

JAKARTA EVOLUTION (JAKEVO) APPLICATION INNOVATION IN ONLINE LICENSING SERVICES IN DKI JAKARTA

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ABSTRACT

Public service innovation is the main focus to improve the quality of services for the community, especially in terms of licensing services. One of the applications of licensing innovation is by launching the *Jakarta Evolution* (JakEVO) application to facilitate the online licensing process at the DKI Jakarta Investment and One-Stop Integrated Services Office. The purpose of the research is to determine the innovation of the JakEVO application in online licensing services at the Capital Investment Office and One-Stop Services of DKI Jakarta. This study uses descriptive qualitative research method the results of the study show that: 1) Relative Advantage, the JakEVO application provides benefits for the community and ease of obtaining when accessing permits. 2) Conformity, JakEVO is declared inappropriate because the flow of handling permits and the time of handling permits are different from the provisions that apply to the Decree of the Head of the DKI Jakarta PTSP Office. 3) Complexity, the level of complexity of JakEVO according to users is quite complicated. 4) Trialed Ability, before being launched to the community JakEVO did not go through the trial stage. 5) Observability, this application is easily observed by the public to monitor the course of permit files and make it easier for officers to get detailed data on the number of permits entered in the application from 2020 to 2023, so the JakEVO application has not been able to improve online licensing services in DKI Jakarta.

Keywords: *innovation; Jakarta Evolution (JakEVO); Public Service*

A. INTRODUCTION

Public services are the main factor that has become a problem to date between public relations and the government. In today's all-digital era, it makes obstacles for the government to face obstacles in the field of public services in line with public demands for the need for effective, efficient, quality, and responsive services (Suryadevi & Fanida, 2020). The need for public services is a major concern along with the issuance of Law of the Republic of Indonesia Number 25 of 2009 concerning Public Services plays a role in encouraging an increase in public needs related to services, so that the government as a provider of public services needs to prepare itself in order to provide effective services for

people who use public services. The government strives to provide the best services by utilizing information technology in general called *e-government*. The presence of *e-government* has a great influence on every life of the country. *E-government* is access to various information for people in a country. Such information may include the process of administration, government arrangements, and public services. *E-government* also aims to improve the quality of public services provided by the government, so the existence of *e-government* can accelerate the realization of *good governance* that contains elements of accountability, transparency, and *responsiveness*, and produce maximum, effective and efficient public services to the community (Khoerunnisa, 2019).

In Indonesia, the implementation of *e-government* has a positive impact, one of which is that the public can receive actual and transparent government performance reports through technology (Baturabara and Helmi, 2019). The presence of *e-government* in Indonesia requires a new digital-based innovation to support the public service process to replace old techniques and get better improvements in public services, because an innovation is important to answer the challenges and developments of the times. However, when talking about innovation in the public sector, the focus is more on the novelty aspect referring to new ideas, development, implementation of new ideas, and improving the innovation process in the ecosystem resulting from such innovation activities (Prabowo et al., 2022). The government not only makes a new innovative product, but is also committed to improving the quality of public services. Therefore, the government as the main organizer of public services, is expected to be able to continue to innovate in the application of services in the public sector. Efforts to improve the quality of public services by the government can be achieved

The Special Capital Region of Jakarta as the center of government and business center has special autonomy that covers most of the authority of the government, except in the fields of security, jurisdiction, finance, and foreign policy (Indrayana, 2017). The existence of innovation in the delivery of public services is very important and needed, as done by the DKI Jakarta Provincial government taking proactive steps by creating an innovation to improve public service processes through the adoption of *e-government* known as *Jakarta Smart City*. The concept of *Jakarta Smart City* was originally introduced by Governor Joko Widodo and then updated by Governor Basuki Tjahaja Purnama (Kalihva et al., 2023). The DKI Jakarta Provincial Government made an innovation with the concept of *Jakarta Smart City*, the aim is to provide ease of service and approach from the government to the people of DKI Jakarta. The *Jakarta Smart City* concept won the Digital Government Award for Electronic-Based Government System (SPBE) and was recognized as the province with the highest *e-government* value in 2023. In addition, the DKI Jakarta provincial government was able to maintain the highest score and received awards in the implementation of *e-government* for two consecutive years with a value of 3.67% which exceeded the value of other provinces. This award is clear evidence that the benefits of a digital-based service transformation innovation within the DKI Jakarta Provincial Government can be recognized and proven to be real. However, in reality, there

are still many obstacles that occur in the process of implementing *e-government* in DKI Jakarta Province, especially used for digital-based public service innovation.

