the justice seeker. Therefore, it takes commitment, hard work, cooperation and support from all of us, including control or evaluation in its implementation. By Letter Decision Central Jakarta District Court Class IA Special Number: W10. U1/KP.01.1.18093 XI.2016.01 dated

December 1, 2016, concerning the Implementation of One-Stop Judicial Services in the Central Jakarta District Court Class IA Special, starting now referred to as the Decree of the Head of the Court, the types of judicial services that fall within the scope of Integrated Services One The Door (One Gate Integrated Service), includes Civil Registrar, Criminal Registrar, Legal Registrar, Registrar of Industrial Relations Court (PHI), Registrar of Commerce and Human Rights (HAM), Registrar of Corruption Crimes (Tipikor), Administration Sub Division and Finance.

In the One Gate Integrated Service, according to the Decree of the Head of the Court, the requirements for one-stop justice services have been determined according to the provisions stipulated in the Standard Operating Procedures and Standards for Judicial Services, where the Applicant is obliged to fulfil all the requirements of the court service being requested. And is the basis for the processing and completion of service requests. To make it easier for the Applicant to fulfil all that is needed by the Applicant, especially the requirements that must be met, processing procedures and processing completion time, the service officer will provide information about the conditions that must be met.

The service officer receives, examines all service requirements proposed by the Applicant and records the Applicant's identity in the register and the form provided; then, after the Applicant has met all conditions, the service officer examines and sorts for further processing. Service officers in each field can notify the Applicant of the completion period to perform other tasks and come back to take the results according to the promised time (direct service). To support services to the community, each division (young clerks) has determined work with a measured completion time (attached) by referring to the Standard Operating Procedure (SOP) of the Central Jakarta District Court Class IA Special;

In addition, for orderly service, a queuing system is used by using a queue number following the interests or services required by the Applicant, which consists of 8 (eight) types of services that have been provided at the entrance of the One-Stop Integrated Service. To further optimize the service, the Central Jakarta District Court Information Service Facility Special Class IA has also been prepared, an information system for people seeking justice and can provide information that can be opened independently.

It outlines the results of interviews with respondents from leadership elements to ASN employees and Non-ASN employees implementing One-Stop Integrated Services (PTSP) in the Central Jakarta District Court Class 1A Special. Based on the results of questionnaire interviews conducted by researchers, the implementation of PTSP Services at the Central Jakarta District Court Class 1A Special is an integrated form of service to realize a fast, easy, transparent, measurable service process following established standards. This is in line with what was conveyed by the Chairperson of the Central Jakarta District Court, which in this case was

represented by Lita Sari Seruni, SE, SH, MH, as an AdHoc Judge at the Courts of Industrial Relations (PHI) of the Central Jakarta District Court Class 1A Special, namely:

"PTSP is a form of service that is integrated into a unified process starting from the initial stage to the completion stage which only goes through one door; this is carried out to realize a service process that is fast, easy, transparent, measurable, following established service standards and to provide excellently, accountable, and anti-corruption, collusion and nepotism services."

PTSP services at the Central Jakarta District Court Class 1A Special are carried out to realize the commitment of the Supreme Court of the Republic of Indonesia in improving services to the community. The statement delivered by Drs Sofyan Amin, SH, as secretary of the Special Class 1A Central Jakarta District Court, where he said:

"PTSP services at the Special 1A Central Jakarta District Court are carried out to realize the commitment of the Supreme Court and all levels of the judiciary below it to build a great and authoritative bench with a commitment to improving services to all public officials in an open, transparent and accountable and fair manner that can be directly monitored. by all community reports because it is easy to access. In addition, the implementation of PTSP Services is an integrated service in a unified process starting from the initial stage to the completion stage of the service product.

The informant's statement above is in line with the purpose of PTSP services at the court, namely to realize a fast, easy, transparent, and measurable service process following predetermined standards, besides that the court can provide excellent, accountable, and anti-corruption collaboration, and nepotism services. . More Drs. Sofyan Amin, SH said:

"PTSP services make all affairs can be resolved faster than usual, such as issuance of certificates, case registration, and registration of power of attorney can be completed in 1 (one) day. Besides that, PTSP services are also evaluated every day, especially during briefings/appeals. Morning with PTSP officers led by the person in charge on the day according to schedule. Not only that, but the evaluation can also be carried out directly by the community through community satisfaction surveys, anti-corruption perception index surveys, and daily surveys. So, I think the implementation of PTSP at the Special 1A Central Jakarta District Court has satisfied the community because so far, there have been no complaints and obstacles in the implementation of PTSP services at the Special 1A Central Jakarta District Court".

