E-REPORTING PENGENDALIAN PEMBANGUNAN, KOTA CIMAHI, JAWA BARAT	**E-REPORTING ON DEVELOPMENT CONTROL, CIMAHI CITY, WEST JAVA**
INFORMASI GEOGRAFIS DAN DEMOGRAFIS. Cimahi adalah salah satu kota di Jawa Barat. Untuk menjalankan pembangunan yang meliputi perencanaan, pelaksanaan, pemantauan, evaluasi, pengendalian, pengawasan, dan pelaporan, diperlukan komunikasi intensif antar unit pemerintah kota.	**GEOGRAPHIC AND DEMOGRAPHIC INFORMATION** Cimahi is one of the cities in West Java. In order to run the development that consists of planning, execution, monitoring, evaluation, control, supervision, and report, intensive communication between city government units is highly needed.
MASALAH. Masing-masing unit kerja yang ada di lingkungan Pemerintah Kota Cimahi berjalan sendiri dan tidak terkoordinasi karena sistem informasi belum diintegrasikan dan tidak bersinergi satu sama yang lain. Akibatnya adalah keterlambatan waktu tanggap penanganan masalah, keterbatasan layanan informasi, besarnya biaya pelaporan, lamanya waktu penyelesaian laporan, menumpuknya berkas, sulitnya menemukan rekam jejak, dan sulitnya melakukan evaluasi pelaksanaan program pembangunan karena ketidaktersediaan data.	**STATEMENT OF PROBLEM** Every working unit in the scope of Cimahi City Government work by itself and not well-coordinated due to the unintegrated information system that is not in synergy with each other. The consequence of this problem is the delay on response in addressing problem, limited information service, high reporting cost, long duration of problem solving, piling-up documents, track record tracing difficulties, and difficulties in development program implementation due to data insufficiency.
DESKRIPSI INOVASI. Kota Cimahi memperkenalkan sebuah inovasi bernama E-Reporting Pengendalian Pembangunan Kota Cimahi. Program ini merupakan aplikasi cepat, tepat, dan akurat untuk membantu jajaran Pemerintah Kota Cimahi dalam mengelola, mengendalikan, memantau, dan mengevaluasi kegiatan pada masing-masing unit kerja. Aplikasi berbasis web (*web based*) ini aman dan memberikan kemudahan saat instalasi, perawatan, dan pengoperasian. Inovasi ini memudahkan pengelolaan data, mempercepat layanan informasi dan pelaporan baik internal, eksternal maupun kepada pemangku kepentingan dengan menciptakan pelaporan berkualitas didukung data yang akurat.	**DESCRIPTION OF THE INNOVATION** Cimahi City introduces an innovation called E-Reporting On Development Control, Cimahi City. This program is a fast, effective and accurate application that helps the Government of Cimahi City in managing, controlling, supervising, and evaluating the activities in every working unit. This web-based application is safe and giving them easiness on the installation, maintenance, and operation. This innovation simplifies data management, accelerates information service and reports both for internal and external and to the stakeholders through high-quality reports that are supported by accurate data.
STRATEGI INOVASI. Strategi inovasi meliputi pemodelan bisnis dengan dokumentasi tugas pokok fungsi unit, analisis informasi, dan identifikasi fungsi bisnis. Arsitektur sistem dan teknologi,	**THE INNOVATION STRATEGY** The innovation strategy consists of business modeling through documenting main job description of every function of the unit, information analysis, and business function

kebutuhan arsitektur berupa data, aplikasi, dan teknologi dirancang dengan baik. Strategi implementasi meliputi penyiapan sumber daya manusia, pelatihan, koordinasi, sosialisasi, dan pengembangan berkelanjutan.

SEBELUM DAN SESUDAH INOVASI. Sebelum inovasi e-reporting, pelaporan berjalan lamban dan masih dilaksanakan secara manual karena data tidak tersedia dengan baik dan pengarsipan laporan kurang teratur. Sesudah implementasi e-reporting, data tersedia dan pembuatan pelaporan berjalan cepat dan akurat. Demikian juga koordinasi dengan berbagai aplikasi lain di lingkungan Pemerintah Kota Cimahi meningkat. Hal ini menimbulkan kenyamanan dan kepuasan kerja dalam pembuatan laporan pengendalian pembangunan, dan menghasilkan laporan yang berkualitas.