Community participation has an important role in improving the quality of public services in the DKI Jakarta Provincial Government, especially in the licensing process which was previously carried out manually by applying for licenses directly to the DKI Jakarta Investment and One-Stop Integrated Services office. Therefore, using a manual system does not provide convenience for the community, so in order to facilitate the process of licensing services in DKI Jakarta, the government of the DKI Jakarta Investment and One-Stop Integrated Services Office issued an innovation, namely the Jakarta *Evolution* (JakeVO) application innovation. The determination of this step was taken to improve the quality of public services, in accordance with the provisions in the Regulation of the Governor of DKI Jakarta Province No. 47 of 2017 concerning Guidelines for the Implementation of One-Stop Integrated Services as an effort to improve the quality and quality of services provided by the government to the community, especially in terms of licensing and non-licensing. This policy generally covers the implementation of licensing services, from the application stage to the issuance of documents, which is carried out through a single channel. Increasing the effectiveness and efficiency of government services to the community that were previously considered inadequate can continue to be improved through changes in new ideas by utilizing electronic technology-based innovations in government activities. The basic reason can be explained that the improvement of technology has driven the demand for innovation of an organization which is the main reason, as seen in the DKI Jakarta Investment and One-Stop Integrated Services Office issued a digital-based public service innovation as a form of creating new ideas.

JakeVO innovation aims to be a driving factor for the achievement of Regional Original Revenue for the DKI Jakarta government, especially in permit management and application innovation JakeVO was officially released since June 7, 2018 (Kunjana, 2019). The *JakeVO* application innovation is also designed to maintain transparency in the licensing process and facilitate database integration with other work unit applications. The system is operated through a website-based platform. It is hoped that with *JakeVO* innovation, DKI Jakarta residents can save time during licensing and reduce brokering services, because based on the Decree of the Head of the Capital Investment and One-Stop Integrated Services Office of DKI Jakarta Province Number 167 of 2020 concerning Licensing and Non-Licensing Service Standards in the DPMPTSP DKI Jakarta environment decided that to improve the public service system within the DKI Jakarta DPMPTSP, especially in terms of Licensing services can be done *online* through the *JakeVO* website, where permit applications can be processed simultaneously such as SIUP (Trade Business License), Building Permit (IMB), construction permit, school establishment permit (SD, SMP, SMA/SMK), health worker permit, and other permit management. The DKI Jakarta Provincial Government in this case makes it easier for the community by not having to come to the DPMPTSP office for licensing management and the public can simply access services online via smartphone, then the community can apply for permits

independently. However, judging from the recapitulation report data of the DKI Jakarta Investment and One-Stop Integrated Services Office, there are still many people who take care of licensing manually, as shown in figure 1

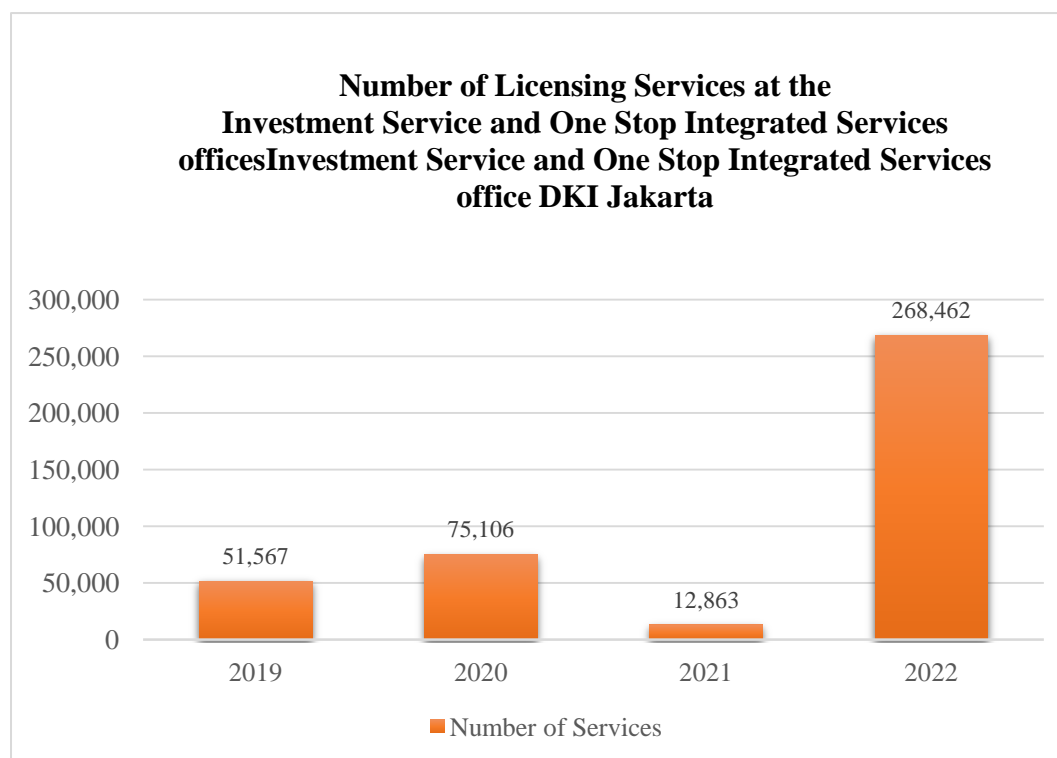


Figure 1 Graph of Total Manual Services for 2019-2022 (Source: processed Author of DPMPTSP DKI Jakarta data, 2023)

