

Local Wisdom-Based Policy Innovation in Indonesia During 2018-2021

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Abstract: Several studies on the innovation of Indonesian public services only provide general and less specific descriptions of inclusive public services based on local wisdom. This study aims to find innovative models of local wisdom-based public services in Indonesia. This study is a descriptive-exploratory study, and the research method is an archival one emphasizing secondary data use. The findings revealed that (1) Local government dominated policy innovation proposals based on local wisdom compared to the central government because of the proximity aspect of service distance to objects, so the type of service is specific. 2) Product-oriented service types dominated service innovation due to specific, urgent, and critical service needs that must be resolved immediately. 3) Innovation with the outcome of problem-solving was very dominant because it is related to critical service issues that require solving problems by minimizing existing local cultural clashes. 4) The sectors of education, community empowerment, food security, environmental preservation, and the health sector almost evenly influenced service policy innovations based on local wisdom, because it is a wedge between direct contact with basic community services and the culture adopted by local communities. 5) Innovator originating from Java and Outside Java had competed quite dynamically over the last four years, because Outside Java excelled in the quantity of both organizations and local communities, while Java excelled in its human resources and infrastructure's quality.

Keywords: *Innovation; Public Services; Local Wisdom*

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INTRODUCTION

In the current global era, all countries must be able to make adaptive changes to include all groups of people left behind due to overly focused economic growth. Countries must follow a humanistic development pattern involving the community through active and equitable participation according to their abilities, and this has become a global goal through the Millennium Development Goals (MDGs). Furthermore, these goals are developed through the Sustainable Development Goals (SDGs) vision. Likewise, the MDGs and SDGs are based on the same premise that no one should be left behind. Therefore, there are no longer the most disadvantaged groups or individuals who suffer the most in vulnerable structures, such as people with low incomes, women and children, and older people (Ruhil R, 2017).

This common goal is essential to achieve while deepening economic inequality in various countries. Various racial issues and the oppression of minority groups exacerbate this inequality. The global vision is an inclusive public policy or a policy with an orientation and direction toward social inclusion.

More specifically, this policy is implemented in support of underprivileged communities, such as women, children, people with HIV/AIDS, ethnic minorities, immigrants, and migrants (Tambunan, 2012). "Inclusive is the thing" means that with inclusivity, there is hope for the future, and nothing is left behind.

The long history of certain groups' domination in Indonesian public policy ended with a wider political decision-making process and removing barriers for marginalized groups to express themselves and participate during the reform period (Rosser et al. (2007). However, these changes are still insufficient, especially regarding what the government conveys to the public. Public service is the right of all groups of people without exception, but so far, public service has often been a tool of state discrimination against society.

Furthermore, local governments that have the autonomy to serve the community continue to cause controversy in providing public services at all levels of society. Local governments cannot reach marginalized groups, while marginalized groups need strong and proactive governance. This controversy arises because local governments tend to be passive Salim, (2018). Furthermore, there is a tendency for local governments to be accountable only to the most vulnerable people during elections, such as low-income people (Fossati, 2016). Even these local governments have a history of social exclusion among their employees, citing discrimination against ethnic minorities (Tyson, 2003). Therefore, it is important to know the extent to which inclusive public services are implemented in the regions, and it is also important to know the extent to which local governments are trying to break away from mainstream policies by innovating inclusive public services based on local wisdom values

Inclusive innovation is defined as a new way to improve the lives of people in need (Bryden et al., 2017) and must have an impact on the poor and marginalized groups (Marshall, 2019)]. Studies on innovation patterns in the Indonesian context, such as comparisons between regions in certain types of innovation, are still quite limited (Abdullah, 2016). However, some research describes innovation in public services in Indonesia but does not specifically examine inclusive innovation Kusumasari (2019). This study will fill this gap and identify the real role of local government in protecting and improving public services for all based on local wisdom. This research will use documentary data on public service innovation reports in Indonesia from 2016 to 2021 issued by the Ministry of State Administrative and Bureaucratic Reform and aims to find patterns of inclusive public service innovation based on local wisdom organized by local governments.

According to a literature review conducted with Google Scholar, there has been a lot of research on policy innovation but relatively little on local wisdom (see Figure 1).