KELUARAN. Keluaran yang paling berhasil dari E-Reporting Pengendalian Pembangunan yaitu peningkatan proses pengelolaan rencana kerja, kualitas realisasi pelaksanaan kegiatan dan pelaporan kegiatan berbasis teknologi informasi. Keluaran dari proses ini memiliki kualitas yang profesional, efisien, efektif, transparan, akuntabel, dan partisipatif. Terjadi hubungan interaktif antar berbagai unit termasuk komunikasi eksekutif dan legislatif.

MANFAAT. Manfaat utama adalah pembuatan e-reporting yang berjalan cepat-tepat-akurat, rencana dan pelaksanaan kegiatan tepat waktu, memperpendek waktu pelaporan, mengurangi berkas-berkas laporan, memudahkan akses, dan memperlancar kegiatan pemantauan, evaluasi, pengendalian, pengawasan, dan pelaporan. Keberhasilan e-reporting meningkatkan kualitas pelayanan publik menjadi lebih efisien, efektif, transparan, dan aman.

PEMBELAJARAN. Pembelajaran yang dapat dipetik adalah pembaharuan data harus terus menerus dilakukan. Dilakukan peningkatan dalam berbagai aspek meliputi identification. The system and technology architecture, architecture requirements in the form of data, application, and technology are created well. The strategy implementation consists of human resources preparation, training, coordination, dissemination of information, and sustainable development.

BEFORE AND AFTER INNOVATION

Before the innovation of e-reporting, the report went slowly and conducted manually due to the insufficient data and unorganized report filing. After the implementation of e-reporting, the data is provided and the report making goes fast and accurate. Same goes to the coordination with other applications in the Government of Cimahi City that is increasing. This improvement creates convenience and satisfaction of work in writing a report, controlling the development, and resulting high-quality report.

OUTPUTS

The most prominent output of the E-Reporting On Development Control, Cimahi City, is the improvement in working plan management process, the quality of activity's implementation, and activity reports based on information technology. The output of this process has professional, efficient, effective, transparent, accountable, and participative quality. Interactive relations between units have also occurred including communication between executive and legislative.

BENEFITS

The main benefit is the establishment of e-reporting that is conducted fast, effective, and accurate, planning and implementation of the activities right on time, reducing the amount of time needed for the report, decreasing the document pile, simplifying the access, and helping the supervision, evaluation, control, and report activities. The success of e-reporting has improved the quality of public service to be more efficient, effective, transparent, and safe.

sinergi dengan aplikasi lain, pelatihan petugas, keamanan data, kepatuhan dan kedisiplinan pengelola e-reporting, pemeliharaan sarana dan prasarana secara berkala dan teratur, meminimalkan risiko, pengarsipan yang lebih teratur, serta layanan cepat dan berkualitas.	**LESSONS LEARNED** The lesson that can be learned from this is that data renewal needs to be conducted continuously. Improvement in every aspect has to be done including synergy with other applications, officer training, data security, obedience and discipline of e-reporting officers, routine and frequent maintenance of equipment and facilities, minimizing the risk, more organized filing system, and faster and higher-quality service.

MATAHARI UNTUK KAUM PAPA DI KABUPATEN PURBALINGGA, JAWA TENGAH

INFORMASI GEOGRAFIS DAN DEMOGRAFIS. Kabupaten Purbalingga yang diapit oleh Kabupaten Banyumas, Purwokerto, dan Banjarnegara, memiliki penduduk berjumlah 881.831 jiwa di tahun 2012 dengan warga miskin sebesar 181.400 (24%).

MASALAH. Karena kemiskinan, banyak warga yang sulit mengenyam pendidikan formal. Program Wajib Belajar 12 Tahun hanya slogan karena banyak lulusan sekolah dasar dan menengah yang tidak bisa melanjutkan ke pendidikan yang lebih tinggi. Setelah Pemerintah Kabupaten Purbalingga mendapat alokasi dana sumbangan hibah dari pemerintah pusat di tahun 2011, dilakukan terobosan yaitu membangun Sekolah Menengah Kejuruan (SMK) Negeri 3 Purbalingga, transformasi dari SMK Dhuaffa. Sebuah badan sosial kependidikan Bernama Yayasan Purbalingga Peduli Anak Negeri (YP-PAN) ditunjuk untuk mengelola Asrama Pendidikan sekolah tersebut.

