



Android-Based Public Service Reporting Application (Case Study Makassar Ombudsman)

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ABSTRACT

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The Makassar City Ombudsman currently still relies on the acceptance of reports and monitoring carried out by the community on forms of public services that are still manual. This means that the community in this case must come directly to the ombudsman institution. This shows that effective and efficient public services have not yet been created with the principles of fast, precise and low cost. The design in building this system is use case diagrams, class diagrams, sequence diagrams and flowcharts. The purpose of this study is to design a public service reporting application that performs android-based night-in-administration. The type of research used is a type of qualitative research with the method of Design and creation. This application runs on the Android operating system, designed with the Java programming language. This research uses interview and documentation methods. The application design method used is the waterfall. The system testing technique used in this research is black box testing. Based on the research results, this application can be used to assist and make it easier for the public to report violations of the law and dissatisfaction with public services carried out by state institutions, both by government institutions, including State-Owned Enterprises (BUMN), State-Owned Legal Entities (BHMN) and Regional Owned Enterprises (BUMD) as providers of public services which in carrying out their duties and functions in accordance with the regulations and laws that apply to the Ombudsman quickly, efficiently and cheaply.

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1. INTRODUCTION

The creation of a good governance (good governance), one of which is reflected in the quality of public services provided by the government. Providing good service to the community will provide a positive value in creating support for government performance. If the government apparatus through its forms of service is able to create a conducive atmosphere with the community, then such conditions can be categorized as conditions that lead to the implementation of the principles of good governance (Masthuri, 2002). In Indonesia, the quality of public services provided by government agencies is still not optimal. According to Danang Girindrwardana, said that the quality of public services held by Ministries and State Institutions on a macro basis was still considered very low both at the policy level and implementation of regulations. The low quality of public services is influenced by the low quality of policies and human resources (Sitoresmi, 2013).

Several survey results from international survey institutions show that public services in Indonesia are still the worst in Asia. Similarly, various studies that have been conducted by observers

of public services, concluded that almost all public services are still vulnerable to various maladministration practices, namely a practice that deviates from administrative ethics or an administrative practice that keeps away from achieving administrative goals. To accommodate complaints from the public regarding acts of maladministration by government officials, a supervisory agency called the Ombudsman was formed. This ombudsman institution was founded based on the desire to provide good service to the community, and create good and clean government. (Sirajuddin, et al., 2012) Seeing the strategic role of the ombudsman in improving the quality of public services is a necessity. Forms of maladministration in public services are the domain of the Ombudsman of the Republic of Indonesia.

Recommendations issued by the Ombudsman to leaders and public service centers as a form of escorting the Ombudsman in improving public services. Regional Autonomy through delegation or delegation of authority for central government affairs which are handed over to local governments, the central government only has 5 affairs left. Delegation of authority is also interpreted as an effort to improve public services, no longer limited to the provincial level but at the second level to become the center of public services. By delegating through regional autonomy, public services become closer between state administrators in the regions and the community. Bringing public services closer is the main target of delegation of authority through regional autonomy by relying on level II regions.

Makassar, one of the metropolitan cities in eastern Indonesia, is determined to realize good governance and clean and free from KKN (clean government). The Makassar City Government's commitment to creating good governance and clean government is applied in every policy, including public services that prioritize transparency, accountability and community participation which are the main principles of clean governance.

One of the steps taken by the Makassar City Government in realizing good governance and clean governance is to establish a Regional Ombudsman in Makassar City. especially the implementation carried out by government officials, including judicial institutions that provide public services to the community.

Supervision by the Makassar City Ombudsman aims to provide legal protection and the rights of the people of Makassar City in receiving public services from government officials in accordance with applicable propriety and regulations. The people of Makassar City during the establishment of the Ombudsman institution until now still rely on receiving reports and monitoring carried out by the community on forms of public services that are still manual. This means that the community in this case must come directly to the ombudsman institution. This shows that effective and efficient public services have not yet been created with the principles of fast, precise and low cost.

In accordance with the focus of the development of the state apparatus, namely improving the quality of public services and eradicating corruption, collusion and nepotism, efforts to improve the quality of public services should not only start from the service system, but also focus on improving services based on information gathering through the involvement of community participation. The screening for community participation is in line with the Ministerial Circular Letter No. SE/20M.PAN/6/2004 on improving the quality of public services through community participation towards good governance. Based on this explanation, to overcome this, we need a system that is able to provide solutions that are fast, accurate, and efficient. One solution to overcome this problem, is to develop applications that can provide convenience for the public in complaining about various forms of inequality or administrative violations committed by state institutions in serving the interests of the community (public services). So that the practice of administrative violations (maladministration) can be minimized, at the same time can be expected to have an impact on the creation of a clean government, free from corruption, collusion and nepotism (KKN). According to the Islamic concept that what is good and what is bad or what should be done by public officials is based on the value of benefits that will be obtained or generated, namely good or bad seen from the consequences of decisions or actions taken in a comprehensive manner.

