

The Adaptation of Public Service During the Covid-19 Pandemic

(Case Study of "Obrolan Peneliti" at the Research and Development Agency for Law and Human Rights)

Jody Imam Rafsanjani^{1,*} Septarina Nur Handayani²

¹ Universitas Jayabaya

² Universitas Islam Sultan Agung

*Corresponding author. Email: jodyrafsanjani@gmail.com

ABSTRACT

The Covid-19 pandemic has resulted in various changes and adjustments to aspects of people's lives in the face of the Covid-19 pandemic. Public service is an activity to fulfill the needs of citizens for goods, services, and administrative services in a sustainable manner to achieve the national interest. An innovative move by the Research and Development Agency for Law and Human Rights is creating an "Obrolan Peneliti" activity, a means for researchers, practitioners, politicians, and academics to exchange ideas, analyze problems around them, and respond to legal issues and human rights issues that exist in society. This article aims to identify the adaptation of online public services in the era of the Covid-19 Pandemic along with the obstacles. Based on the research results, the implementation of "Obrolan Peneliti" is considered effective because it is economical, efficient, and reaches a wider audience. The obstacle found was the limited internet access in some areas. This research is normative juridical, with descriptive-analytical research specifications. In collecting data, a literature study is used, then the data is analyzed qualitatively. This article is expected to be an alternative material for a new strategy (novelty) in adapting public services during the Covid-19 pandemic

Keywords: Adaptation, Public service, Research, and Development Agency for Law and Human Rights.

1. INTRODUCTION

Public service is one of the basic rights of citizens. Community welfare can be achieved if good governance works. In the era of the COVID-19 pandemic, many aspects of citizens' lives need to be served. However, it is hindered by government policies such as work from home, Physical Distancing and becomes a big challenge in providing public service rights for citizens.[1]

In Indonesia, the implementation of public services is difficult to develop and photography. Innovation and adaptation are important things that must be owned by a public sector service provider organization. Government agencies as service providers are innovations to improve the quality of services to the community, especially in the era of the covid-19 pandemic.[1]

The 1945 Constitution of the Republic of Indonesia (UUD 1945) mandates that the state is obliged to serve every citizen and resident to fulfil their basic rights and

needs in the context of public services.[2] Public service is an activity that must be carried out in line with the expectations and demands of all citizens and residents. The implementation of public services must be by the general principles of good governance. The presence of public services also aims to protect every citizen and resident from abuse of authority in the administration of public services.[2]

The slowness of public services creates uncertainty in public services. Excellent public service is still the hope of the community; the obligation of the organizer to provide good and satisfying service is highly awaited by the community in receiving the desired service. The incompatibility of employee behaviour in serving the community creates a gap between employees and the community being served. Therefore, it is necessary to remember that one of the implementations of public services is based on equal rights, namely the provision of services that do not differentiate ethnicity, race, religion, class, gender, and economic status.[3] Misuse in public

services must be avoided because of the potential for human rights violations.[4]

Public services have become a strategic policy issue because so far, the implementation of public services doesn't have a great impact on people's lives changing aspects. Before the reform era, the government bureaucracy really dominated the management and public services. The government was really dominant as an actor in the public services implementation so that the citizens' involvement was very limited.[5]

The coronavirus pandemic (Covid-19) throughout 2020 and 2021 demands a variety of changes and adjustments in various aspects of people's lives, one of which is the implementation of public services. With the New Normal phenomenon, public services must be transformative, which supports and forces changes in society. Continuous and interrelated changes require public services to act dynamically. Adaptation of public services in line with dynamic governance is the ability of the government to adopt its programs and policies in a sustainable and continuous manner, including changing how policies are formulated and implemented to achieve national interests.

The Covid-19 pandemic, which is currently occurred demands changes in the public service bureaucracy. These bureaucratic changes happened in two dimensions; those are the organizational dimension and the work system. In the organizational dimension, there has been a change from which can be done in the normal way, and it demands a transformation into the New Normal bureaucratic model. Meanwhile, two changing options are offered in the work system, and those are "work from home" (WFH) and "work from office" by paying attention and implementing the prescribed Health Protocol. One of the Covid-19 pandemic major impacts on society is in the public services sector. Indonesia needs to use vertical and horizontal integration models by presenting a one-door network service that requires transforming public services by transforming the old public administration paradigm into the new one. In addition, harmonization among government agencies is also needed so that there is no friction and conflict, which has an impact on the quality decrease of the community services.[6]

A shifting paradigm on managing organizations in an unpredictable and complex era makes organizations need to make an adjustment through changing processes. Organizational change is a survival effort in order to deal with uncertain problems such as Covid-19. The organizations which can adapt quickly to environmental changes are survived organizations.[7] In this case, bureaucracy is needed in the New Normal life conditions of the Covid-19 pandemic so that it requires a bureaucratic change model to answer challenges. Bureaucratic changes require some creative ideas developed through public service innovation so that they

can be well implemented without obstacles even amidst the Covid-19 pandemic.