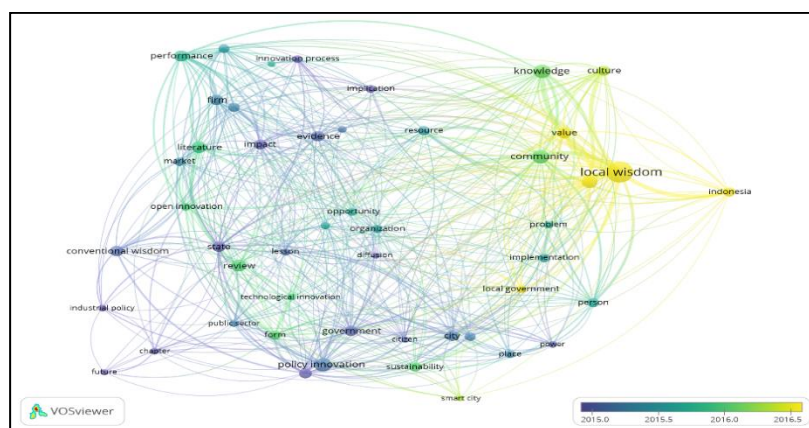


Figure 1. Literature Review
Source: Google Scholar

Considering this research gap, this research aims to comprehensively analyze the characteristics of local wisdom-based public service innovation in Indonesia, the main data collected from the results of the 2018-2021 Indonesian Public Service Innovation Competition.

THEORETICAL FRAMEWORK

1. Public Service Innovation

According to Schumpeter, innovation means the effort to create and implement something into a combination to add value to products, services, work processes, and policies not only for educational institutions but also for stakeholders and society. Typology of Public Sector Innovation According to Muluk (2008) in (Basuki et al., 2018), there are five typologies of public sector innovation, namely:

- a. Service Product Innovation;
- b. Service Process Innovation;
- c. Service Method Innovation
- d. Policy Innovation
- e. System Innovation.

Based on the definition in Law Number 18 of 2002 concerning the National System for Research, Development, and Application of Science and Technology, innovation is defined as research, development, and engineering activities aimed at developing practical applications of new scientific values and contexts, or new ways to apply existing science and technology to products or production processes.

Based on several explanations of the definition of innovation, innovation is not limited only to the use of new technology but also broader than that, including new product innovations, new processes, and new forms of service so that there is renewal in the organization. Innovation is urgent in private and government organizations. Innovation in the scope of government is a must, considering that today, the demands for improving the performance of government agencies are very massive by the community. The community demands improvements in government performance in all fields, especially in implementing public service. It is considered the most urgent practice of governance within the community. Innovation is one of the options that comes as a solution to improve public services that still do not meet community expectations.

2. Indicators of Public Service Innovation

Innovation in its application has attributes that can be used as indicators of measuring the success of an innovation. (Rogers, 2003) (Pangestu, 2016) (Maysara & Asari, 2021) outlines the attributes of innovation, among others:

- a. Relative Advantage. An innovation has advantages and more value than the previous one. The value of novelty is always there and inherent in innovation, which is a characteristic that distinguishes it from others.
- b. Compatibility. Innovation is compatible with the innovation it replaces. The previous innovation is not necessarily discarded. Apart from the small cost factor, the old innovation is part of the transition process to the innovation. In addition, it can also facilitate the process of adaptation and learning to innovations more precisely.
- c. Complexity. With its new nature, innovation certainly has a higher level of complexity when compared to previous innovations. However, since innovations offer new and better ways, this level of complexity is generally not a critical issue.
- d. Tryability. Innovation can be accepted if it has been tested and proven to have advantages or more value when compared to previous innovations. So that innovation products must go through a public test phase where everyone or all parties have the opportunity to test the quality of the innovation
- e. Observability. An innovation can be observed in how it works and produces something better. With this attribute, innovation is a new way to replace the old way of producing or doing things. However, innovation has a geophysical dimension that can make it new in one place but old and common in another.

3. Dimensions of Public Service Innovation

Reviewing two decades of research on public sector innovation, De Vries et al. (2016) have identified that at least six objectives and outcomes are expected. Innovation in the public sector aims to improve effectiveness and efficiency, address societal problems, increase citizen satisfaction, engage citizens, and involve private partners to contribute to public services.

