

WADAH PECEL AE: STATISTICAL DATA SERVICE INNOVATION IN THE COVID-19 PANDEMIC

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ABSTRACT

In the context of good governance, innovation in data services by providing integrated statistical services is the main gate of government bureaucratic reform, because the service program is a space where the government bureaucracy interacts directly with the community (Febriananingsih, 2012). As is the case with BPS Madiun regency created an innovative data service in the form of an integrated statistical service with an application called Wadah Pecel AE. This application aims to optimize data services during the COVID-19 pandemic. The Wadah Pecel AE application can be used by users to access data remotely and can be used without using internet access. This integrated statistical service program includes print libraries, digital libraries, statistical consulting, and recommendations for sectoral statistical activities. This study aims to describe the innovation of data publication that has been made by the Central Bureau of Statistics Madiun regency in the era of the covid-19 pandemic. This type of research is qualitative with data collection techniques in the form of observation and interviews. The location of this research is in the Central Bureau of Statistics Madiun regency. The results of the study stated that the Central Bureau of Statistics Madiun regency has run a program of innovations that have been made. The program is the Integrated Statistical Service which has been running optimally. Thus, in the era of the COVID-19 pandemic, it is not an obstacle to providing data services to the public. BPS Madiun regency continues to develop innovations to meet the needs of data users.

Keywords: *Data service innovation, Central Bureau Statistics, Covid-19*

A. INTRODUCTION

During this pandemic, the government is encouraged to make various changes and innovations as a new approach model to improving the quality of its services (Aziz et al., 2021). Data service innovation is an activity or activity design in the context of updating data related to community needs (Hadi, Asworo, & Taqwa, 2020). According to Poltak Sinambela (2006) service can be defined as

the fulfillment of the wishes and needs of the community by state administrators. The state was founded by the community of course to improve the welfare of the community. In essence, the state in this case the government (bureaucrats) must be able to meet the needs of the community (Muharam, 2019). The needs, in this case, are not individual needs but various needs that are expected by the community.

In the context of good governance, innovation in data services by providing integrated statistical services is the main gate of government bureaucratic reform, because the service program is a space where the government bureaucracy interacts directly with the community (Firdaus, Tursina, & Roziqin, 2021). According to Rina Mei Mirnasari (2013), the interpretation of innovation in public services is to achieve, improve, and improve the effectiveness, efficiency, and accountability of public services created by new approaches, methodologies, and instrumental initiatives in public services. In this New Public Service era, providing services must be more responsive because it will be directly monitored transparently by the public (Siti, 2016). Community demands for data services are closely linked to bureaucratic moral and ethical issues. According to Osborne & Brown (2011), innovation can completely change public services for the better. This is reaffirmed by (et al. 2019)

BPS is an organizing institution established by law to carry out public service activities. Based on the *Undang-Undang Nomor 25 Tahun 2009* concerning Public Services, the implementation of which is regulated by the *Peraturan Pemerintah Nomor 96 Tahun 2012*, Article 11 states Public service providers aim to provide legal protection and certainty to the community, bring services closer to the community, shorten the service process, and realize a service process that is fast, simple, cheap, transparent, and safe. Thus, integrated statistical services are needed (Yohanitas, 2017).

Article 22 stipulates that every public service provider is obliged to compile, stipulate, and implement service standards. The service standards are used as a guideline for service delivery and as a reference for assessing the quality of service as a commitment and commitment from the organizer to the community related to quality, fast, easy, and affordable services. (Susila Wibawa, 2019). Where in preparing service standards, the organizers must include the community and parties whose technical instructions for the preparation, determination, and application of service standards are regulated in the *Peraturan Menteri PAN-RB Nomor 15 Tahun 2014* concerning service standard guidelines. In implementing the service standards, the provider is required to compile and stipulate a service declaration.