The graph above shows that from 2019, 2020, and 2022 offline or manual licensing services have increased every year with the number of licensing services 51,567 in 2019, 75,106 in 2020, 268,462 in 2022, but in 2021 offline licensing services have decreased. Based on the data, it can be seen that there has been an increase in the number of licensing services at the DKI Jakarta Investment and One-Stop Integrated Services office. The DKI Jakarta Investment and One-Stop Integrated Services Office still prioritizes submitting the licensing service process manually compared to the number of online licensing service data recapitulation reports. Data information is shown in figure 2, this condition is caused by the lack of awareness of the people of DKI Jakarta about the innovation of the JakEVO application that allows them to apply for licenses online provided by the DKI Jakarta Investment and One-Stop Integrated Services Office as a form of *good governance* in the DKI Jakarta government area.

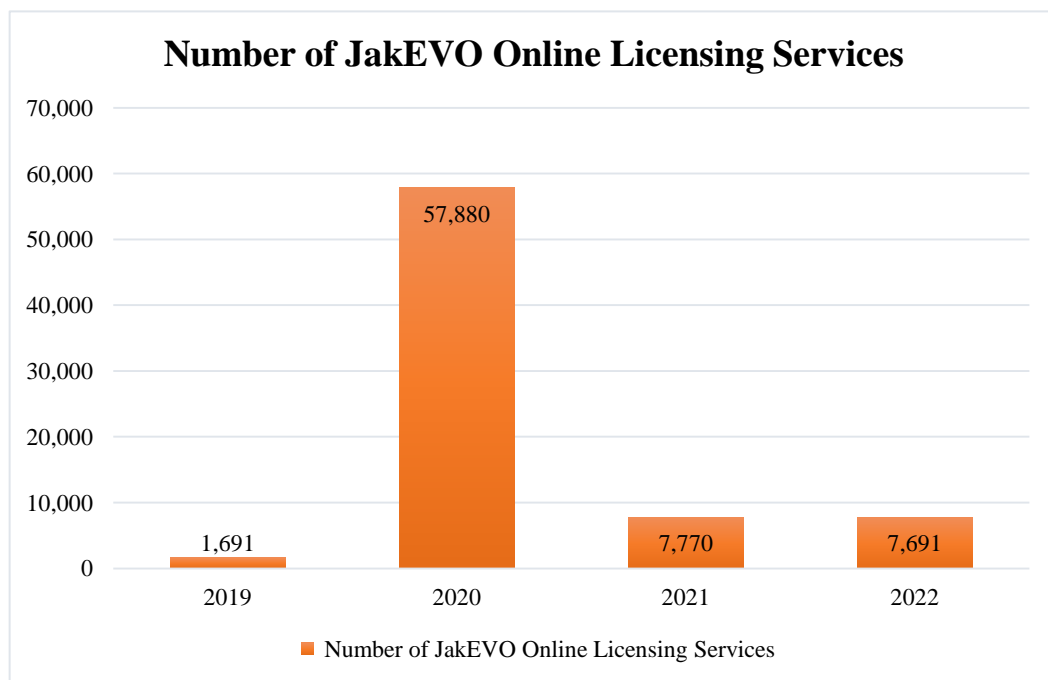


Figure 2 Graph of the Number of Online Licensing Services in 2019-20222
(Source: processed by the author from DPMPTSP DKI Jakarta data, 2023)

The application of the JakEVO application based on the results of the recapitulation of the data above shows that there is instability in online licensing services, where the quality in terms of service is still not optimal and many people are still not familiar with the JakEVO application to take care of permits in the DKI Jakarta Province area. This factor can be seen in the data recapitulation of the drastic decrease in the number of services submitted through the JakEVO application. People tend to apply for licenses manually to the DKI Jakarta Investment and One-Stop Integrated Services office. The lack of public awareness of the *JakEVO* application innovation introduced by the DKI Jakarta Provincial Government is one of the contributing factors and the incomprehension experienced by the community implies that many residents in DKI Jakarta do not yet know the existence of *JakEVO* innovation for licensing management in DKI Jakarta Province. This problem is caused by the lack of information, socialization, or education related to online licensing services through the *JakEVO* website. In addition, poor user experience when using the *JakEVO* application to apply for permissions, frequent problems with technical problems, the length of the file completion process are factors that cause obstacles to make users reluctant to use this application.