Policy and Geographical Aspects Another important point in understanding public sector innovation is to consider the policy areas in which innovation occurs and where innovation occurs. These two points are important because public affairs is a broad issue that manifests in almost every aspect of human beings. Knowing what aspects of life and what kind of government interventions are being made to solve problems will be useful in identifying gaps in policy sectors or policy areas. Policymakers can identify a lack of innovation or even a pile of innovation in delivering public services. Second, Indonesia, an archipelago with more than 17,000 islands and 497 local governments, is considered a complex multilevel government system. Mapping the distribution of innovations between regions from a geographical perspective can help the Indonesian government overcome disparities between regions. From the archipelago perspective, the geographical analysis is aimed at Java and Outer Java. So, there are five dimensions of public sector policy innovation:

- a) Innovator Dimension
- b) Policy Type Dimension
- c) Policy Output Dimension
- d) Policy Sector Dimensions
- e) Geographical aspect dimension

RESEARCH METHOD

The research method used is an archival method that focuses on secondary data derived from literature and sources related to research, such as books, journal articles, and news from the media. The type of research is qualitative research with a descriptive-exploratory approach. Then, NVIVO 12+ was used to analyze the data's results. Tree Map analysis was combined with the Word frequency feature in this study. The class interface, which sorts the data collection based on the research's keywords, was examined using tree map analysis.

RESULTS AND DISCUSSION

To obtain data related to "words" whose frequency appears most frequently when discussing public service concepts, the Nvivo12 plus application, with the word cloud feature, is used. The word cloud feature is a method for visually displaying text data. These graphs are popular in text mining because they are easy to understand and help researchers understand an idea or ideas from the data collected at a certain time. Using this feature, the researcher displays the terms that emerged from the Sinovik data for 2018-2021 in a collection of words that most often appear on the issue of local wisdom-based public service innovation, as shown in Figure 2.



Figure 2. Words Cloud

Based on the data above, innovation and community appear most frequently, followed by other words such as empowerment, food, environment, health, and education. These words appear most often in discussions of public service innovation. Furthermore, data for public service policy innovations based on local wisdom from the SINOVIK Top 99 for 2018-2021 are as follows.