In line with the mandate of Law Number 25 of 2009 concerning Public Services in the provision of public services in accordance with the principles of good governance and optimization of the duties and functions of the Research and Development Agency for Law and Human Rights, stipulate a Decree of the Head of Research and Development Agency for Law and Human Rights Ministry of Law and Human Rights of the Republic of Indonesia Number: PPH-55.OT.02.02 of 2021 concerning Service Standards in Research and Development Agency for Law and Human Rights. The types of services are Study and Research Services in the field of Law and Human Rights, Resource Services (consultation), Electronic Book Services (E-Book) Research Results and Development of Law and Human Rights, Electronic Journal Services (EJournal) Research and Development Agency for Law and Human Rights, Library Services Research and Development Agency for Law and Human Rights, and "Obrolan Peneliti" Service (OPini).[8]

Research and Development Agency for Law and Human Rights started the "Obrolan Peneliti" in 2020. This activity provides a space for the community to being participated in government activities as well as a community and government discussion forum. "Obrolan Peneliti" is an online discussion agenda initiated by the Research and Development Agency for Law and Human Rights, which aims to gain knowledge about research issues that the Institution has carried out in line with the Corporate University (CORPU) program on the Ministry of Law and Human Rights. This activity is intended to become a connector between the government, academics, and civil society.

Public services in this Covid-19 Pandemic era by implementing predetermined policies will have an impact on public service access. These will reduce the meeting intensity between service providers and recipients. These conditions must be used as positive momentum in public services optimization, which was initially done face-to-face then shifted into an online system using information technology. This transition has to be followed by changing people's mindset by providing socialization or education so that awareness and understanding will emerge, resulting in effective and efficient output. "Obrolan Peneliti" of the Research and Development Agency for Law and Human Rights is one of the public services that utilize information technology during the Covid-19 pandemic era.

Research question:

1) How was the Adaptation of Public Service Management through "Obrolan Peneliti" on Research and Development Agency for Law and Human Rights during the Covid-19 Pandemic?

2) How about the obstacles of public service management through "*Obrolan Peneliti*" on Research and Development Agency for Law and Human Rights during the covid-19 pandemic?

2. RESEARCH METHOD

The approach method used in this research is normative juridical. A juridical approach is an approach that refers to the applicable laws and regulations[9], in this study using Law no. 25 of 2009 concerning Public Services, while the normative approach is an approach that is carried out by reviewing library materials or secondary data on legal principles and case studies related to the implementation of "*Obrolan Peneliti*" adaptation at the Legal and Human Rights Research and Development Agency during the Covid-19 Pandemic. 19[10].

This research is an analytical descriptive study by describing the applicable laws and regulations related to legal theory and positive law enforcement practices.[11] about the problem of implementing the "*Obrolan Peneliti*" adaptation at the Legal and Human Rights Research and Development Agency during the Covid-19 Pandemic.

Secondary data is used in this study as a data source, and the method of data collection is through a literature study. They were collected through literature, documents, and studying the provisions of laws and regulations related to the implementation of adaptation of Public Services through "*Obrolan Peneliti*." To complete secondary data for legal studies, interviews with related parties were conducted. This study uses a qualitative method as an analytical method. Researchers only describe or analyze in sentences, not numbers related to the implementation of adaptation of public services through "*Obrolan Peneliti*" at the Legal and Human Rights Research and Development Agency during the Covid-19 Pandemic.

3. FINDINGS AND DISCUSSION

3.1. Adaptation of Public Service Management through "Obrolan Peneliti" on Research and Development Agency for Law and Human Rights during the Covid-19 Pandemic

3.1.1. Public Service

In carrying out its function as a public service provider, the government makes policies that regulate public services. Law No. 25 of 2009 appears to provide legal certainty for the organizers of public services and

the community; the administrative apparatus must feel that they have a legal obligation to provide services to the community, while the community feels that what the State apparatus must do is the right of the community. Law Number 25 of 2009, public services are activities or series of activities in the context of fulfilling service needs by laws and regulations for every citizen and society for goods, services, and/or administration, Public service providers provide services so public services are a series of activities carried out by the government in a bureaucratic system that aims to serve and meet the needs of the community, aiming to fix and improve the quality of public services.