DESKRIPSI INOVASI. Inovasi berupa pembangunan SMK Negeri 3 Purbalingga untuk memberi akses pendidikan kepada masyarakat miskin dengan gratis, siswa memperoleh peralatan sekolah dan keperluan sehari-hari, dan menggunakan sistem *boarding school* (asrama). Para siswa diawasi sehari-hari oleh guru, pamong asrama dan YP-PAN. SMK Negeri 3 Purbalingga turut memberikan andil keberhasilan pendidikan di Kabupaten Purbalingga dalam tiga tahun berturut-turut (2011, 2012, dan 2013), meraih kinerja terbaik 10 besar nasional dan penghargaan "Samkaryanugraha Parasamaya Purna" dari Presiden Indonesia. Lulusan sekolah dijamin mendapatkan pekerjaan yang disalurkan melalui Bursa Kerja Sekolah dengan lulusan tahun pertama merupakan 72 siswa dari keluarga miskin.

THE SUN FOR THE POOR IN PURBALINGGA REGENCY, CENTRAL JAVA

GEOGRAPHIC AND DEMOGRAPHIC INFORMATION

Purbalingga Regency that is surrounded by Banyumas, Purwokerto, and Banjarnegara Regency had 881.831 population in 2012 with the number of underprivileged people reached 181.400 (24%).

STATEMENT OF PROBLEM

Due to poverty, there are so many people who find difficulties in pursuing formal education. The 12 Years Mandatory Education Program is merely a slogan since numerous elementary and middle school graduates are unable to continue their education to the more advanced degree. However, after The Government of Purbalingga Regency received grants allocation from the central government in 2011, they created a breakthrough by establishing Sekolah Menengah Kejuruan Negeri 3 Purbalingga (Purbalingga 3 Public Vocational High School) that is a transformation form of SMK Dhuaffa (Dhuaffa Vocational High School). A social foundation in education field named Yayasan Purbalingga Peduli Anak Negeri (YP-PAN) (Purbalingga National Children Care Foundation) is appointed to manage the Boarding Education of the school.

DESCRIPTION OF THE INNOVATION

Innovation in the form of the establishment of Purbalingga 3 Public Vocational High School was created to open free access to education for the underprivileged, where the students receive school and daily supplies and live in boarding school. The students are supervised by the teachers, school guardian, and YP-PAN. Purbalingga 3 Public Vocational High School has also participated in succeeding education in Purbalingga Regency in three consecutive years (2011, 2012, and 2013), achieved 10 National Best and honored "Samkaryanugraha Parasamaya Purna" from The President of The Republic of Indonesia. The graduates of this school are guaranteed jobs that are distributed through School Job Market in which first-year graduates are 72 students from underprivileged family.

STRATEGI INOVASI. Strategi inovasi SMKN 3 Kabupaten Purbalingga sejalan dengan upaya pengentasan kemiskinan yaitu pelaksanaan keluarga berencana, peningkatan kader kesehatan, penyediaan sekolah bagi lulusan sekolah menengah pertama (SMP) yang tidak mempunyai dana pendidikan, dan pelatihan keterampilan.

SEBELUM DAN SESUDAH INOVASI. Pendanaan SMKN 3. Masyarakat miskin kini memiliki pilihan akses pendidikan gratis. Pemerintah Kabupaten Purbalingga mengalokasikan anggaran yang memadai untuk keberlangsungan program ini. Dana pengelolaan asrama ditingkatkan agar kualitas program semakin baik.

KELUARAN. Para siswa mendapatkan pembelajaran lebih dibandingkan dengan kurikulum standar. Terdapat sinergi antara pengetahuan keagamaan, kedisiplinan, kewirausahaan, dan pembelajaran terstruktur di luar jam sekolah. Siswa SMKN 3 Purbalingga meraih berbagai prestasi di ajang kompetisi tingkat nasional baik dalam aspek akademis, olahraga, dan ekstrakurikuler.
Pengentasan kemiskinan bagi masyarakat tidak mampu yang menyekolahkan anaknya di SMK Negeri 3 Purbalingga ditindaklanjuti dengan penyediaan lapangan kerja bagi para lulusan. Disesuaikan dengan kebutuhan pasar, maka salah satu jurusan pendidikan adalah pengelasan. Pekerjaan welder atau pengelas banyak diperlukan perbengkelan. Telah dijalin kerjasama dengan berbagai perusahaan mitra sekolah untuk memberikan pekerjaan kepada para lulusan baru. Pada tahun 2015 terbuka tawaran kerja bagi siswa lulusan jurusan teknik pengelasan di berbagai perusahaan.