The obligation of BPS is based on the *Surat Keputusan Menteri Pemberdayaan Aparatur Negara Nomor: KEP/25/M.PAN/2/2004* as an effort to improve the quality of services must be carried out consistently by taking into account the needs and expectations of the community, so that government services to the community can always be provided quickly, accurately, and efficiently. cheap, open, simple and easy to implement, and non-discriminatory (Anggorowati, Jubaedah, & Susanto, 2019). One of the ways that can improve the quality of BPS services in meeting user needs is to provide data services through

an integrated statistical service program. Integrated Statistical Service is a service of several types of services that are carried out in an integrated manner through one door and management of library collections supported by the use of information technology, which is in one work unit as the person in charge (Kusrahajeng, 2018). The basis for implementing Integrated Statistical Services is the *Peraturan Kepala BPS Nomor 21 Tahun 2011* concerning Integrated Statistical Services which refers to the *Undang-Undang Nomor 25 Tahun 2009* concerning Public Services. All publications that have been published by BPS Madiun regency are available in the integrated statistical service room as well as applications that have been created.

With this service program carried out by the Central Bureau Statistics Madiun Regency, the authors conducted a study entitled "Wadah Pecel AE: Statistical Data Service Innovation in the Covid-19 Pandemic Era (Case Study at the *Central Bureau Statistics* of Madiun Regency)". This research activity focuses on innovation in developing services provided by the Central Bureau of Statistics Madiun regency in the era of the covid-19 pandemic.

Central Bureau Statistics (BPS) has the task and role as a provider of quality statistical data and information for all by the vision and mission of BPS (et al., 2013). BPS is a data provider agency in Indonesia. BPS as a provider of data or information has duties and responsibilities as coordinator of statistical activities as stipulated in the *Undang-Undang Nomor 16 Tahun 1997* on Statistics and the *Peraturan Pemerintah Nomor 51 Tahun 1999* on Statistical Administration.

BPS is a non-ministerial government agency that is directly responsible for Indonesia (Ambarsari, Rachmaningsih, & Suryono, 2021). Based on Law no. 16 of 1997 concerning Statistics, the role of BPS is as a provider of data obtained from the census. In addition, BPS also assists in statistical activities in various ministries, and government agencies, and builds inter-institutional collaboration for the benefit of statistical development in Indonesia. (Ridho & Mansyur, 2020).

Since 2011, BPS has carried out an acceleration program for BPS products that address the needs of these data users (Isbandono & Pawastri, 2019). The integrated statistical service program can make it easier for the public to access statistical data quickly and accurately and can also be used as a solution in data services during the COVID-19 pandemic. In addition, it can also overcome problems related to the lack of accurate and valid data sources. which can be accessed by the general public and academics to make scientific research materials. The use of technology is one of the innovations carried out by the Central Bureau of Statistics (BPS) of Madiun Regency to improve the quality of data services for community satisfaction. Therefore, The purpose of this research is to find out how the implementation of data service innovation through the integrated statistical service program by the Central Bureau Statistics (BPS) of Madiun Regency during the COVID-19 pandemic has the aim of making it easier for the public to access data quickly and precisely during the pandemic. In addition, this research also aims to clarify what obstacles are encountered at the Madiun Regency BPS regarding data services in the Covid-19 pandemic era.

B. LITERATURE REVIEW

Innovation

According to Suharyadi (2007), innovation is the ability to apply creativity to solve problems and find opportunities. Innovation can be interpreted as new ideas, new practices, or new objects that can be perceived as something new by society. Creativity is indispensable in innovation because creativity can give birth to useful innovations (Safaria, Muhtar, Irawati, & Widianingsih, 2018). Through innovation comes novelty that can take the form of new products to new distribution systems. Understanding from other sources states that innovation is an activity that includes the entire process of creating and offering services or good goods that are new, and better than those previously available to improve an existing quality (Wardani, 2019). Sooner or later the acceptance of innovation by society depends on the characteristics of the innovation itself (Heryanto Monoarfa, 2012). So that the characteristics of innovation that affect the speed at which information is received by Everett M. Rogers (2003) are as follows:

1. Relative advantage – Relative advantage is the extent to which the innovation made is considered capable of providing benefits to the recipient in this sense in the community.
2. Compatibility - Compatibility is the degree to which an innovation meets user values, experiences, and needs. If the innovation made is not by the values or norms believed by the user, the innovation will not be accepted quickly compared to innovations that are by the norms that exist in society.
3. Complexity (complexity) – Complexity is the level of difficulty for users to understand and use the innovation created. Something easy to use, and easy to use by users will spread quickly, while innovation that is difficult to use in the deployment process will be slower because the recipient must of course be studied first.
4. Trialability – The ability to be tested in this case is where an innovation that has been made can be tried or not an innovation by the recipient. Innovation must be able to show its benefits so that it is quickly accepted and attracts users.
5. Observability – means whether the innovation results are easy to observe or not. If the innovation is easy to observe, then the innovation will be more easily accepted by its users.

Data Service

According to (Kurniawan, 2016) service is an activity that provides customer satisfaction in the form of direct physical interaction between one person and another. According to Giroonroos from Hastono (2008) service is an invisible activity, resulting from consumer-employee interactions or other things provided by service providers. From the explanations of the experts above, a data service is a form of publicly available data which aims to facilitate public access to statistical data services in the form of social, economic, and agricultural data.

C. METHOD

The research method used in this research is descriptive qualitative research, namely research conducted by providing a detailed description of a phenomenon. Data collection techniques are carried out through searching various sources, both

from national and international journal articles that have been indexed with the keywords innovation, performance management, and good governance. In addition, the Central Bureau of Statistics keywords is collected through government documents as well as printed and electronic mass media reports as secondary data which is then processed and described in narrative form. The data that has been obtained is then analyzed and carried out by describing the facts followed by analysis or arguments from the author. The location of this research is in the Central Bureau of Statistics Madiun regency. This research focuses on data service innovation by the Central Bureau of Statistics Madiun regency in the era of the covid-19 pandemic.

The rationale for using this method is that researchers want to know about the phenomena that exist in the BPS Madiun regency. In addition, the researcher went directly to the field to search for information related to the research subject so that this descriptive qualitative research would be more appropriate to use.

D. EXPLANATION

The Central Bureau of Statistics of Madiun Regency is a Non-Departmental Government Institution that carries out the function of fostering statistical data to meet the principles of integration, accuracy, and up-to-date data in statistical activities (Gummesson (at Tjiptono dan Chandra, 2011). efforts of coordination and cooperation as well as efforts to foster all components of society. In this case, BPS Madiun regency is a government institution located in the region that has the task and function as a builder of statistics in the Madiun regency where BPS has a channel in providing services related to the Integrated Statistical Service System that can be utilized by the general public and other agencies both for research, policy-making materials, and so on in the Madiun Regency.

BPS Madiun regency must be able to innovate, especially in efforts to provide data services during the covid-19 pandemic. Data services are carried out through the implementation of established policies that have an impact on access to public services. Such conditions should be used as a positive impetus for optimizing the development of data service innovation, carried out face-to-face, and then switching to an online system using information technology. Of course, a change of mindset is also needed after this transition. By providing socialization and education to the community, awareness and understanding will be created to achieve effective and efficient results.

Based on the *Peraturan Kepala BPS Nomor 78 Tahun 2020* concerning Standards for Integrated Statistical Services within the Central Bureau of Statistics Chapter 1 Article 1 paragraph 1 explains that Integrated Statistical Services is the provision of data services and statistical activities from several types of services carried out in an integrated manner through one door by a work unit as the person in charge (Widyadarma, Santosa, & Nugroho, 2016). In this case, the Integrated Statistical Service Standard is a benchmark used as a guideline for service delivery and as a reference for assessing obligations and service quality as the obligations of the Central Statistics Agency in the context of fast, simple, and measurable integrated statistical services. Based on the *Peraturan Kepala BPS Nomor 78 Tahun 2020* concerning Integrated Statistical Service Standards within