Changes to licensing regulations also affected the decrease in the number of applications, apart from technical problems that occurred through the JakEVO application. Changes in licensing requirements or procedures are factors that hinder the use of JakEVO. as well as service users experiencing difficulties when inputting documents on the JakEVO website. The lack of service procedures for

uploading files and there is no transparency in the process of running documents in the JakEVO application makes it difficult for people to access the JakEVO website. The implementation of the JakEVO application innovation certainly cannot be separated from the obstacles that can hamper the process of online licensing services. There are several possible factors that cause the decline in the number of online licensing services. In an increasingly digitally connected world, public service users have high expectations for a smooth experience while using online licensing services, if applications do not meet these expectations, people tend to switch to other alternatives or even return to manual licensing methods.

In line with this problem, it can hamper the implementation of public services, especially to improve online licensing services at the Capital Investment Office and One-Stop Integrated Services of DKI Jakarta. The application of an innovative Jakarta Evolution (JakEVO) application for the people of DKI Jakarta to be able to apply for licenses independently which is still in need of improvement in terms of novelty and online licensing services, it is necessary to see to what extent the application of these innovations can be said to be in accordance with the expectations and goals of the DKI Jakarta Government.

B. LITERATURE REVIEW

Innovation

Innovation according to Evert M. Rogers (quoted by Prabowo et al., 2022: 18) said innovation is an idea, practice, or object that can be perceived as something new for individuals. Innovation in its sense does not depend on new ideas or objects objectively or a measure of time since the first use or discovery, if an idea seems new to individuals, then it is considered an innovation, while innovation according to Beck & Whistle (quoted by Prabowo et al., 2022: 19) the novelty of an innovation means related to something new for individuals, a particular organization, society, or situation. Innovation should also include the development and implementation of new elements. In addition, innovation in the context of novelty means creating and realizing the combination of pre-existing innovative elements into one combination.

Public service innovation covers several general aspects that have benefits to the community, such as governance, the use of Technology, Information, and Communication (ICT), and the provision of services directly to the community. All types of innovation involve various institutions responsible for providing public services in government. According to Kuratko (quoted by Prabowo et al., 2022: 29), said that innovation has four types of classification categories, namely 1) *Invention*, 2) *Extension*, 3) *Duplication*, 4) *Synthesis*. Innovation adoption involves social change with new inventions that can be delivered and accepted by society to adopt innovation. According to M. Rogers & Shoemaker (quoted by Prabowo et al., 2022: 40-41), explained that in fact, the adoption process does not stop after innovation is accepted or rejected. However, conditions will change as the influence of environmental changes affects the recipients of innovation, Innovation in the public sector focuses on aspects of "improvement" that can be obtained from innovation activities, this means that the government seeks to provide public services more effectively, efficiently, quality, and affordable to the

public. According to Nählinder and Eriksson 2019; in Lewis, 2019 and (cited by Prabowo et al., 2022: 34) explained that public sector innovation is related to achieving new results, such as developing new services and designing processes to achieve desired results, for example through the use of shared schemes to achieve more innovative results. Innovation in the public sector is often triggered by responsible parties in the sector, such as civil servants, public institutions, state-owned enterprises (SOEs), and others. Innovation mechanisms in the public sector will always link stakeholders from various other organizations

Based on several explanations of the characteristics of innovation, there are 5 innovation characters according to Rippetoe & Rogers (quoted by Prabowo et al., 2022: 42-43) considered the most relevant for use in research and in accordance with the conditions of the object studied. Similarly, there are 5 characteristics of innovation in line with those revealed by Prabowo et al., (2022: 21) that innovation can be called innovation if it has relative advantages, compatibility, complexity, testability, and ease of observation. Therefore, it can be concluded that innovation comes in the form of knowledge, objects, ways, technologies, structural systems, production processes, and administration that are new are the basis of innovation is novelty.

Public Service

Public service is the effort of the government or state in meeting the wants and needs of the community, basically the government is responsible for meeting the needs of the community (Amrozi et al., 2022). According to Dwiyanto (in Hidayah, 2020) stated that public services are a series of activities carried out by the government with the aim of meeting the needs of the community, while according to Prabowo et al., (2022: 4) explained that public services are the most visible standard measure of government performance. Government performance can be assessed directly by the community based on the services received. The implementation of public services has principles, namely simplicity of public service procedures, clarity in the service process against administrative requirements, certainty and time, accuracy of the final results of public services, non-discrimination when serving the community, responsibility, facilities and infrastructure available that support public service activities, ease of access, honesty, accuracy, discipline, courtesy, and friendliness when serving the community.