MANFAAT. Manfaat inovasi ini adalah menjadi sarana pendidikan yang diminati dan diandalkan oleh masyarakat miskin khususnya yang tinggal di pedesaan. Mereka mendapatkan secercah harapan untuk bangkit dan optimis menyekolahkan putranya di sekolah gratis. Lulusan sekolah

STRATEGY OF THE INNOVATION
The innovation strategy of Purbalingga 3 Public Vocational High School is in accordance with the poverty alleviation attempts such as Keluarga Berencana (family planning), enhancement of health cadre, provision of school for middle school graduates who do not have educational funding, and skill training.

BEFORE AND AFTER INNOVATION
Funding of Purbalingga 3 Public Vocational High School. Underprivileged people now have access to free education. The Government of Purbalingga Regency has allocated sufficient funds to support the implementation of this program. Boarding school management fund is to be increased to improve the quality of the program.

OUTPUT
The students receive more advanced learning compared to the standardized curriculum. There is a synergy between religious knowledge, discipline, entrepreneurship, and structured learning after school hours. The students of Purbalingga 3 Public Vocational High School have obtained many achievements in national competitions in academic, sports, and extracurricular aspects.
The poverty alleviation attempt towards underprivileged people who send their kids to Purbalingga 3 Public Vocational High School is implemented through providing employment for the graduates. In accordance with the requirements of the market, one of the major is welding. Welder work or welding is highly needed by machinery workshops. Cooperation has been engaged with various school-partner companies in order to employ new graduates. In 2015, there were job offers for welding major graduates in many companies.

BENEFITS
The benefits of this innovation are becoming the educational facility that is demanded and relied upon underprivileged people especially those who live in the village area. They receive a glance of hope to rise and optimistically send their kids to free education. The graduates can work at a workshop or welding companies and learn to be an entrepreneur afterward.

dapat bekerja di bengkel dan perusahaan pengelasan untuk kemudian belajar berwirausaha setelah mahir bekerja.	

PACAR BINAL, BADAN PELAYANAN PERIZINAN TERPADU KOTA TEGAL, JAWA TENGAH	**PACAR BINAL, THE INTEGRATED LICENSING SERVICE AGENCY OF TEGAL CITY, CENTRAL JAVA**
INFORMASI GEOGRAFIS DAN DEMOGRAFIS. Kota Tegal berada pada jalur pantai utara Jawa Tengah di antara Kota Cirebon dan Semarang. Penduduk banyak yang bekerja sebagai nelayan, harus mengurus izin perikanan keluar kota, yaitu Semarang di kantor Pelayanan Terpadu Satu Pintu (PTSP) Provinsi Jawa Tengah.	**GEOGRAPHIC AND DEMOGRAPHIC INFORMATION** Tegal City is located along the coastline of Central Java, between Cirebon and Semarang. Its citizens who mostly are fishermen, have to obtain fishery license out of their city, which is Semarang, in the office of The Integrated One-Gate Service (PTSP) of Central Java.
MASALAH. Ada lima masalah dalam pelayanan perizinan perikanan PTSP yaitu lemahnya koordinasi antar instansi Propinsi dan Kabupaten Kota; jauhnya jarak lokasi nelayan di Kota Tegal dengan institusi pemberi izin di Semarang; prosedur rumit, proses lama, dan biaya yang mahal; merebaknya penggunaan calo yang merupakan bentuk kolusi; dan pemalsuan dokumen perizinan.	**STATEMENT OF PROBLEM** There are five problems in fishery licensing service of PTSP such as lack of coordination between the Province and Regency/City agency; long distance between fishermen locations in Tegal City with licensing service agency in Semarang; complicated procedure, long process, and expensive cost; the spread of broker that is another form of collusion, and the forgery of license documents.
DESKRIPSI INOVASI. Untuk mengatasi masalah tersebut, diterapkan inovasi pelayanan perizinan perikanan kepada nelayan dengan nama "PACAR BINAL" (PANGKALAN CARI IZIN BAGI NELAYAN) di Badan Pelayanan Perizinan Terpadu (BPPT) Kota Tegal. Program ini kreatif dan inovatif karena menyederhanakan mekanisme perizinan, mendekatkan unit layanan dengan pemohon, membatasi ruang gerak calo, meningkatkan keamanan dokumen melalui penggunaan *barcode*, dan meningkatkan integritas pegawai.	**DESCRIPTION OF INNOVATION** To overcome those problems, an innovation for fishery licensing service is implemented to the fishermen under the name of "PACAR BINAL" (Licensing Station for the Fishermen) in the Integrated Licensing Service Agency (BPPT) in Tegal City. This program is creative and innovative because it simplifies the licensing mechanism, puts the service unit closer with the applicants, limits the access of illegal brokers, improves documents security through barcode, and increases the integrity of the employees.
STRATEGI INOVASI. Strategi inovasi adalah dengan memberi kewenangan kepada BPPT Kota Tegal untuk memberikan pelayanan perizinan. Untuk membangun kapasitas unit ini dilaksanakan workshop dan pelatihan untuk petugas, dan disediakan sarana dan prasarana pelayanan. Untuk memonitor proses, disusun prosedur standar dan alur pelayanan dan transparansi mengenai persyaratan yang harus dipenuhi pemohon.	**INNOVATION STRATEGY** The strategy of this innovation is to give authority to BPPT Tegal City to deliver licensing service. In order to establish the capacity of this unit, there will be a workshop and training for the officers, and service utilities and infrastructure will also be provided. In order to monitor the process, standard procedure and service blueprint is

