



Optimizing Public Services Through Regional Innovation (Case Study of Regional Innovation in Mojokerto City)

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Abstract. In today's era of globalization, government innovation is becoming increasingly important as the challenges and complexities faced by governments increase. These challenges include issues such as economic uncertainty, climate change, and rapid technological advancements. To overcome these challenges, governments need to be able to develop innovative and effective solutions.

Decentralization and Regional Autonomy that places local governments to be able to manage their own household affairs will certainly place great demands on the administration of government in the regions. Starting from governance to the delivery of public services to the community that are required to run effectively and efficiently, it seems that breakthroughs can be made through government innovations in various fields for the implementation of a more optimal government. Government innovation is also very important in order to improve the quality of public services. This quality improvement contains several elements (Purwanto, 2000: 4), namely new knowledge, new ways (new practices), new goods / objects (new products), new technology, new inventions. With the fulfillment of these elements, innovation can help the government to create a system that is more transparent, accountable, and responsive to the needs of the community. In addition, government innovation can also encourage active community participation in the development process. By utilizing technology and developing participatory systems, the government can open access for the public to provide input and participate in the decision-making process.

This paper will look at the course of Government Innovation implemented by the local government of Mojokerto City in improving the quality of public services and optimizing governance.

Keywords: Local innovation, Public service, Local government

1 INTRODUCTION

Overall, governance innovation is a very important effort in improving the quality of public services and strengthening public participation in the development process [1]. Therefore, government innovation can be part of a country's long-term development strategy. In long-term development, it is inseparable from monitoring and evaluation [2]. Governance innovation and monitoring and evaluation are interrelated as they both contribute to improving government performance and enhancing the quality of

public services. Governance innovation helps to create a more efficient and effective system for delivering public services, while monitoring and evaluation helps to assess the extent to which public services have met the needs of society. In the context of government innovation, evaluation monitoring plays an important role in evaluating the success of innovation implementation. Through monitoring and evaluation, the government can assess the effectiveness and efficiency of the innovations carried out, and find out whether these innovations have provided significant benefits to the community.

Based on Law No. 11 of 2019 concerning SISNAS IPTEK, both central and regional governments are obliged to develop inventions and innovations; protect intellectual property and its utilization; and use and guarantee the utilization of research, development, assessment, and application results in the form of inventions and innovations for national/regional development. On a regional scale, these inventions and innovations are expected to improve public services, empowerment, and community participation in order to increase regional competitiveness. For this reason, Kemenristrk/BRIN has compiled a Regional Competitiveness Index (IDSD) which is a measure to describe the condition and ability of a region to optimize all its potential through increased productivity, added value and competition both domestically and internationally in order to improve welfare and sustainable development.

In government regulation number 38 of 2017 concerning Regional Innovation aims to improve the performance of regional government administration whose targets are directed at accelerating the realization of community welfare through improved public services, empowerment and community participation and increased regional competitiveness. To achieve these goals and objectives, it can be implemented through the creation of innovations in the regions which are divided into 3 forms of innovation, namely regional governance innovations; public service innovations; and / or other regional innovations in accordance with government affairs which are the authority of the regions initiated by regional heads, DPRD members, ASN, regional apparatus and community members.

Innovation is a new way of practicing governance. This conception was born along with the ability of regions to maximize their resources in overcoming development problems through changes made to achieve better services and community welfare. Therefore, innovation is something that plays an important role in development to achieve regional progress both directly and indirectly.

In connection with efforts to optimize the Implementation of Regional Innovations in Mojokerto City, East Java Province in order to create community welfare, improve public services, and regional competitiveness, the Mojokerto City Government conducts Monitoring and Evaluation of Regional Innovations through community satisfaction and public services in Mojokerto City.

2 DISCUSSION

In implementing government innovations, what needs to be considered is that these innovations are able to explore so that they can be a catalyst in improving effectiveness, efficiency, and community involvement in governance. When facing complex

challenges and increasing demands from modern society, governments need to adopt innovative approaches to ensure that the policies and public services provided can appropriately respond to the needs and expectations of the community. So there are several reasons that government innovation has an important role, namely [3]:

1. Provides new solutions to complex problems

Government innovation allows governments to create more effective and efficient solutions to complex problems, such as climate change, social inequality, and demographic change.

2. Improving public satisfaction

By adopting governance innovation, governments can improve citizen satisfaction by providing better public services, greater transparency, and greater citizen engagement.

3. Improving efficiency and productivity

Government innovation can reduce bureaucracy, speed up the decision-making process, and improve efficiency and productivity in public service delivery.

Based on these reasons, there are several examples of government innovations that can be applied to Mojokerto City, namely:

1. Digital Government

Digital government is a government innovation that integrates information and communication technology to provide public services that are more effective and accessible to the public. An example is an online government platform that allows citizens to access information and conduct transactions electronically.

2. Open Government

The concept of Open Government involves openness, participation and collaboration between government and society. Through initiatives such as open data, public consultation, and crowdsourcing, governments can utilize people's knowledge and creativity in decision-making and public service delivery.

3. Smart Cities

The concept of smart cities involves the use of information and communication technologies to improve quality of life, efficiency and sustainability in cities. Examples include the use of smart sensors to manage transportation, energy, waste and other infrastructure.

The development of governance in Mojokerto City has given birth to many innovation models in various fields. The development of innovation in Mojokerto City has diverse government innovations and is divided into three categories, namely innovations based on governance, innovations based on public services, and the third is government innovations that are not included in these two categories (other innovations).

3 CONCLUSION

Government innovation plays a crucial role in improving government performance, increasing public satisfaction, and providing solutions to complex challenges. Examples of innovations such as digital government, open government, and smart cities have proven their worth in many countries. However, challenges such as change management, data security and privacy, and inequality in access to technology need to be overcome for government innovation to have a broader positive impact on society.

Given these challenges, implementing innovation well by the Mojokerto City government can achieve several benefits, including:

1. **Increasing public satisfaction:** Government innovation in public services can result in better, faster, and more responsive services to citizens' needs. This will increase people's satisfaction with government and strengthen the relationship between government and citizens.
2. **Improving efficiency:** Through the use of technology, automating processes, and integrating services, government innovation can improve efficiency in public service delivery. This can reduce costs, time, and resources required, resulting in more effective use of public funds.
3. **Expanding accessibility:** Government innovation can address the access barriers that some people experience in obtaining public services. By using technology such as mobile applications or online portals, governments can provide easier and wider access to citizens, especially those who live in remote areas or have physical limitations.
4. **Encouraging community participation:** Government innovation in public services can encourage active participation of citizens in policy formulation and service improvement. Through public consultation mechanisms or participatory platforms, citizens can provide input, feedback, or even collaborate in designing better solutions.
5. **Increased accountability:** Government innovation can also improve accountability in public services by strengthening transparency, oversight, and reporting. With integrated reporting systems and better use of data, governments can monitor service performance, respond proactively to problems, and ensure accountability to the public.

In the conclusion of this study, we present the main findings and provide recommendations for government, stakeholders, and researchers in the field of government innovation. We hope that this research can contribute to the development and implementation of sustainable government innovation, create better public services, and increase the effectiveness and legitimacy of government in meeting the needs of modern society.

Acknowledgment

This study was supported by the Sekolah Tinggi Ilmu Sosial dan Ilmu Politik (STISIP) Imam Bonjol Padang

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