In measuring the extent to which the quality of public services provided by the government, the evaluation of service quality is not only determined by the government but also by the community, it has been explained Barata[12] that, regarding service quality, the size is not only determined by those who are served but those who are served; especially because they are the ones who enjoy the service so that they can measure the quality of service based on their expectations in fulfilling their satisfaction.

3.1.2. Public Service Adaptation

The Covid-19 pandemic period that we are experiencing has changed people's habits and social structures in society into a new civilization. Activities that previously could be done face-to-face and face-to-face must now be changed to online.[13]

The Covid-19 pandemic has taught us a lot in terms of bureaucratic governance. In any case and condition, the bureaucracy must be at the forefront to provide excellent public services. The bureaucracy must be able to optimize the use of technology, information, and communication in all government sectors. The transformation of the manual service model is changed to an electronic service without reducing the rights of the people served.[7]

Improving public services is the estuary/result of the implementation of bureaucratic reform. Various efforts have been made by the government, such as improving service regulations to speed up and simplify service processes and mechanisms as well as increasing the capacity of human resources for service personnel. To address these conditions, efforts are still needed to accelerate the improvement of the quality of public services by encouraging the growth of innovative service models that can inspire, become examples, and can be transferred/ imitated through the transfer of knowledge and experience. The growth of this innovative public service model requires conducive conditions, both from the management of service units and the leadership of Ministries/Agencies and Local Governments that allow creativity to grow and develop.

Regarding public services in the new adaptation life, it is considered by many groups that it is quite difficult because it must be able to meet people's expectations regarding public services. The service should not end only after the implementation, but there must still be a final evaluation of the resulting impact; so that the success factor in service can be measured and evaluated for further service improvement.

3.1.3. Implementation of Public Service Adaptation at Research and Development Agency for Law and Human Rights in the Era of the Covid-19 Pandemic through the "Obrolan Peneliti" activity

The Covid-19 pandemic that occurs in Indonesia has changed the administrative structures and work system in government agencies. In order to achieve optimal physical distancing, the way of working is changing from "work from office" to "work from home." Developing service processes, administration, and online-based coordination has begun to be made as much as possible on each agency, both central and local government. Responding to the implementation of government administration during the Covid-19 pandemic, the Indonesian government, through the Indonesian Ministry of Health, has published a Minister of Health Decree No.HK.01.07 / MENKES / 328/2020 on Guidelines for the Prevention and Control of Covid-19 in Office and Industrial Workplaces to Support Business Continuity on a Pandemic Situation. There are some health protocols that must be followed by an office, industry, and employees during the Covid-19 pandemic.[7]

During the pandemic, the use of information technology becomes optimal. In the way of delivering the information through the website, social media services can be carried out without direct contact between the servant and the one being served. According to Tismayuni, from Ombudsman of the Republic of Indonesia, increasing service standards can be a solution in providing services during the pandemic.

Meanwhile, specifically for the bureaucracy, the Ministry of Bureaucratic Utilization has published a Circular Letter of the Ministry of State Apparatus Utilization and Bureaucratic Reform (PANRB) No. 58 of 2020 about the Work System for State Civil Servants (ASN) in the New Normal Condition. The adjustments are made to create an adaptive work culture with integrity in order to improve the state civil servants' performance. Based on this Circular Letter, there are two mechanisms for adjusting the work system for Indonesian ASN employees; those are: first, the official duties implementation in the office ("work from office"), means that implementing the official duties in the office referred to the laws and regulations provisions in the employment field; and second, the implementation of official duties at home ("work from home"), means that implementing the

official duties at home referred to the laws and regulations provisions in the employment field.[7]

The Covid-19 pandemic is a condition that forces the bureaucracy to adapt toward the change of habits on social services, from the normal condition to the New Normal. There are two main focuses in changing the bureaucracy during the Covid-19 pandemic: the dimensions of institutional change (organizational), which focuses on the organization strength in making changes, and the dimensions of work system change, including the ASN employee's behaviour or habits in providing normal public services, towards the New Normal.[7]

In the Decree of the Head of the Agency for Research and Development of Law and Human Rights Number: PPH-55.OT.02.02 of 2021 concerning Service Standards at the Research and Development Agency for Law and Human Rights, it is clearly described regarding the type of service "*Obrolan Peneliti*" which also includes explaining the requirements, systems, mechanisms and procedures, completion period, costs, service products, the person in charge and monitoring measurement.