2. RESEARCH METHOD

2.1 Research Type and Location

- a. Types of Research In conducting this research, the type of research used is qualitative research with the Design and Creation method. Qualitative research has two main objectives, the first is to describe and reveal (to describe and explore) and the second is to

- describe and explain (to describe and explain). The Design and Creation method was chosen because in addition to conducting research on this title, researchers also developed products based on the research conducted.
- b. Research Locations The location of this research was carried out at the Office of the Ombudsman Makassar, South Sulawesi. The selection of this location is based on the consideration that the Ombudsman office is an institution that is given the authority to serve the interests of the community related to maladministration practices.
- 2.2 Research Approach This research uses a scientific research approach, namely an approach based on science and technology by making application designs that can be used by the public in reporting maladministration practices carried out by state or government institutions against the public interest.
 - 2.3 Source of Data The source of data in this study was obtained through field research or field research, namely directly from the Ombudsman Office of Makassar City, South Sulawesi. In addition, other data were also obtained from online/internet data, library books, laws and regulations and previous research journals that were related to this research.
 - 2.4 Data Collection Methods In this study, researchers used several methods of data collection, namely:
 - a) Interview is a method of collecting data by asking directly to the authorities.
 - b) Documentation is a technique of collecting data by looking at documents that can be in the form of writing, images or the relevant data.
 - 2.5 Research Instruments The research instruments used in this study are:
 - a. Hardware The hardware used to develop and collect data in this application is the Xiaomi Redmi 3s Smartphone, and laptop.
 - b. Software The software used in making this system include Eclipse, JDK, Android SDK, AVD, ADT and Windows 7.
 - 2.6 Data Processing and Analysis Techniques In this study, the authors used qualitative analysis methods. Qualitative analysis is a research procedure that produces descriptive data in the form of written or spoken words from people and observable behavior. Qualitative data processing in research will go through three analytical activities, namely as follows:
 - a. Data Reduction Data reduction can be defined as a process of selecting data, focusing on simplification of data, abstracting data, and transforming rough data that emerges from written notes in the field.
 - b. Presentation of Data Presentation of data can be used as a collection of structured information so as to provide the possibility of drawing conclusions and taking action. The presentations that are often used are in the form of narratives, matrix forms, graphs, and charts.
 - c. Drawing Conclusions/Verification Qualitative data processing will not draw conclusions in haste, but gradually while taking into account the development of data acquisition.
 - 2.7 Application Design Method In this study, the application design method used is the waterfall. The waterfall method is a sequential software development process, in which progress is seen as continuously flowing down (like a waterfall) through the phases of planning, modeling, implementation (construction), and testing.

3. RESULTS AND DISCUSSIONS

3.1 Test Results

System testing is the process of executing a software system to determine whether the system matches the system specifications and runs in the desired environment. System testing is often associated with bug fixes, program imperfections, program errors that cause system software execution failures. Testing is done by testing each process and the possible errors that occur for each process. The testing system used is a black box. Black box testing namely testing the software in terms of functional specifications without testing the design and program code. Testing is intended to determine whether the input and output functions of the software are in accordance with the required specifications.

3.2 Testing Procedure The preparation required in conducting the test is as follows:

- a) Setting up a smartphone with the Android operating system.

- b) Install the Report application on the smartphone.
 c) Carry out the testing process.
 d) Record test results.
- 3.3 Test Results The results of testing on this system are as follows:
 a) Testing the Login menu The test table of the Login menu is used to determine whether the Login menu contained in this application can function to perform the login process for users. As for testing the Login menu as shown in Table 1

Table 1. Testing the Login menu

Cases and Test Results (True Data)			
Input Data	Which is expected	Observation	Conclusion
The Login menu button is pressed	Show home menu interface	Home menu successfully displayed	[] Accepted [] Denied

- b) Testing the Report menu The test table of the home menu is used to determine whether it can display the Report interface for users. As for testing the Home menu as shown in table 1.

Table 2. Functional Test Results

Cases and Test Results (True Data)			
Input Data	Which is expected	Observation	Conclusion
Retrieving report/image objects	Report List interface appears	Report List successfully opened	[] Accepted [] Denied

- c) Testing the Edit User menu item The Edit User menu item test table is used to determine whether the Edit User menu item contained in this application can function to edit user data. The menu item testing for Aplastic Anemia is shown in table V.3.

Table 3. Testing the menu item Edit User

Cases and Test Results (True Data)			
Input Data	Which is expected	Observation	Conclusion
Pressing the Edit User menu button	The data is successfully retrieved from the database on the Edit User interface	Data successfully retrieved from database	[] Accepted [] Denied

4. CONCLUSION

RPG educational game to introduce informatics engineering majors to This research has been successfully built. Games are able to entertain while introduce the department of informatics engineering to prospective students of the department, change perceptions about the major, and help prospective students informatics engineering to decide if he really wants to major. The game is built using RPG Maker MV and Ramadan & Widayani's GDLC (Game Development Life Cycle) development method.

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