SEBELUM DAN SESUDAH INOVASI. Pengurusan perizinan kapal ikan menjadi lebih mudah, murah, dan cepat karena sebelum inovasi diimpelemntasikan pemohon harus ke Semarang, sesudah inovasi cukup dilakukan di Kota Tegal. Jumlah perizinan setelah inovasi meningkat 15% dari sebelumnya 70-80 berkas per bulan menjadi 90-100 berkas per bulan.

KELUARAN. Keluaran yang dihasilkan inovasi PACAR BINAL adalah surat izin dilengkapi *barcode* sebagai upaya mengurangi pemalsuan dokumen. Demikian juga pemohon menikmati efisiensi waktu, biaya, dan tenaga. Kini pelayanan perizinan mengadopsi sistem online, dengan penyajian informasi yang cepat dan transparan. SMS Gateway digunakan untuk mengirimkan pemberitahuan kepada pemohon via telepon genggam.

MANFAAT. Manfaat inovasi ini dirasakan oleh aparat pelaksana dan instansi terkait, para pemohon perizinan, dan seluruh pemangku kepentingan, berupa kenyamanan dan kemudahan dalam memperoleh informasi pengoperasian dan pengawasan kapal.

PEMBELAJARAN. Pembelajaran yang dapat diambil dalam pelaksanaan gerai pelayanan perizinan perikanan di BPPT Kota Tegal adalah peningkatan kualitas tenaga pelaksana PACAR BINAL berupa pengetahuan tentang teknologi informasi dan perikanan tangkap. Terjadi peningkatan efisiensi biaya, waktu, dan tenaga. Informasi dan pengumuman kegiatan perikanan tersedia untuk konsumsi publik. Inovasi ini merupakan langkah percepatan pelayanan perizinan di BPPT Kota Tegal. Terbuka peluang replikasi PACAR BINAL di kota-kota lain di Jawa Tengah khususnya dan Pulau Jawa umumnya. Ke depan diharapkan PACAR BINAL diintegrasikan dengan kegiatan pelabuhan perikanan di berbagai kota lain seperti Pekalongan, Pemalang, dan Brebes.

arranged, as well as transparency about requirements that have to be fulfilled by the applicants.

BEFORE AND AFTER INNOVATION

The licensing arrangement of fishing boats is becoming easier and faster because before the innovation was implemented, applicants needed to go to Semarang, and after the innovation, all the process can be conducted in Tegal City. The number of licensing applicants have also been improving by 15%, from 70-80 documents to 90-100 documents per month.

OUTPUTS

The output from the innovation of PACAR BINAL is the license that is provided with a barcode as an attempt to avoid document forgery. The applicants also get time, cost, and energy efficiency. Now, licensing service has adopted the online system with information delivery that is fast and transparent. SMS Gateway is used to send notifications to the applicant via mobile phone.

BENEFITS

The benefits of this innovation are obtained by the implementing officers and related agency, license applicants, and all the stakeholders in the form of convenience and simplicity in obtaining information about ship operation and supervision.

LESSONS LEARNED

The lesson that can be learned from the implementation of fishery licensing service outlet in BPPT of Tegal City is the improvement of the quality of the officers of PACAR BINAL such as their knowledge towards information technology and fisheries. There is also some improvement in cost, time, and energy efficiency. The information and notification about fishery activities are also provided for the public. This innovation is a step to accelerate the licensing service in BPPT of Tegal City. There is a possibility that PACAR BINAL will be followed by other cities in Central

	Java and Java Island in general. In the future, PACAR BINAL is expected to be integrated with fishery activities in many harbors of many cities such as Pekalongan, Pemalang, and Brebes.