the Central Bureau of Statistics Chapter 3 Article 4 states that the integrated statistical service standards as referred to in Article 3 shall at least contain, among others, Service Delivery Components consisting of requirements, systems, mechanisms, procedures, service period, fees or tariffs, service products, handling complaints, suggestions, and inputs. While the Manufacturing Component consists of the legal basis, facilities, and infrastructure, the competence of implementers, internal control, number of implementers, service guarantees, security guarantees, service safety, and performance evaluation of implementers. service products, handling complaints, suggestions, and input. While the Manufacturing Component consists of the legal basis, facilities, and infrastructure, the competence of implementers, internal control, number of implementers, service guarantees, security guarantees, service safety, and performance evaluation of implementers. service products, handling complaints, suggestions, and input. While the Manufacturing Component consists of the legal basis, facilities, and infrastructure, the competence of implementers, internal control, number of implementers, service guarantees, security guarantees, service safety, and performance evaluation of implementers.

The Integrated Statistics Program is present as one of the answers to the challenges of data service innovation through the integrated statistical service program at BPS Madiun regency during the COVID-19 pandemic including print libraries, digital libraries, statistical consultations, softcopy or hardcopy sales, recommendations for sectoral statistical activities, the Wadah Pecel AE application which can be downloaded from the Playstore. In the activity of integrated statistical services during the COVID-19 pandemic organized by BPS Madiun regency is expected to be able to assist data users in meeting their needs in finding data quickly and instantly without having to meet directly with BPS officers. In the first service flow, visitors can meet the security officers of the BPS Madiun regency by implementing health protocols and conveying needs. Second, fill in the guest book where the data service process is carried out from Monday to Friday starting at 07.30-18.00. Third, there are several types of services provided by the BPS Madiun regency including a print library where visitors can go directly to the library in the BPS Madiun regency by borrowing a book from the BPS Madiun regency which has been provided and usually the books provided are based on the results of surveys that have been carried out previously, if visitors feel that the data found in the print library is still not as expected, visitors can access the data through a digital library in the form of the BPS Madiun regency which can be accessed anytime and anywhere. Fourth, several requirements must be met by individual visitors, namely a photocopy of SIM or KTP for groups, namely Power of Attorney, as well as for legal entities, namely a photocopy of the first and last ADRT sheets approved by the Ministry of Law and Human Rights. Fifth, within the period of the data fulfillment process, is 10 working days (+7 working days if needed) then the service process has been completed.

In addition, the innovations that emerged in the integrated statistical service program by BPS Madiun regency in the era of the covid-19 pandemic, namely by launching an application that aims to make it easier for data users to find information, access data remotely. The application is called Wadah Pecel AE

(Quickly Complete Important Reliable Data Stall, Madiun Regency). The application contains statistical data about BPS Madiun regency and can be downloaded via Playstore. The following is a display of the Wadah Pecel AE application (Quickly Complete Important Reliable Data Stall, Madiun Regency).



Picture: *Wadah Pecel AE application display*

The flow of the integrated statistical service program using the Wadah Pecel AE application in the pandemic era carried out by BPS Madiun regency are:

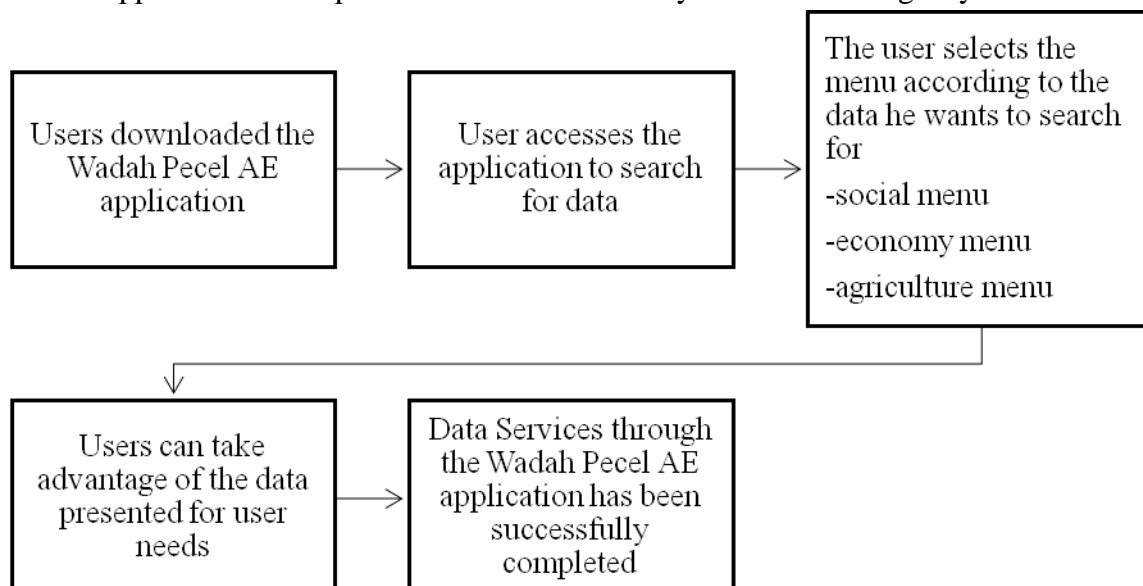


Chart: *Data Service Flow of the Integrated Statistical Service System through the Wadah Pecel AE application at BPS Madiun Regency*

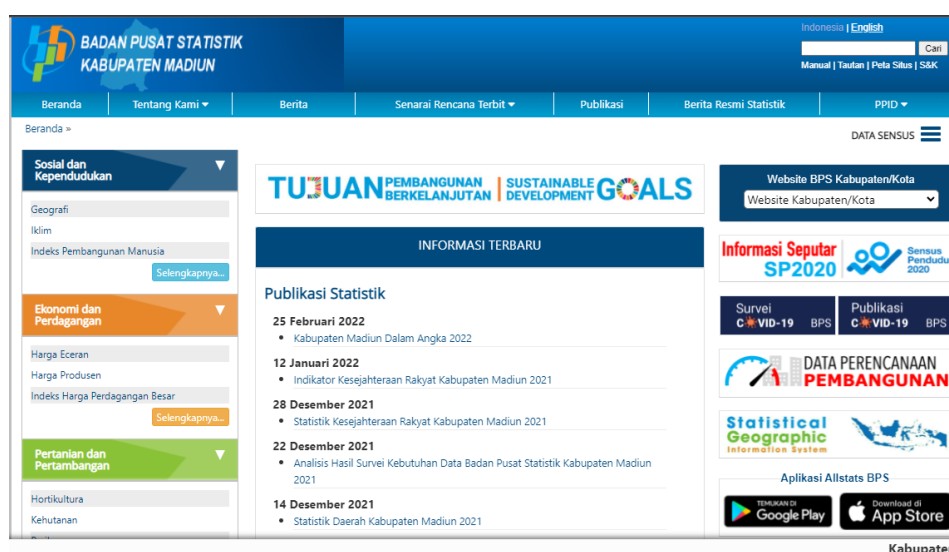
Based on the chart above, the flow of data services through the Wadah Pecel AE application, namely First, users can download the Wadah Pecel AE application through the play store. For now, the application is only available on the Playstore. After downloading the application, users can immediately use the application to find the data they need without having to log in first. Then, in the application, there is 4 menu consisting of a social menu, and economic menu, an agricultural menu, and a contact menu. Each menu contains data on the results of the census activities that have been carried out by the BPS Madiun regency.