Table 2. List of Local Wisdom-Based Policy Innovation During 2018-2021

No.	Program Title	Innovator	Year
1	Mencapai Nol Kerentanan Penyandang Disabilitas Intelektual Melalui Sheltered Workshop Peduli / <i>Achieving Zero Vulnerability of Persons with Intellectual Disabilities Through the Care Sheltered Workshop</i>	Ministry of Social Affairs	2018
2	Gerakan LAKAMOLA ANAN SIO	Rote Ndao Regency	2018
3	Pariri Si- Desa	Sumbawa Regency	2018
4	Koteka Mas Jahtra (Komunitas Ekonomi Kreatif So Masyarakat Sejahtera) / <i>Creative Economy Community So Prosperous Society</i>	Teluk Bintuni Regency	2018
5	Sistem Informasi Peta Peruntukan Lahan Perkebunan Si Perut Laper / <i>Information System for Plantation Land Allocation Map</i>	West Java Province	2019
6	Batik Badung Anti Kantong Plastik Berbasis Kearifan Lokal / <i>Badung Batik Anti Plastic Bag Based on Local Wisdom</i>	Badung Regency	2019
7	Gerakan Moral Pinasa / <i>Pinasa Moral Movement</i>	Banggai Regency	2019
8	Gastrodiplomasi Cirendeu	Cimahi City	2019
9	Denpasar Senyum Melia Di Tubin	Denpasar City	2019
10	Apuse Pelita Rumah Aman Pelindung Wanita Dan Anak / <i>Safe House for Women and Children</i>	Indonesian Police	2020
11	Elite Baby Sistem Pengendalian Kematian Bayi / <i>Infant Mortality Control System</i>	Banjarnegara Regency	2020
12	Eco Wisata Wonosalam Permata Hati Perlindungan Mata Air Dan Hutan Berbasis Partisipasi / <i>Participatory-Based Protection of Springs and Forests</i>	Jombang Regency	2020
13	Strategi Bidik Normal Jurus Covid / <i>Strategy for Targeting Normal for Covid</i>	Batang Regency	2020
14	Laboratorium Kemiskinan Jurus Jitu Pengentasan Kemiskinan Kearifan Lokal Pekalongan / <i>Poverty Laboratory of Effective Poverty Alleviation Pekalongan Local Wisdom</i>	Pekalongan Regency	2020
15	Cabai Hiyung Tapin Mendunia Pedasnya 17 Kali Lipat	Tapin Regency	2020
16	Sekolah Keluarga / <i>Family School</i>	Bukittinggi City	2020
17	Sepasar Pedas (Sekolah Pasar Pedagang Cerdas) / <i>Smart Merchant's Market School</i>	Malang City	2020
18	Inovasi GANDENG GENDONG	Yogyakarta City	2020
19	Golantang (Go Lansia Tangguh) / <i>Go Tough Elderly</i>	National Family Planning Board	2021
20	Rumbai Koteka	Indonesian Police	2021
21	Kampung Keluarga CIKAR (Cerdas, Inovatif, Kreatif, Aktif, Dan Responsif) / <i>Smart, Innovative, Creative, Active, And Responsive</i>	Babel Province	2021
22	Gelimasjiwo (Gerakan Peduli Masyarakat Sehat Jiwo) / <i>Sehat Jiwo Community Care Movement</i>	Bantul Regency	2021
23	Gemar Limas (Gerakan Masyarakat Lisu Massikola) / <i>Lisu Massikola Community Movement</i>	Bone Regency	2021
24	Uyah Kusamba (Pelestarian Kearifan Lokal Garam Kusamba) / <i>Preservation of Local Wisdom of Salt Kusamba</i>	Klungkung Regency	2021
25	SIP BANGET (Sistem Informasi Pariwisata Batu Pengembangan Ekonomi Kreatif) / <i>BATU Tourism Information System for Creative Economy Development</i>	Batu Regency	2021
26	Si Ikan Nila (Sentra Intensif Budidaya Ikan Nila Sistem Bioflok) / <i>Intensive Center for Tilapia Cultivation with Biofloc System</i>	Malang Regency	2021

Policy Innovators

One of the functions of the government is to provide public services as a form of the government's general duties to realize people's welfare, which in practice is carried out by the government bureaucracy. Innovations must continue to be created, and their sustainability must be maintained and can be replicated in other regions to create efficient, effective, and public

services. Therefore, public service policy innovators comprise the Central Government, including Ministries, Institutions, and Regional Governments. To trigger it, the Ministry of State Apparatus Empowerment and Bureaucratic Reform (Kemenpan RB) has held SINOVIK, which has been held annually since 2014.

Based on Table 1, the number of public service policy innovations based on local wisdom and innovator data from 2018 to 2021 can be seen in Figure 3 below:

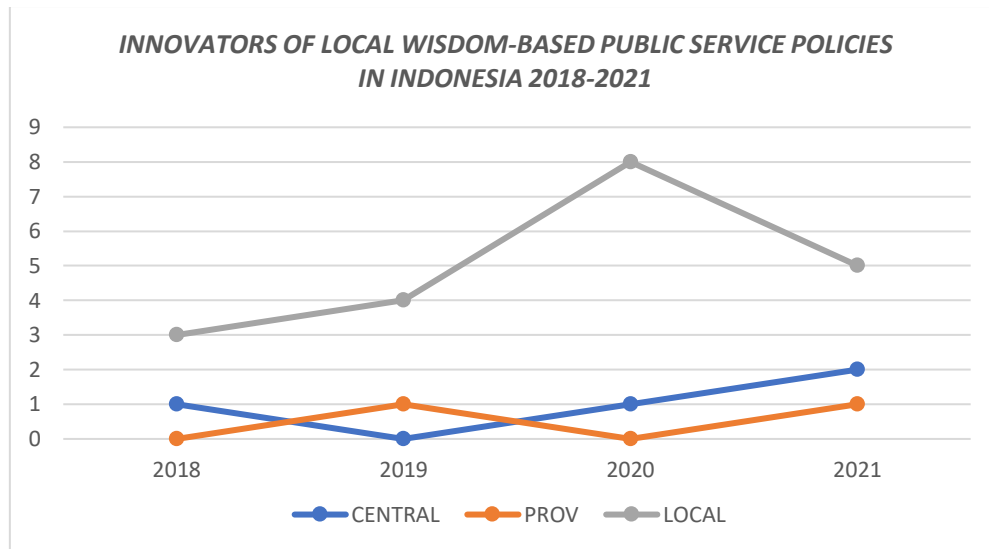


Figure 3. Policy Innovators in the Public Services Competition in 2018-2020
Source: Data processed by Researchers