E-Government

According to Clay G. Weslatt, E-Government is a government service that utilizes information and communication technology with the aim of increasing the usefulness of government programs, as well as providing service facilities to the general public, The use of *e-government* aims to provide maximum services to the community in the form of delivering information in public services (Juliarso, 2019). The strategy of *e-government* development must be considered, such as the organization and work structure of the government must allow the implementation of the use of *e-government* services, human resources are needed to increase the ability and expertise in managing information and communication technology, funds are needed for the development and maintenance of *e-government* devices, increase the ability and willingness of various parties to

support the development, management, updating of data, and information on an ongoing basis.

Jakarta *Evolution* (JAKEVO) Application

The Jakarta *Evolution* (JAKEVO) application is an *e-government* focused on the interests of the community (*Government To Citizen*). The JakEVO application was inaugurated by the DKI Jakarta Provincial Government on April 26, 2018. The Jakarta *Evolution* (JAKEVO) application is a system for online license submission that serves to assist applicants in applying for licenses in DKI Jakarta, so it is hoped that the launch of the Jakarta *Evolution* (JAKEVO) application by the Investment and One-Stop Integrated Services Agency (DPMPTSP) can prevent the practice of brokers in managing permits, and can make it easier for the people of DKI Jakarta to submit permit application files independently through *online service*.

C. METHOD

This research uses qualitative research methods with a descriptive approach to search, collect, and analyze data in research. The reason for using qualitative descriptive methods in this study is because of the nature of the problem studied, this study seeks to analyze and describe the innovation of the Jakarta *Evolution* (JakEVO) application in online licensing services at the DKI Investment and One-Stop Integrated Services Agency (DPMPTSP) Jakarta. The informants who can support this research are the Head of the Data and Information Center (Pusdatin) DPMPTSP DKI Jakarta, Pusdatin Field Staff and Licensing Service Staff, and the Community as users of the JakEVO application licensing service. March 1, 2024 – March 14, 2024 takes place. The focus of this research uses the sub-focus theory of 5 characteristics of innovation according to Rippetoe & Rogers (1987) which (quoted by Prabowo et al., 2022: 42), including 1) *Relative advantage*, 2) *Compatibility*, 3) *Complexity*, 4) *Possibility of triability*, 5) *Observability*. Data collection techniques in this study are through observation, interviews, documentation. Informant determination techniques include *purposive sampling* and *snowball sampling*.

D. RESULTS AND DISCUSSION

Innovation has the nature of novelty which is the basic characteristic of innovation to replace knowledge, ways, objects, technology, and inventions of old ideas that are no longer effective to solve problems of particular needs for the public. Innovation in the public sector is a way to create novelty in a public sector organization. The existence of innovation in public services is the best way provided by the government to create more optimal public services, so this makes the government required to be able to be responsible in providing the best service for the community. Jakarta Evolution application innovation (*JakEVO*) is one of the innovations made by the DKI Jakarta Investment and One-Stop Integrated Services Agency (DPMPTSP) as a licensing innovation service provider on April 26, 2018. Moreover. With the creation of the Jakarta Evolution (*JakEVO*) application innovation, the hope of the DKI Jakarta government can optimize public services in the field of licensing services, especially for licensing services

through online and can make it easier for the public to take care of existing permits in DKI Jakarta, the JakEVO Application is operated using a website that is displayed simply to make it easy to understand and realize by service officers and application users. The JakEVO application was indeed launched in 2018, but the JakEVO innovation was only actively used by all people of DKI Jakarta Province in 2020.

At the beginning of the Jakarta Evolution (JakEVO) application, it began to be used by the public in 2020, there were 131,014 files received by DPMPTSP DKI Jakarta. Then in 2021 the JakEVO application began to be more actively used by the community and will continue to be applied until 2023. Data recapitulation is obtained from the results of data collection of applicant submissions that have been inputted in the JakEVO application have the following amounts

Table 1 Recapitulation of JakEVO Licensing File Data for 2020-2023

No	Tahun	Jumlah Data Izin Terbit	Jumlah Data Berkas Pending
1.	2020	127.787	3.227
2.	2021	725.794	6.309
3.	2022	213.725	14.526
4.	2023	316.661	1.607

Source: Processed by the author from DPMPTSP on the application submission data

through JakEVO at *the Investment Office and One-Stop Integrated Services*
DKI Jakarta, (2024)