Social data is obtained from the results of the Population Census which is usually carried out in years ending in 0. On the social page, it contains Poverty data, Employment data, Population data by Gender, Working Population data by Business Field, School Participation Rate (APS), Gross Participation Rate (APK), and Net Participation Rate (NER). Then on the economic menu in the Wadah Pecel AE application, it contains data for GRDP for Business Fields, GRDP for Expenditures, and data for the Human Development Index (IPM). In the agriculture menu section, there are several data on food crop production that can be accessed, including data on rice, rice, corn, soybeans, peanuts, cassava, and sweet potatoes. Then in the contact menu section, we contain information related to social media owned by BPS Madiun regency in the form of a website, Facebook, Instagram, Youtube, and also regarding contact data and complaints services through the Pesilat number (Short, Complete, Fast Data and Complaint Services). The social media of BPS Madiun regency in the form of Facebook and Instagram contains various kinds of recent activities carried out by the Central Bureau Statistics for Madiun Regency, the information is usually in the form of photo documentation under which there is a caption explaining what activities are being carried out. While the social media of BPS Madiun regency in the form of youtube contains a video about the video profile of the Central Bureau of Statistics, the field activities of the Central Bureau Statistics of Madiun Regency with other agencies in the form of the inauguration of the Beautiful Village (Cinta Statistik). While the number of Pesilat BPS Madiun regency can be used by the community as a complaint service number when the community meets field officers who request data from the community on behalf of the Central Bureau Statistics for Madiun Regency and this number can also be used by the community, other agencies, or legal entities if they want to request statistical consultation regarding data collection methods statistics and formulation of survey indicators. By using the Pesilat number (Short, Complete, Fast Data, and Complaint Service) users can also request recommendations for sectoral statistical activities in the form of requests for assistance in collecting sectoral data, which programs are usually used by regional-level agencies to collect macro data as an example UMKM data, data on recipients of food and non-food assistance, the survey of the expanse of food crops and so on. With the fighter number listed in our contact menu option in the Wadah Pecel AE application, of course, it is very easy for the public to find additional data if the required data is not yet available in the Wadah Pecel AE application, users can also contact BPS Customer Service

Madiun regency to inquire regarding sales of data in the form of soft file or hard file in the form of macro data and statistical work area.

The application was designed by an employee of the IPDS section of BPS Madiun regency to shorten the service time for statistical data and as one of the policy steps made to optimize data services during the COVID-19 pandemic, where the publication of the launch of the Wadah Pecel AE application by the Madiun regency and online media in the Instagram and Facebook BPS Madiun regency. The application can be run without using internet access. The published data is of course the latest and as an alternative to the application, it is also connected directly to the website and the Pesilat number (Short, Complete, Fast Data, and Complaint Service), where the number is directly connected to the BPS Customer Service Madiun regency. The application contains information data regarding the results of sampling collection carried out by field officers and then processed by the IT team for data input to the BPS system. The Wadah Pecel AE application contains social data which includes the results of the Population Census, economic data which includes the results from the Economic Census, and agricultural data which includes the results from the Agricultural Census.

In addition to the Pecel AE application, the BPS Madiun regency also provides statistical data services in the era of the COVID-19 pandemic through the website. The website is <https://madiunkab.bps.go.id/> Data users can access the website whenever and wherever they are. So that the existence of the website can also make it easier for users to access the required statistical data. The website contains data processing results carried out by the IPDS BPS Madiun regency after the surveyor census is carried out, usually, the data contained in data from the economic and social survey (SUSENAS), the national labor force survey (SAKERNAS), population census (SP), agricultural census, economic census, and other sectoral statistical activities. On the website owned by the BPS Madiun Regency, users can download some data in the form of soft files related to the results of the BPS Madiun regency. The following is a display on the BPS website that can be used as reference material looking for data information:



Picture: Display from website BPS Madiun regency (Source: <https://madiunkab.bps.go.id/>)

The following is the flow of data services through the website:

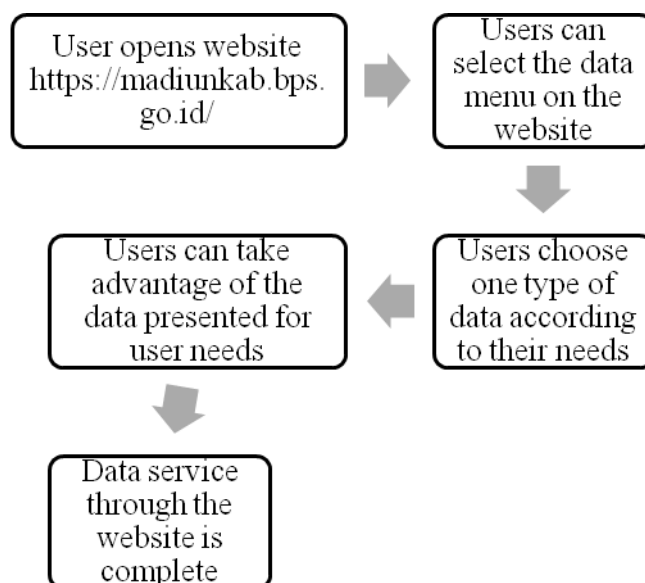


Chart: *Flow of Data Services for the Integrated Statistical Service System through the BPS Madiun regency*