APLIKASI INFORMASI LISTRIK DI TELEPON SELULER, PT PERUSAHAAN LISTRIK NEGARA	**ELECTRICITY INFORMATION ON MOBILE APPLICATION, STATE ELECTRICITY COMPANY (PLN)**
INFORMASI UNIT PELAYANAN. PT Perusahaan Listrik Negara (PLN) merupakan Badan Usaha Milik Negara yang menyediakan layanan kelistrikan kepada masyarakat Indonesia. Terjadi perubahan preferensi masyarakat dalam penggunaan teknologi untuk mengakses internet yang mencapai 55 juta pengguna di akhir tahun 2015. Sekitar 80% pengguna mulai beralih dari komputer ke telepon pintar.	**SERVICE UNIT INFORMATION** State Electricity Company (PLN) is a State-Owned Enterprise that provides electricity service for Indonesian citizen. A transformation has happened on people's preference for using technology to access the internet that reached 55 million users at the end of 2015. About 80% users have changed their preference from computer to the smartphone.
MASALAH. PT PLN (Persero) memiliki masalah komunikasi dengan para pelanggannya. Sarana utama yang diandalkan adalah sarana yang berbiaya tinggi dan mulai ditinggalkan oleh konsumen seperti kantor pelayanan, call center, SMS, dan website. Masyarakat mengeluarkan biaya untuk datang ke kantor pelayanan. Mnegeluarkan biaya untuk menghubungi Layanan Call Center 123. Layanan tagihan rekening melalui SMS 8123 membutuhkan biaya. Tampilan website www.pln.co.id kurang ramah bagi pengguna telepon pintar. Kondisi ini ditambah dengan masalah proses pengurusan lama dan berbelit-belit, masih ada percaloan, yang berimbas pada menurunnya kepuasan pelanggan.	**STATEMENT OF PROBLEM** State Electricity Company (PLN) is experiencing communication problem with its customers. The main facility they had been using is a high-cost facility that has been deserted by their customers such as customer service office, call center, SMS, and website. The customer needs to spend some cost to go to the customer service office. They also need to do the same thing to call the 123 Call Center Service. The same problem goes to electricity billing service on SMS in 8123. Moreover, the display of its website, www.pln.co.id is also not user-friendly for a smartphone user. This condition is worsened by the long and complicated process and illegal broker that has been giving negative impact on customer satisfaction.
DESKRIPSI INOVASI. PT PLN mengembangkan layanan baru berupa aplikasi perangkat bergerak untuk ponsel pintar yang mudah diakses secara gratis oleh pelanggan kapanpun dan dimanapun bernama Layanan INFO PLN. Aplikasigratis ini melayani informasi seputar kelistrikan seperti memeriksa tagihan listrik, riwayat pembelian token prabayar, layanan online untuk Pasang Baru, Ubah Daya, Layanan Listrik Sementara, pengaduan pelanggan seluruh Indonesia, peta kondisi listrik, beberapa fitur media sosial, dan berita.	**DESCRIPTION OF THE INNOVATION** State Electricity Company (PLN) is currently developing a new service on a mobile application for the smartphone that is free and easily accessible by its customer anytime and anywhere called Layanan INFO PLN (PLN Information Service). This free application provides information regarding electricity such as checking electricity bills, pre-paid token purchase record, online service for New Installation, Power Adjustment, Temporary Electricity Service, nationwide customer service,

STRATEGI INOVASI. Inovasi Aplikasi INFO PLN adalah desain tampilan dan struktur yang uniform (seragam), mengakses data yang sama, tetapi digunakan oleh perangkat ponsel pintar yang berbeda menggunakan cross plattform programming sehingga mempermudah dalam menyamakan konten dan mempercepat proses pembaharuan aplikasi. Strategi Aplikasi INFOPLN terdiri atas 1) Pengembangan Aplikasi dan Strategi Pemasaran Aplikasi (System Development Life Cycle/SDLC dan pengujiana kualitas) dan 2) Strategi Pemasaran Aplikasi (sosialisasi, kemudahan aplikasi bagi pelanggan, penggunaan Google Play Store, Itunes App Store dan Amazon Apps, dan evaluasi).