In the table above, there is the amount of licensing data recorded through the JakEVO application starting from 2020 to 2023 files. In 2020, the data files for permit applications through JakEVO that entered amounted to 131,014 permit files submitted with details of 127,787 files in the status of published permits and 3,227 in the status of pending files. In 2021, there were 732,103 permit files submitted by applicants through JakEVO with details of 725,794 submission files declared publication permits and 6,309 pending files, then in 2022 the submissions of incoming permit files amounted to 228,251 files with details of 213,725 files with the status of completed publication permits and 14,526 pending files. Then in 2023, the number of online permit application files is 318.28 files submitted through JakEVO with details, 316,661 with permit status have been issued and 1,607 application files with pending status. The pending file is caused by re-licensing to the applicant because the submitted file is incomplete with the requirements needed to carry out the licensing process. It can be seen that the recapitulation of data from 2020 to 2023 has an insignificant amount of data and is fairly unstable.

Based on the description above, the improvement of the ease of public services in terms of online licensing carried out through the Jakarta *Evolution* (*JakEVO*) application can be analyzed using the theory of 5 characteristics of innovation according to Rippetoe & Rogers (1987) which (quoted by Prabowo et al., 2022: 42), including 1) Relative *advantage*, 2) Compatibility, 3) Complexity, 4) Triability, 5) Observability. The focus of this research is as a description of the innovation of the *JakEVO* application in improving online licensing services at the Capital Investment Office and One-Stop Integrated Services of DKI Jakarta.

Relative advantage

An innovation is required to have advantages and more value compared to previous innovations. An innovation always has a novelty value inherent in innovation in order to have distinguishing characteristics from other innovations. Relative advantage is an innovation that is required to have an advantage compared to previous innovations. The Jakarta *Evolution* (*JakEVO*) application innovation organized by the DKI Jakarta Investment and One-Stop Integrated Services Office has proven that every innovation activity provided aims to provide benefits for the community, such as having more value, namely all licenses in DKI Jakarta Province can be accessed and the licensing system can be done online. The innovation of the *JakEVO* application can be felt by the public and has had advantages that are very helpful in the licensing process. Based on the explanation of the research results, it is stated that the *JakEVO* application is an electronic-based innovation regarding tools for applying for licenses *online* to provide convenience in the permit application process for people in DKI Jakarta Province. Thus, a service is considered effective and successful in accordance with the objectives if it has a positive impact on the community that receives it and produces better results than before (Enitasari & Hertati, 2019).

Based on the results of interviews with interviewees that it can be known the relative advantages of the *JakEVO* application, including ease in handling permit applications, namely clarity of flow when applying for permits, the database provided on the website is also easy when completing personal data on the *JakEVO* website, the file process is completed until the permit decree is issued in accordance with the estimated time set by the government and also makes it easier for applicants if they want to Revise documents and reapply for other permits, so that applicants do not need to re-upload files that are in accordance with general requirements when applying. In addition, with the innovation of the *JakEVO* application, licensing services can be done online anywhere. However, the focus of relative excellence for *JakEVO* application innovation research also has shortcomings in terms of website access which can only be accessed according to DKI Jakarta DPMPTSP working hours, namely from 08.00-16.00 WIB, so the *JakEVO* website cannot be accessed 24 hours like OSS licensing services.

Thus, this is in accordance with the theory of innovation according to Rippetoe & Rogers quoted in Prabowo et al., (2022: 42) states that innovation must have advantages and more value compared to previous innovations. There is always a novelty inherent in innovation that characterizes it from others. Therefore, based on the results and discussion of *JakEVO* application innovation

research with the advantages obtained, it is proven to have provided advantages and positive impacts for people who apply for licenses in DKI Jakarta.

Compatibility

Innovation has a compatible nature or compatibility with the innovation it is replacing can be interpreted that the innovation has conformity with previous innovations, where the goal is that previous innovations are not simply ignored. In addition to the cost factor that is not small, previous innovations can also play a role in changing towards new innovations, facilitating adaptation, and accelerating the learning process of these new innovations. According to Sarjono (2019), suitability refers to the alignment or consistency of innovation with the habits, experiences, and values possessed by many people in order to be the target of benchmarks in adopting an innovation. The technological innovation that is raised is expected to be a continuation of old technology, technology must be in accordance with its users, technology has a relationship with socio-culture. In the JakEVO application innovation, compatibility or suitability can be seen from the flow of handling permissions, handling time, and the authority of signing permission files.