Based on the data service flow chart through the website above, if the user needs data information, the user can directly open the website address, namely <https://madiunkab.bps.go.id>. On the website page, various menus of information are presented. Users can directly choose on the data menu if they want to access data information held by the BPS Madiun regency. After that, the menu will display three groupings of data types according to the topic. The three data groupings are social data, economic data, and agricultural data. Thus the user can access the data according to what is needed. The website page also contains the latest information, such as official statistical news containing the harvested area of rice production in Madiun Regency 2021 (Fixed Figures), Harvested Area and Rice Production from the KSA Survey in Madiun Regency 2020, Harvested area and rice production in Madiun Regency 2021, Regency economic growth 2021, Gross regional domestic product Madiun regency according to the 2017-2021 business field, and indicators of the welfare of the people of Madiun regency.

If we examine the use of the Wadah Pecel AE application based on the theory of Everett M. Rogers (2003), the characteristics of data service innovation through integrated statistical services at BPS Madiun Regency namely, First relative advantage (relative advantage).

Relative advantage is innovation that is considered useful for users. In the innovation that has been made by BPS Madiun Regency in the form of data services through integrated statistical services and the Wadah Pecel AE application, it can make it easier for the public to access data remotely and in accessing the Wadah Pecel AE application, they also don't have to be connected to

the internet. Second, Compatibility (compatibility). Compatibility is the degree to which the innovation is made compatible with the values, experiences, and needs of users. The innovations made by BPS Madiun Regency in the form of data services through integrated statistical services and the Wadah Pecel AE application are following what is desired. The service contains data information that can be used for all circles, both academics and non-academics. Third, complexity (complexity). Complexity is the degree of difficulty in understanding and using the innovation for the recipient. Based on the complexity experienced by users in utilizing these data services, there is still a lack of information about integrated statistical services for the Wadah Pecel AE application. So there are still many people who are not aware of the existence of such data services. Fourth, is the ability to be tested (trialability). The ability to be piloted is where innovation can be tried or not an innovation by users. Before launching the innovative integrated statistical service for the Wadah Pecel AE application, BPS conducted a trial first regarding whether or not it was feasible to serve it. In addition, BPS also takes positive responses from users so this innovation is expected to help users in finding data quickly. Fifth is the Ability to be observed (observability). The ability is where the innovation may or may not be tested on its users. Before introducing statistical service innovations built on the Wadah Pecel AE application, BPS first made efforts to determine the feasibility of its application. BPS Madiun regency continues to disseminate information about the existence of servant's data in the form of integrated statistics for the Wadah Pecel AE application. Because, the more information that is spread, the more people who know about the data service so that it can be utilized. Thus, to monitor the optimization of the implementation of the data service program carried out by the BPS Madiun Regency, the agency evaluates the service standard of the integrated statistical service periodically every 1 year. So that the evaluation results can be used as a basis by the work unit to review and improve the integrated statistical service standards. Evaluation activities for integrated statistical services are also carried out by employing community satisfaction surveys related to these services. The agency has the right to conduct periodic community satisfaction surveys for at least once 1 (one) a year. The Community satisfaction surveys can be conducted at the stages of planning, preparing, conducting, processing, presenting survey equipment, determining scope and sampling methods, determining respondents, and conducting surveys. Results, presentations included and results reported. The results of the community satisfaction survey can be used as the basis for creating community satisfaction indicators related to data services using the Wadah Pecel AE application, which will be the basis for future service improvement processing, and presentation of survey results which includes preparation of survey instruments, determination of the size and method of sampling, determination of respondents, implementation of surveys, processing of survey results, presentation, and reporting of results. From the results of the community satisfaction survey, it can be used as the basis for compiling a community satisfaction index related to data services with the Wadah Pecel AE application which aims to serve as a basis for service improvement in the future. processing, and presentation of survey results which includes preparation of

survey instruments, determination of the size and method of sampling, determination of respondents, implementation of surveys, processing of survey results, presentation, and reporting of results. From the results of the community satisfaction survey, it can be used as the basis for compiling a community satisfaction index related to data services with the Wadah Pecel AE application which aims to serve as a basis for service improvement in the future.