Based on the informant's statement on the implementation of PTSP at the Special 1A Central Jakarta District Court, it has gone well as expected; this can be seen from the absence of obstacles faced in the implementation of PTSP, as well as an increase in service quality which can be

seen from the usual length of service. It can be completed in 3 (three) days and even 1 (one) week; now, it can be completed in 1 (one) day or hours or minutes. However, the implementation of PTSP services at the Special 1A Central Jakarta District Court, of course, cannot be seen from only one side, namely from the leadership element, but also needs to be seen from the response of other PTSP implementers, namely ASN and Non-ASN in the Jakarta District Court. Special 1A Center and the community.

The efficiency of One-Stop Integrated Services (PTSP) at the Central Jakarta District Court Class 1A Special as a form of public administration reform

Reviewing and analyzing related to efficiency in the implementation of PTSP at the Jakarta District Court center Class 1 A will specifically refer to 2 (two) main theories, namely 1) New Public Management and 2) one of the principles of the revised 2005 Bappenas Good Governance. Based on these 2 (two) theories, there are 4 (four) indicators, namely 1) reduced overlap in implementation, which is also a derivative of the New Public Management in the form of organizing organizational functions and unit operations; 2) implementation of quality and targeted state administration; 3) continuous improvement (a derivative of the organization of work units that are part of the New Public Management); 4) optimal use of resources.

1) *The efficiency of PTSP in the Central Jakarta District Court Class 1A Special is reviewed based on indicators of reduced implementation overlap.*

Based on the results of interviews with informants who represent the chairman of the Central Jakarta District Court, namely Ms Lita Sari Seruni, SE, SH, MH can be seen that related to authority has been strictly regulated and follows the One-Stop Integrated Service Standard (PTSP) at the High Court and District Court as stipulated in the decision of the Director-General of the General Court of Justice Number 77/DJU/SK /HM02.3/2/2018 and its derivatives. Informant Mr Eka Nurdin stated that the implementation of PTSP could overcome overlapping authorities. Each section has SOPs and technical instructions for the implementation of their respective duties, which are evaluated periodically. Some changes were felt by the informants, including changes related to the authority and responsibility when assigned to carry out PTSP, which had been regulated,

Informant Mrs Damia Wirdani as a respondent from the TIPIKOR clerk, also supports statements from Civil and Criminal staff, who also feel that the authority is more constructive and easier to control with this PTSP.

"Before PTSP was implemented, the information desk in the lobby was used as the spearhead as a whole for justice seekers so that the process after receiving a complaint or request was still flexible for each section to follow up and even multi-authority in following up, but with the existence of PTSP Justice seekers can immediately look for the information or

data needed and immediately follow up following the authority of the field that has the task in the PTSP system. PTSP also facilitates the implementation of the authority and duties of each party because all existing data is centred on the same door and place."

Informant Mr Romansyah as a civil servant also supports and confirms that PTSP implements authority more regular and systematic; conditions before the existence of PTSP were considered irregular, causing justice seekers not to be adequately served, but with the presence of PTSP, the state of service and the implementation of the authority of each party involved in PTSP better and regular. Based on PTSP standards and data obtained from informants through interviews, it can be seen that efficiency by measuring the absence of overlapping authorities is achieved in the implementation of PTSP at the Central Jakarta District Court Class 1 A Special.

2) *The efficiency of PTSP in Central Jakarta District Court Special Class 1A based on indicators of the Implementation of Qualified and Targeted State Administration*

The increase in service quality after the implementation of PTSP at the Central Jakarta District Court 1A Special was also felt by one of the informants, namely Ms Santiyani, who is an employee of the Special 1A Central Jakarta District Court, where services are more accessible, neater and orderly, she further said:

"Before the PTSP, the service was not regular, even many justice seekers who had come to the Special 1A Central Jakarta District Court but did not get service because of the long queues and piling up of requests, but after the PTSP it has become better and more organized, especially all the people who come can be served well. Changes in administration after the PTSP became faster because a system was created in each section to facilitate the required administration."

Based on the results of interviews with community informants, the benefits of PTSP are faster, more systematic, more efficient and transparent. The existence of PTSP is considered to avoid the potential for illegal levies and KKN in the Central Jakarta District Court Class 1 A Special. The community feels more directed and structured in terms of administration because it has clear directions and instructions for the stages that the community will pass as justice seekers. So, with the implementation of PTSP in the Central Jakarta District Court Class 1A, indicators related to continuous improvement and on target are achieved. This was felt by all informants, both those who determine authority, namely the chairman of the court, secretary of the court, the staff of both civil servants and honorary employees, and the community.