"*Obrolan Peneliti*" was initiated for the first time to respond to issues related to law and human rights that exist in the community. The Research and Development Agency for Law and Human Rights considers that discussing issues by reading the media alone is not enough to make people smart and critical, so with this "*Obrolan Peneliti*," it is hoped that they can exchange ideas to discuss the problems that are around by bringing up various backgrounds and new perspective thoughts from various parties.

The Research and Development Agency for Law and Human Rights started "*Obrolan Peneliti*" in 2020. This activity provides a space for the community to participate in government activities as well as community and government discussion forums. "*Obrolan Peneliti*" is an online discussion agenda initiated by the Research and Development Agency for Law and Human Rights, which aims to gain knowledge about research issues that have been carried out by the Institute in line with the Corporate University (CORPU) program at the Ministry of Law and Human Rights. This activity is intended to be a liaison between government, academia, and civil society. Research and Development Agency for Legal and Human Rights "*Obrolan Peneliti*" is one of the public services that utilize information technology during the Covid-19 pandemic.

The holding of "*Obrolan Peneliti*" at the Research and Development Agency for Law and Human Rights since 2020 has discussed various topics such as royalties, assimilation, improving the quality of human resources, and others that are also related to existing legal regulations. "*Obrolan Peneliti*" is held monthly. With the implementation of routine activities, community

participation and enthusiasm is very high because, at this time, the community does have a high curiosity and is critical of the problems around them so that it encourages to be active in participating in every implementation of the "*Obrolan Peneliti*" activity. " The community responded positively to the "*Obrolan Peneliti*" activity.

3.2. Obstacles of public service management through "Obrolan Peneliti" on Research and Development Agency for Law and Human Rights during the covid-19 pandemic

Institutions face many obstacles, especially those with many branches in the region, such as limited infrastructure and some people who did not become technology literate. Although it seems difficult to be implemented in all regions, digital-based public services must be applied immediately for the convenience of society in the pandemic era.

The application of digital-based public services should be applied as soon as possible. The utilization of digital technology supporting by reliable infrastructure and human resources can create access to public services in the midst of a pandemic. The availability of infrastructure is important, considering that not all areas have qualified technological facilities. In a metropolitan city, the public is facilitated by the availability of adequate facilities, whereas in remote areas, especially administrative island areas, the availability of facilities is still minimum; even accessing the internet network is still difficult.

Constraints found by agencies in implementing "*Obrolan Peneliti*," based on the explanation above, namely, limited internet access in some areas that are difficult to reach so that the implementation of public services becomes less effective and has an impact on all components of society. Lack of regular socialization about the existence of "*Obrolan Peneliti*" activities held by the Research and Development Agency for Law and Human Rights so that only a few people know about this program because the target of holding this "*Obrolan Peneliti*" is all levels of society, students, students, employees, or the general public.

Efforts made by the Research and Development Agency for Law and Human Rights are optimizing human resources, increasing socialization and government education to the public, as well as optimal use of information technology.

4. CONCLUSION

Based on the research and discussion results, it can be concluded as follows:

4.1. Adaptation of Public Service Management through "Obrolan Peneliti" on Research and Development Agency for Law and Human Rights during the Covid-19 Pandemic

Based on Article 1 paragraph (1) on Law Number 25 of 2009, public service is an activity or series of activities in order to fulfill service needs that correspond to laws and regulations for every citizen and society on goods, services, and/or administration services provided by public service providers, so it can be understood that public service is a series of activities which the government conducts within the bureaucratic system which the purpose is to serve and meet community needs, aims to fix and improve the public service quality. Public service improvement is the final product/outcome of the bureaucratic reform implementation. During the Covid19 pandemic situation, the innovations of public services management are important. These innovations can be in the services sector, providing both online and offline methods.

Research and Development Agency for Law and Human Rights started the "*Obrolan Peneliti*" in 2020. "*Obrolan Peneliti*" is an online discussion agenda initiated by the Research and Development Agency for Law and Human Rights, which aims to gain knowledge about research issues that the Institution has carried out in line with the Corporate University (CORPU) program on the Ministry of Law and Human Rights. This activity is intended to become a connector between the government, academics, and civil society. "*Obrolan Peneliti*" of the Research and Development Agency for Law and Human Rights is one of the public services that utilize information technology during the Covid-19 pandemic era.