With the implementation of the integrated statistical service program by the BPS Madiun regency in the era of the covid-19 pandemic, there are also obstacles to be faced. Barriers or obstacles faced are sometimes in the process of implementing the Integrated Statistical Service program carried out by BPS Madiun Regency, sometimes it still does not match the data expected by the applicant. Because sometimes the applicant seeks data to the smallest scope, while the data that can be collected by the Central Bureau of Statistics is only up to the sub-regency area, while the BPS Madiun regency does not have the main tasks to publish data up to the scope of RT or RW in the village. In addition, the lack of proper promotion carried out by the BPS Madiun regency.

Thus, the era of the covid-19 pandemic is not an obstacle to the BPS Madiun regency to keep trying to bring innovations in data service programs so that it can make it easier for users to obtain statistical data in the Madiun regency easily and quickly.

E. CONCLUSION

Data service innovation is an activity or activity design in the context of fulfilling basic needs by the civil rights of every citizen and resident of an item, service, and or provision of data provided by a government agency (Nurdin, 2018). In this pandemic era, data service innovation must be more responsive because it will be directly monitored transparently by the public (Safaria, Widianingsih, Muhtar, & Irawati, 2019). The public's demands for the disclosure of data information are closely related to bureaucratic moral and ethical issues. One form of way that can improve the quality of data services is to provide services through an integrated statistical service program such as what has been done by BPS Madiun Regency.

The Central Bureau of Statistics of Madiun Regency is a Non-Departmental Government Institution that carries out the function of developing statistical data to fulfill the principles of data integrity, accuracy, and up-to-date statistical activities. BPS Madiun regency has a flow of data requests related to the Integrated Statistical Service program that can be used by the general public and other agencies both for research, policy-making materials, and so on in the Madiun regency.

In the process of implementing the Integrated Statistical Service program, of course, it will have an impact on the implementation of the Integrated Statistical Service program by the Central Bureau of Statistics of Madiun Regency. As it is known that the Integrated Statistical Service program is one of the innovations provided by the BPS Madiun regency is in the process of providing data services in the era of the COVID-19 pandemic, especially at the regional level. From here, it can be seen the advantages and disadvantages that exist in the process of

organizing data service activities by the BPS Madiun regency. Thus, in general, what can be obtained from the focus of this research is the operation of data services that have been organized by the BPS Madiun regency in the era of the covid-19 pandemic. The data service innovation in the form of an integrated statistical service program continues to be developed to realize a good form of data service following the SOP and also able to meet the needs of data users, especially in the era of the covid-19 pandemic. In addition, BPS Madiun regency also pays attention to the problems and challenges that occur related to the integrated statistical service program so that BPS Madiun regency can improve to realize data services that are following its standards. What the BPS Madiun regency to monitor the optimization of the implementation of data services carried out by BPS Madiun regularly evaluates the service standards of the Integrated Statistical Service every year. The results of the evaluation can be used as a basis for reviewing and improving the standard of integrated statistical services by the work unit. The evaluation of integrated statistical services is also carried out through a population satisfaction survey related to these services. The agency has the right to conduct periodic community satisfaction surveys at least once a year. The Community Satisfaction Survey includes planning, preparing, implementing, processing, and presenting survey results, including preparing survey equipment, determining the scope and methods of sampling, determining respondents, conducting and processing and presenting survey results, and reporting the results.

Thus, in the era of the covid-19 pandemic, it is not an obstacle to providing data services to the public. BPS Madiun regency continues to develop innovations to meet the needs of data users. So that data users can access the data they need whenever and wherever they are.

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