SEBELUM DAN SESUDAH INOVASI. Dalam periode September 2015 – Februari 2016, aplikasi INFO PLN sudah meraih 18 ribu download dengan 152.345 total pengguna, 1000 pengaduan, 483.000 klik aplikasi, dan pelanggan aktif 164 orang per hari. Diawali prototype, dalam satu tahun dihasilkan aplikasi dengan basis sistem operasi Android, sistem operasi iOS, sistem operasi Blackberry, dan sistem operasi Nokia. Uji coba dilanjutkan dengan penggunaan Google Play Store dan Blackberry Appworld, dilanjutkan hosting aplikasi pada iOS itunes/ AppStore serta Nokia Market App. Pada tahun 2015, aplikasi ini dapat diunduh dari Google Play Store, Apple App Store, dan Amazon Apps.

KELUARAN. Keluaran inovasi adalah aplikasi telepon pintar yang memberikan berbagai layanan yang dapat diakses kapan saja dan di mana saja dengan biaya murah.

MANFAAT. Manfaat inovasi ini adalah kemudahan masyarakat mengakses informasi dan biaya.

PEMBELAJARAN. Pembelajaran dari inovasi ini adalah penyediaan fasilitas pelayanan pelanggan dapat dilakukan dengan memanfaatkan teknologi yang sesuai dengan perkembangan tren pengguna, electricity condition mapping, some features of social media, and news.

INNOVATION STRATEGY

The innovation of INFO PLN Application is on the uniformity of its display design and structure, access to the same data, but utilized by different smartphone device using cross-platform programming that simplifies the synchronization of the content and accelerates the process of the application update. The strategy of INFO PLN Application consists of 1) Application Development and Marketing Strategy (System Development Life Cycle/SDLC and quality check) and 2) Marketing Strategy for the Application (socialization, application convenience for the customers, utilization of Google Play Store, iTunes App Store, and Amazon Apps, and evaluation)

BEFORE AND AFTER INNOVATION

Between September 2015 and February 2016, INFO PLN Application has reached 18 thousand downloads with 152.345 users in total, 1000 complaints, 483.000 application clicks, and 164 active customers per day. Starting with a prototype, in one year, an application has been created under the operation system of Android, iOS, Blackberry, and Nokia. The trial continued to the utilization of Google Play Store and Blackberry Appworld, then application hosting on iOS iTunes/AppStore, and Nokia Market App. In 2015, this application has been available for download in Google Play Store, Apple App Store, and Amazon Apps.

OUTPUTS

The output of this innovation is a smartphone mobile application that provides a variety of services that can be accessed anytime and anywhere with minimum cost.

BENEFITS

The benefit of this innovation is the convenience for the people to access information and cost.

dengan biaya murah, dan pelayanan berkualitas.	**LESSONS LEARNED** The lesson obtained from this innovation is that providing service facility for the customer can be conducted through utilization of technology that is in line with customer trend, with minimum cost, and high-quality service.