The results stated that the JakEVO application is a form of public service innovation in the field of licensing services. The suitability of completing files entered through the JakEVO application has been declared not in accordance with the applicable time provisions, namely the files received by DPMPTSP DKI Jakarta are carried out with one working day which is then forwarded for the technical verification stage, then from the applicable rules the licensing decree file will be completed until the SK stage is issued for easy category licensing completion time of 3-4 working days, While the licensing category is difficult, the estimated completion is 20-40 working days. However, from the results of the study, there is a lot of handling time in completing permits beyond the estimated time that has been determined. The large number of files entered in the JakEVO application is the cause of the delay in handling time in completing the licensing decree with as many as 318,268 files entered through the JakEVO application in 2023, so that the suitability of the time for completing permit files is not in accordance with the Regulation of the Governor of DKI Jakarta Province Number 47 of 2017 concerning Guidelines for the Implementation of One-Stop Integrated Services. However, from the flow of handling permits and the authority to sign permit files in accordance with DKI Jakarta Provincial Governor Regulation No. 47 of 2017, related to suitability according to the theory of Rippetoe & Rogers quoted in Prabowo et al., (2022: 42) states that innovation also has a compatible nature or compatibility with the innovation it replaces. This is so that old innovations are not necessarily thrown away. In addition, the factor of cost that is not small becomes the old innovation part of the process of change to the latest innovation and facilitates the adaptation process, as well as the learning process to innovation faster.

Based on the results of interviews and the results of research related to the suitability of the Jakarta *Evolution (JakEVO) application innovation* with previous innovations, it can be said that it is not appropriate due to differences in SOPs from the submission flow and parties who have authority in the signing

process on the issued decree, so that previous innovations have been replaced with new innovations.

Complexity

The complexity of innovation inevitably occurs because it is part of the nature of innovation because updates tend to have a higher level of complexity compared to previous innovations. However, the purpose of innovation is to offer new and improved versions, hence the level of complexity becomes an issue that needs attention. The difficulties or obstacles experienced when using the JakEVO application are developmental innovations, so that people who apply for *online licenses* through the JakEVO application are considered complicated when accessing it.

Based on the results of interviews with JakEVO application users, many service users are confused when applying for licenses because they are not familiar with it and there are *errors* when users access the *JakEVO* website. According to the theory of Rippetoe & Rogers quoted in Prabowo et al., (2022: 42) regarding the characteristics of Innovation, in focus Complexity is a new nature, so innovation has a level of complexity that can be higher than previous innovations. However, an innovation offers newer and better ways, so complexity is generally not an important issue. The more complicated an innovation is according to the perception of potential users, the lower the likelihood of the innovation being used. Conversely, the simpler an innovation is in the view of potential users, the higher the possibility of the innovation being used (Hidayat, 2022).

At the level of complexity of using the Jakarta Evolution (JakEVO) application used by the public is considered complicated because it is found that people find it difficult to use the application. This is mainly because most users are beginners who are using the JakEVO application for the first time to apply for online licensing. In addition, the lack of socialization on how to use the JakEVO application makes it difficult for people to access permit applications and the surge in the number of users accessing the JakEVO application causes the server to often experience interference

Triability

An innovation will be accepted by the public if before the launch of an innovation product has been tested and proven to have more advantages or value compared to previous innovations, so the innovation must go through the "public test" stage, where each party has the opportunity to test the quality of the innovation. The fourth indicator in innovation characteristics explains that an innovation must be tested and tried so that later it can be accepted by the community or the target of the innovation.

Based on the results of interviews that have been conducted that before it was launched on April 26, 2018, the JakEVO application can be said to be the focus of the possibility of being tested not fulfilled because the organizers and related parties are slow in the process of testing the JakEVO application, because the trial of the application was carried out after it was launched to the community. Therefore, in accordance with the understanding of testability, namely innovation can only be accepted if it has been tested and proven to have more benefits or

value compared to old innovations. However, the innovation of the JakEVO application cannot meet the understanding of the ability to be tested, so an innovation product should pass the "public test" phase before being launched to the public, but the JakEVO application on the contrary after being launched to the public has only been tested gradually the application, so that when launched the JakEVO application cannot be used and can only register online without being able to apply for *online* licensing independently. In the discussion of the possibility of being tested, there is no novelty that occurs in JakEVO innovation.

Observability

The *JakEVO* application is easily observed both from the organizers and the public who use the application. The easier someone sees the results of innovation, the more likely the person or group of people is to adopt it (Rahmadanoor et al., 2020). From the explanation of the results of the research above, the organizer of the ability is observed if employees can easily collect data on the number of online licensing files through the *JakEVO* application because the data is already available in the system, making it easier to process incoming data and do annual reporting. Meanwhile, the public can easily observe starting from the process of applying for permits until the decree has been declared issued.