The table data shows that local governments dominate local wisdom-based public service policy innovators. The Central Government only has four innovations, namely: (1) Zero Vulnerability Program for Persons with Intellectual Disabilities through Sheltered Caring Workshops (Ministry of Social Affairs RI), (2) Apuse PELITA Safe House for Protecting Women and Children (POLRI), (3) GOLANTANG - Go Elderly Tangguh- (BKKBN) and (4) RUMBAI KOTEKA (POLRI) While the Regional Government contributed 22 innovations consisting of 2 programs proposed by the Provincial Government and 20 programs proposed by the Regency and City Governments.

The dominance of the Regency/City Government indicates that the element of proximity to the party or object being served will be more specific to the type of service provided. The farther the reach of services to the community, the more common the issue will be. The more specific the type of service is, the greater the possibility of using local wisdom in the special community that is the object of the service.

Type of Public Services Innovation

The rapid development of the times has made public services unable to rely solely on conventional methods. Elements of information technology must also be included to make it faster, more efficient, and easier. Creating an innovation is also a matter that is not easy for every government agency. Innovation in its typology is built from two dimensions: agent services and client needs. The first type is developmental, when innovation occurs in existing services and client needs. The second type is expansionary when the innovation occurs in an existing service that operates within the client's new requirements. The third type is called evolutionary, when innovation occurs in existing client needs with new types of services. Finally, innovation is total regarding both new services and new client needs. This typology is relatively abstract because of the general context and the dynamics of citizens as clients.

The type of innovation also shows an innovator orientation in providing services to the public. The data on the types of innovation that exist in 2018-2021 are as follows:

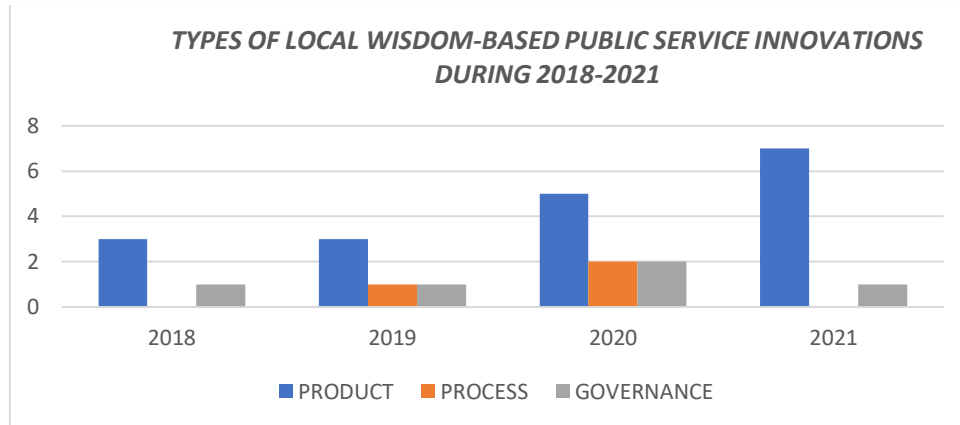


Figure 4. Type of Public Services Innovation in Indonesia in 2018-2020
Source: Data processed by Researchers

Types of public innovation services can be divided into three types of innovation, namely (1) Service products, which focus on the quality and efficiency of internal and external processes (2) Governance that emphasizes better governance processes, such as archiving document storage, and governance Manage electronics and so on, and (3) Processes that are simpler, less convoluted and easier.