3) *PTSP efficiency in the Central Jakarta District Court Class 1A Special is reviewed based on the Continuous Improvement indicator*

In measuring the achievement of efficiency with this indicator, an analysis was carried out on implementing the General Court Decision regarding PTSP and conducted comprehensive interviews with informants from all PTSP structures. Based on the results of interviews with questions related to improvements that occurred with the implementation of PTSP, it was found that gains happened in all components involved in PTSP. All structures involved must make improvements because all systems run as a single unit, are systematic, and control functions are carried out regularly.

The results of the interview with the informant Mr Dori Asranto there are significant changes, especially changes and improvements in the administration of services for justice seekers, one of which is related to the implementation of administrative fee payments which are no longer through individuals but are carried out through banks so that this can minimize the occurrence of extortion. Improvements were also felt in terms of access to information as stated by the informant, Br. Agus Sriyawan as the executor of PTSP regarding the data obtained by justice seekers, experienced a change, seen in the difference before and after PTSP. Before PTSP, justice seekers seeking information took a relatively long time, and justice seekers had to be directly on the ground floor to get services.

Improvements or reforms continue to be carried out with the implementation of PTSP; this is also following the information provided by the informant Ms Lita Sari Seruni, SE, SH, MH representing the Chairperson of the Central Jakarta District Court Class 1 A Special in conducting interviews stating that:

"Improvements or reforms include the issuance of certificates completed in 1 (one) day, issuance of certificates completed in 1 (one) day, registration of power of attorney completed in 1 (one) day."

Based on PTSP standards and data obtained from informants through interviews, it can be seen that efficiency with a benchmark of continuous improvement is achieved in the implementation of PTSP in the Central Jakarta District Court Class 1 A Special.

4) *The efficiency of PTSP in Central Jakarta District Court Special Class 1A based on Optimal Resource Use indicators*

Based on the criteria of resources, namely knowledge and use of technology, PTSP is well studied based on the provisions of the legislation governing the SOP at the Central Jakarta State Court Class 1A Special; it can be seen that the use of technology is an absolute thing. In all processes, PTSP is supported by facilities and infrastructure resources in the form of technological devices, which are accommodated in an electronic system called the PTSP system. This is evidenced by the many efficiencies achieved in terms of time, transparency, and information disclosure—the interview results with the informant Mr.

Other resources besides facilities and infrastructure are human resources. Based on the results of the analysis of informants and the SOP in the Central Jakarta District Court Class 1A Special, this study shows that for human resources with PTSP, their jobs are taken over by the technology system. The utilization of human resources is emphasized on the use of technology. So that the use of human resources according to their field of expertise is less honed in carrying out their duties according to their knowledge. Technology is the main point that if there is a technical problem from using this technology, it can damage all services in PTSP. So for resources in the form of human resources in the implementation of PTSP has not been optimal or not achieved.

V. CONCLUSION

1. That the essence of the application of PTSP at the Central Jakarta District Court Class 1A Special is to create an integrated form of service to realize a service process that is fast, easy, transparent, measurable following established standards in a unified approach starting from the initial stage to the product completion stage. Service through one door;
2. That the implementation of the One-Stop Integrated Service (PTSP) at the Special Class 1A Central Jakarta District Court as a form of public administration reform has been running well and effectively as stipulated in the Decree of the Head of the Central Jakarta District Court Special Class IA, dated December 01, 2016 Number: W10.U1 / KP.01.1.18093.XII.2016.01 Jo. Decree of the Chairman of the Central Jakarta District Court Class 1A specifically regarding the SOP for One-Stop Services (PSTP) No. W10-U1/01/SOP/PTSP/I/2019 and the results of interviews from research informants as many as 26 (twenty-six) people with the aim of 1) optimizing services for employees and justice/community seekers in the form of fast information, low cost, energy-saving, service is more rapid, transparent, practical, technological progress and efficient,
3. Whereas the efficiency of the One-Stop Integrated Service (PTSP) at the Central Jakarta District Court Class 1A Special as a form of public administration reform is based on 3 (three) principal indicators of the revised 2005 Bappenas Good Governance Principles, namely 1) reduced overlap in the administration of use, 2) implementation of quality and targeted state administration and 3) continuous improvement based on PTSP SOPs and interviews with informants showed that these indicators have been fulfilled/optimally well, while the fourth indicator is optimal resources which are divided into 2 (two) criteria. Namely, the criteria for using technology based on the PTSP SOP and interviews with informants showed that they had been met. In contrast, the criteria for human resources based on

PTSP SOPs and interviews with informants showed that they had not been achieved or were not fulfilled/not optimal.

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