Ability to be observed according to the theory of Innovation Rippetoe & Rogers quoted in Prabowo et al., (2022: 42) an innovation must be observable from any aspect it works and produces something better. Based on the results of the interview, it is stated that the novelty of the JakEVO application is easily observed by the public and service personnel. It is easier for the public to monitor the course of permit files so that applicants can find out how far the files have been processed, while from the organizers it can be seen from the monitoring of incoming files in detail and it is stated that additions are generated with accurate amounts in the JakEVO system, making it easier for employees to make routine reports. This is evidenced by the amount of licensing data entered through the JakEVO application program starting to be launched on April 26, 2018, there are no permit files entered at JakEVO because the JakEVO application has not functioned optimally and has not been introduced to the public. However, in 2021 the JakEVO application began to be more actively used in the community with the number of incoming permit data of 732,103 permit files until in 2023 there were 318.28 entry permit files submitted through JakEVO. It can be concluded that the need for JakEVO application innovation can improve online licensing services in DKI Jakarta, so that the results of the research are in accordance with the research objectives

E. CONCLUSIONS AND SUGGESTIONS

Based on the results and discussions described above, researchers can conclude that several study focuses have been fulfilled and it can be said that the JakEVO application provides benefits for people who will apply for permits in DKI Jakarta, because all permits have been accommodated. In the 5 characteristic theories of innovation it can be said that the conclusion is:

- 1) The relative advantage of the JakEVO application is that the community is facilitated by a clear flow of making permits. The community is also

facilitated by several options displayed on the JakEVO page, so that people do not need to access different pages because all permits in DKI Jakarta have been accommodated through one door by JakEVO. In addition, it is also easier for applicants to revise documents and reapply for other permits, so that applicants do not need to re-upload files that are in accordance with the requirements. However, there is a drawback to the innovation of the JakEVO application, licensing services can only be accessed according to the hours of the Capital Investment Office and DKI Jakarta One-Stop Integrated Services, which from 08.00-16.00 WIB cannot be accessed 24 hours like OSS licensing services.

- 2) Conformity, the JakEVO application is not in accordance with the time provisions applicable to the Decree of the Head of the DKI Jakarta PTSP Office because the permit decree issued on the JakEVO website has exceeded the estimated time limit determined by the DKI Jakarta DPMPTSP, namely that the licensing category should be easy with a turnaround time of 3-4 working days, while the difficult category licensing has a completion time of 20-40 working days. However, the permit is only issued after passing the deadline, so it is not in accordance with the rules.
- 3) The complexity, innovation of the JakEVO application can be concluded that it is still fairly complicated to operate the website, especially for people as new users. Because there are still many people who experience difficulties when operating the *JakEVO* website and to apply for a license for the first time, people are not used to using it. In addition, lack of socialization on how to use the JakEVO website and JakEVO pages that often experience *errors* is the main cause of complexity for *JakEVO application users*.
- 4) The possibility of testing, in this sub-discussion can be concluded from the results of the study that it has not been fulfilled since it was launched to the community, because the trial was only carried out by IT (Information AND Technology) technical personnel and did not conduct trials to all service officers and the community. New trials were conducted in 2021 for the community and for service personnel. So, there are so many problems that occur in the JakEVO application
- 5) The ability to be observed, the public is facilitated in monitoring permits with the file travel history feature on the *JakEVO website*, so that applicants can find out the journey of files starting from the file verification process until the permit decree is declared issued. The organizer is also facilitated to make annual reports and the data obtained is the final data that has been guaranteed to be accurate.

It can be concluded that the innovation of the JakEVO application in several focuses of discussion of the theory of 5 characteristics of innovation has been fulfilled and the JakEVO application has provided benefits for people who will apply for permits in DKI Jakarta, because all permits have been accommodated. Therefore, with the Jakarta *Evolution* (JakEVO) application, it is stated that the innovation of online licensing services at the Capital Investment Office and DKI Jakarta One-Stop Service can complete the licensing service process for the people of DKI Jakarta and improve licensing services in DKI Jakarta Province.

From the data obtained, the number of online licensing services through the JakEVO application at the DKI Jakarta Investment and One-Stop Integrated Services Office can complete the licensing service process. However, the number of permits entered in the JakEVO application has increased unsteadily and this JakEVO application innovation has only been used evenly to all people in 2021 with 732,103 permit files until 2023 there are 318.28 submission files entered through the JakEVO application.

The advice that the author can give JakEVO application innovation is that it is expected to maintain convenience for the public in accessing permits in terms of time and place. In addition, it is hoped that the JakEVO website can be accessed 24 hours by users and there is no limit on access time that can only be accessed during working hours of the DKI Jakarta Investment and One-Stop Integrated Services. The Jakarta *Evolution (JakEVO)* application still has to be improved in the system and *maximum server* maintenance, in order to avoid system *error* problems that often occur today. In addition, there is a need for socialization of how to use the JakEVO website when people apply for licenses on several social media of DPMPSTSP DKI Jakarta and on their own website.

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