Based on the data graph above, it can be interpreted that product-oriented services dominate service innovation based on local wisdom, which reaches 69.26%, followed by governance with 19.23%, and finally, Process Types, which are only 11.54%. Product types dominate service innovation based on local wisdom due to the demands for specific, urgent, and critical service needs that must be resolved immediately.

Outcomes of Public Services Innovation

The goals and main achievements (outcomes) of public service innovation, especially in Indonesia, can be categorized into 5 (five) achievements: (1) Effectiveness, (2) Efficiency, (3) Transparency, (4) Public satisfaction, and (5) Capability solving problem. Related to these five indicators, it turns out that the facts on the ground show that efficiency and public satisfaction outcomes do not appear. Complete data can be seen in Figure 5.

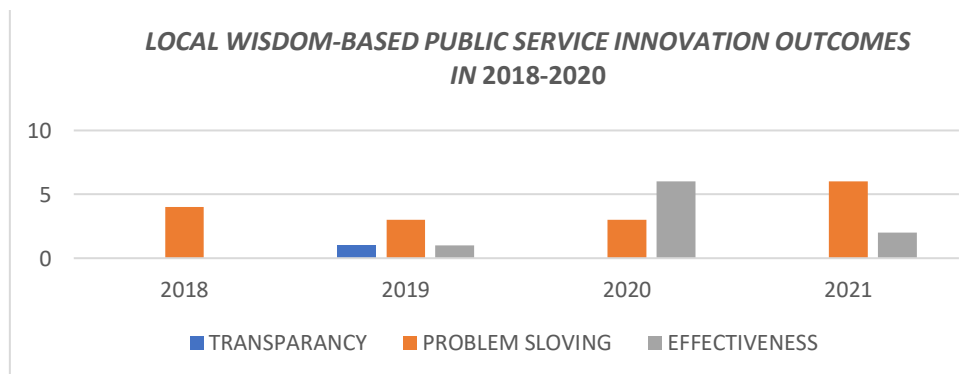


Figure 5. Public Services Innovation Outcomes in Indonesia in 2018-2020
Source: Data processed by Researchers

Based on the graph, the three indicators in public service innovation based on local wisdom in 2018-2021 show that innovation with problem-solving outcomes is dominant, reaching 61.54%. While effectiveness outcomes reach 34.62%, and the rest are transparency outcomes. The type of service that requires innovation based on local wisdom is related to critical service issues that require immediate problem-solving by minimizing existing local cultural conflicts.

Policy Sector

Conceptually, a service innovation should solve a problem, from bad to good, and good to getting better. (Ramdani, 2018). The aim of KIPP, held by the Ministry of Administrative and Bureaucratic Reform every year, is not only to find winners but also to have a positive impact and change for the wider community. Public service innovation is expected in the main basic service sector and other public services. The policy sectors include (1) Economic Growth, (2) Education, (3) Health, (4) Gender-responsive services, (5) Poverty Alleviation, (6) Community Empowerment, (7) Food Security, (8) Environmental Sustainability, and (9) Governance. The research data related to the policy sector from 2018 to 2021 can be seen in Figure 6.