4.2 Obstacles of public service management through "Obrolan Peneliti" on Research and Development Agency for Law and Human Rights during the covid-19 pandemic

Digital-based public services must be implemented immediately for the convenience of the community in the pandemic era. The availability of infrastructure is important, considering that not all regions have qualified technological facilities.

Constraints found by the agency in implementing the "*Obrolan Peneliti*" based on the explanation above, namely, limited internet access in some areas that are difficult to reach, lack of socialization to the community

from related parties regarding the "Obrolan Peneliti" program, application of the results of the evaluation of activities to be considered for excellence improvement service.

Efforts made by the Research and Development Agency for Law and Human Rights are optimizing human resources, increasing socialization and government education to the public, as well as optimal use of information technology.

Suggestions:

1. The services standardization by Research and Development Agency for Law and Human Rights is expected to ensure the sustainability of "Obrolan Peneliti" activity after the pandemic

2. Increase the internal evaluation of existing public service systems during a pandemic periodically by considering optimizing the capacity of existing information technology

3. Opening a space for public service suggestions and criticisms to the community

AUTHORS' CONTRIBUTIONS

All authors contributed equally to the work of this paper. Starting from drafting or designing writing, data collection, data analysis, interpretation, designing articles, revisions, until this writing is approved for publication.

ACKNOWLEDGMENTS

The The author expresses gratitude to the Editors, Reviewers, Peer Reviewers, and Journal Management, because with their suggestions, corrections, and contributions, this paper can be prepared properly and correctly.

REFERENCES

- [1] A. Situmeang and W. Tan, "Fulfillment of Human Rights in Public Services During the Covid-19 Pandemic in Indonesia," *Proc. 1st Int. Conf. Law Hum. Rights 2020 (ICLHR 2020)*, vol. 549, no. Iclhr 2020, pp. 70–77, 2021, doi: 10.2991/assehr.k.210506.011.
- [2] *Undang-Undang Dasar Negara Republik Indonesia Tahun 1945*. Republik Indonesia, 1945.
- [3] Republik Indonesia, *UNDANG-UNDANG REPUBLIK INDONESIA NOMOR 25 TAHUN 2009 TENTANG PELAYANAN PUBLIK*.
- [4] A. Pribadiono, "Pelayanan Publik dan Lembaga Ombudsman RI dalam Upaya Percepatan Pencapaian Tujuan Negara Kesejahteraan," *Lex Jurnalica*, vol. 11, no. 2, pp. 171–181, 2014.
- [5] A. Sabaruddin, *Manajemen Kolaborasi Dalam Pelayanan Publik Teori, Konsep dan Aplikasi*. Yogyakarta: Graha Ilmu, 2015.
- [6] A. Doramia Lumbanraja, "Urgensi Transformasi Pelayanan Publik melalui E-Government Pada New Normal dan Reformasi Regulasi Birokrasi," *Adm. Law Gov. J.*, vol. 3, no. 3, pp. 220–231, 2020.
- [7] T. Taufik and H. Warsono, "Birokrasi Baru Untuk New Normal: Tinjauan Model Perubahan Birokrasi Dalam Pelayanan Publik Di Era Covid-19," *Dialogue J. Ilmu Adm. Publik*, vol. 2, no. 1, pp. 1–18, 2020.
- [8] Badan Penelitian dan Pengembangan Hukum dan HAM RI, *Keputusan Kepala Badan Penelitian dan Pengembangan Hukum dan Hak Asasi Manusia Kementerian Hukum dan Hak Asasi Manusia Republik Indonesia Nomor : PPH-55.OT.02.02 Tahun 2021 tentang Standar Pelayanan Pada Badan Penelitian dan Pengembangan Hukum dan Hak Asa.*
- [9] R. H. Soemitro, *Metode Penelitian Hukum dan Jurimetri*. Jakarta: Ghalia Indonesia, 1982.
- [10] S. Soekanto, Soerjono Mamudji, *Penelitian Hukum Normatif Suatu Tinjauan Singkat*. Jakarta: PT Raja Grafindo Persada, 2007.
- [11] H. S. Ronny, *Metodologi Penelitian Hukum dan Jurimetri*. Jakarta: Ghalia Indonesia, 1990.
- [12] A. A. Barata, *Dasar-Dasar Pelayanan Prima*. Jakarta: Elex Media Kompetindo, 2003.
- [13] M. Noor, "Transformasi dan Tantangan Dalam Urusan Publik di Era New Normal," *Maj. Ilm. FISIP UNTAG Semarang*, vol. 1, no. 21, 2020.