E-LELANG BLOK MIGAS, DITJEN MINYAK DAN GAS BUMI, KEMENTERIAN ESDM	**E-AUCTION OF OIL AND GAS BLOCK, THE GENERAL DIRECTORY OF OIL AND GAS, THE MINISTRY OF ENERGY AND MINERAL RESOURCES**
INFORMASI UNIT PELAYANAN. Ditjen Minyak dan Gas Bumi adalah unit Kementerian Energi dan Sumber Daya Mineral yang menangani pembagian wilayah kerja minyak dan gas.	**SERVICE UNIT INFORMATION** The General Directory of Oil and Gas is the unit of The Ministry of Energy and Mineral Resources that is responsible for the division of the working area of oil and gas.
MASALAH. Produksi migas mengalami penurunan dari1,6 juta barel/hari (1996) menjadi 735 ribu barel/hari (2015). Pengelolaan migas membutuhkan teknologi dan biaya tinggi, waktu pelelangan lama, butuh waktu dan biaya. Sementara juga calon investor menghadapi kesulitan komunikasi, pengarsipan kurang tertata baik, mereka harus datang ke Jakarta, dan proses lelang berjalan kurang transparan dan akuntabel.	**STATEMENT OF THE PROBLEM** The production of oil and gas has been decreasing from 1.6 million barrels/day (1996) to 735 thousand barrels/day (2015). The management of oil and gas require technology and high cost, long auction needs time and cost. Meanwhile, the future investor finds difficulties in communications, archiving is not well-organized, they need to come to Jakarta, and the auction process is not transparent and accountable.
DESKRIPSI INOVASI. Terdapat kesamaan penawaran wilayah kerja migas dan proses pengadaan barang dan jasa pemerintah. Penawaran Wilayah Kerja Migas dengan Sistem Lelang Elektronik Online adalah sistem lelang dengan memanfaatkan teknologi informasi dengan menyempurnakan sistem lelang terdahulu (*paper based*) yang rawan penyimpangan. Inovasi "e-Lelang Blok Migas" berbasis teknologi informasi mewujudkan efisiensi waktu dan biaya, kemudahan komunikasi penyelenggara dan pengguna, pengarsipan tertata baik, jadwal lelang teratur dan tepat, menghilangkan jarak, mengurangi biaya, transparan dan akuntabel.	**DESCRIPTION OF THE INNOVATION** There is a similarity on the division of the working area of oil and gas and the tender process of goods and service of the government. The Offer on Oil and Gas Working Area through Electronic Auction System is an auction system that utilizes information technology that perfecting the previous auction system (paper-based) that was prone to deviation. The innovation of "Oil and Gas Block e-Auction" based on information technology actualizes the efficiency of time and cost, simplicity of the communication between the organizer and the user, organized archiving, organized and punctual auction schedule, dismissing distance, reducing cost, transparent, and accountable.
STRATEGI INOVASI. Transformasi e-lelang berbasis website wilayah kerja minyak dan gas bumi dilakukan dengan persiapan yang matang, koordinasi dan sinergi alokasi anggaran, persiapan infrastruktur berupa modul sistem, pembangunan modul dan pengujian. Kemudian perbaikan sistem, pembuatan payung hukum, dan sosialisasi intensif kepada calon investor dilaksanakan. Ide dasar inovasi adalah transformasi lelang memanfaatkan teknologi informasi sehingga	**STRATEGY OF THE INNOVATION** The transformation of e-auction based on website on oil and gas working area is conducted with well-though preparations, coordination and synergy on cost allocation,

penawaran wilayah kerja lebih sederhana, efisien, efektif, akuntabel dan pasti. **SEBELUM DAN SESUDAH INOVASI.** Sebelum inovasi, proses lelang membutuhkan waktu lama. Setelah inovasi, proses lelang cepat, tepat, dan teratur. **KELUARAN.** Sistem e-Lelang terintegrasi mulai dari tahapan akses dokumen lelang hingga penetapan pemenang. Cara lelang ini dikemas dalam sistem modern berbasis teknologi informasi, memberikan kemudahan kepada peserta lelang dan panitia lelang, dan meminimalisir kecurangan. **MANFAAT**. Proses berjalan transparan dan akuntabel dan *cost effective*. Penyebaran informasi dan tata cara lelang jauh lebih mudah. Arsip tersimpan rapi, *auditable friendly*, dan kepastian layanan. **PEMBELAJARAN.** Dalam menyusun sistem e-lelang terintegrasi diperlukan kerjasama lintas sektoral, dan sosialiasi untuk meningkatkan pengetahuan dan *awareness* terhadap sistem online. Pelaksanaan e-Lelang berbasis web meningkatkan kepuasan investor dan semangat kerja tenaga pelaksana, manajemen efektif, proses lelang berjalan cepat, tepat waktu, akurat, mudah, aman, dan nyaman.	infrastructure preparation on the form of system modules, module establishment, and evaluation. Then the reparation on the system, the legal establishment, and intensive dissemination of information to the future investor is conducted. The base idea of the innovation is to transform the auction utilizing information technology so that the working area offer can be simplified, more efficient, effective, accountable, and certain. **BEFORE AND AFTER THE INNOVATION** Before the innovation, the auction process takes a long time. After the innovation, the auction process is fast, actual, and organized. **OUTPUTS** The integrated e-auction system started from auction document access stage until the winner confirmation. This way of auction is packaged in the form of a modern system based on information technology, giving simplicity to the auction participants and the committees, and minimize the deviation. **BENEFITS** The process goes transparent, accountable and cost-effective. The dissemination of information and auction procedure is made easier. The archives are stored neatly, auditable friendly, and the service is more certain. **LESSONS LEARNED** In arranging the integrated e-auction system, cross-sectoral cooperation and socialization are needed to increase the knowledge and awareness to the online system. The implementation of e-auction based on the web has increased the satisfaction of the investor and the motivation of the officers. The management has become effective, the auction process goes fast, accurate, easy, safe, and convenient.