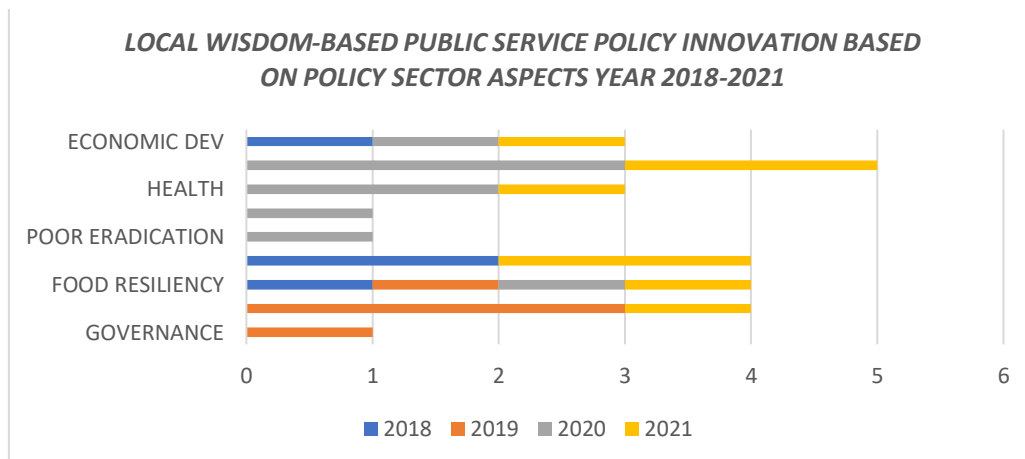


Figure 6. Policy Sector of Public Services Innovation in Indonesia in 2018-2020

Source: Data processed by Researchers

The figures above show that the education sector, community empowerment, food security, environmental preservation, and the health sector almost evenly color service policy innovations based on local wisdom. These sectors are a wedge between direct contact with basic community services and the culture adopted by the local community.

Geographical Aspect

Another determinant factor of the quality of innovation is the geographical aspect. It relates to the number of people who must be served by the government, the existing infrastructure support in the area, and other internal factors. The research data related to the policy sector from 2018 to 2021 data can be seen in Figure 7.

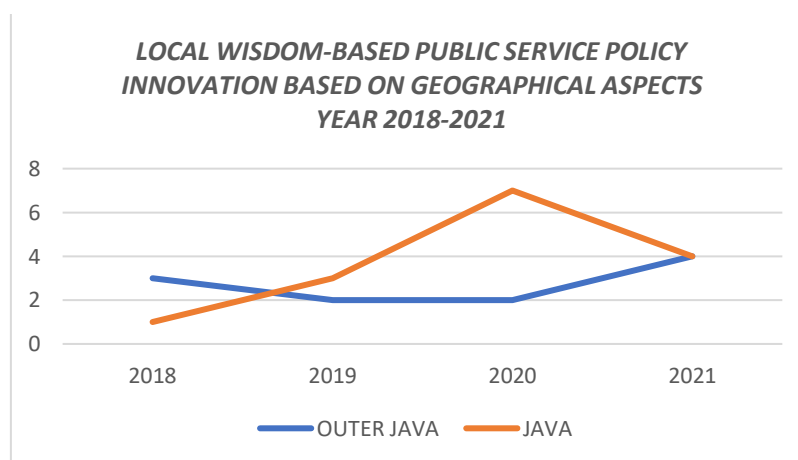


Figure 7. Geographical Aspect of Innovators

Source: Data processed by Researchers

From the table data above, innovators from Java and Outside Java compete dynamically. Outside Java excelled in 2018 and lost two years in a row, while in 2021, it ended in a draw.

Several factors cause the dynamic movement of data in the performance of public service innovation:

- 1) Regional governments outside Java have 28 provinces (82.35%), while in Java, there are only six provinces (17.65%). In contrast, the number of regencies/cities outside Java reached 516 or 81.26%, while in Java, it was only 119 or 18.74%. In terms of quantity, there is an imbalance between Java and outside Java.
- 2) The number of indigenous groups in Java is also very limited because there are only a few tribes: Javanese, Sundanese, Banten, Betawi, Madura, Osing, and Tengger. Meanwhile, outside Java, hundreds of indigenous groups have diverse local wisdom.
- 3) The availability of infrastructure and technology facilities in Java is much more developed than outside Java.
- 4) The availability of reliable human resources is also more concentrated in the government on the island of Java than outside Java.

These four factors lead to balanced dynamics in competition for innovation in public services based on local wisdom between local governments in Java and outside Java.

CONCLUSION

The results showed that (1) Regency/City Governments dominate proposals for local wisdom-based policy innovations compared to the Central Government due to the proximity aspect of service distance to objects so that the type of service is specific. (2) product-oriented types of services dominate service innovation because of the demands for specific, urgent, and critical service needs that must be solved immediately; (3) innovations that result in problem-solving are very dominant because they are related to critical service issues that require problem-solving as soon as possible by minimizing existing local cultural clashes. (4) The sectors of education, community empowerment, food security, environmental preservation and the health sector almost evenly color service policy innovations based on local wisdom, because it is a wedge between direct contact with community basic services and the culture adopted by local communities. (5) Those innovators from Java and Outside Java have competed quite dynamically over the last four years because Outside Java excelled in the number of organizations and local communities, while Java excelled in the quality of its human resources and infrastructure.

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